



## 02 FIRST STEPS

KEY THINGS TO CONSIDER AT THE  
BEGINNING OF YOUR SETTLEMENT  
JOURNEY



# FIRST STEPS

## THINGS TO DO BEFORE YOU LEAVE FOR NEW ZEALAND

### **Bank accounts and credit cards**

Your present bank should be able to help you set up a bank account in New Zealand before you leave, so that you can make credit card and other withdrawals when you arrive.

### **Documents, credit references and driver licences**

Your first few days in New Zealand are more likely to be easy and problem-free if you arrive with the following documents:

- birth certificates
- marriage certificates
- academic qualifications
- references from previous employers
- curriculum vitae
- credit references
- an international driver licence or permit.

All documents should be originals, not copies. If documents are not in English they should be accompanied by a certified translation.

### **Plan what to wear**

The weather is changeable, so bring a range of clothes and do not forget to include a raincoat. Remember, seasons are the reverse of those in the northern hemisphere.



MOVING TO ANOTHER  
COUNTRY IS A COMPLEX  
VENTURE THAT REQUIRES  
PLENTY OF ADVANCE  
PLANNING.

### Money requirements when you first arrive

If possible, arrive with some New Zealand money in mixed denominations (\$5, \$10 and \$20 notes; \$50 and \$100 notes are unusual), as traveller's cheques may not be accepted for small purchases.

### Mail

If you are expecting mail to arrive for you in New Zealand, but you do not have a permanent address, then New Zealand Post can set up a 'private box' or 'private bag' at a post office in the city or town in which you plan to stay. Many organisations, such as banks, will accept a post office box or private bag as your official address. You will need to provide proof of identity to open a PO Box.

### Internet

New Zealand has a high rate of Internet use, with nearly 75% of households having access to the Internet. Internet cafes and other Internet services are also common. Wireless internet (WiFi) is available in the central business districts of Auckland, Wellington and Christchurch.

There are a number of internet service providers. To find them go to *Yellow Pages*, [www.yellowpages.co.nz](http://www.yellowpages.co.nz)



### Bringing your belongings

The New Zealand Customs Service pamphlet, *Advice on Importing Goods into New Zealand*, provides full information about importing goods. The pamphlet is available from Immigration New Zealand, diplomatic and trade offices or directly from: [www.customs.govt.nz](http://www.customs.govt.nz)

E-mail: [feedback@customs.govt.nz](mailto:feedback@customs.govt.nz)

### Televisions, computers and other electrical goods

Most people do not bring items such as televisions, telephones, computers and other electrical goods, since most foreign electrical appliances do not work here. New Zealand's power system is 240 volts and 50 cycles per second, and plugs have two or three narrow pins. (For prices of electrical goods see *Appendix* page 21.)

### Pets

You may need to plan six months ahead if you wish to bring your domestic pets into the country. For full information, contact the Import Management Office of the Ministry of Agriculture and Forestry (MAF). Telephone: +64 4 819 0100, Fax: +64 4 474 4111, or visit: [www.maf.govt.nz](http://www.maf.govt.nz)

### The Automobile Association

The New Zealand Automobile Association has a reciprocal relationship with many overseas motoring associations, but you will need to produce your membership card. Membership can also be transferred before you leave for New Zealand or after you arrive. For New Zealand membership, Freephone: 0800 500 444 or visit: [www.aa.co.nz](http://www.aa.co.nz)

## WHEN YOU FIRST ARRIVE

### Customs declarations

#### *Plant and animal materials*

New Zealand has strict laws to protect its agricultural industries from imported pests and diseases. If you bring in items such as food and plants, these must be declared to MAF officials. Making an incorrect declaration may result in an instant fine of \$200. For more serious breaches, such as illegally importing plants, animal materials and foodstuffs, you can be fined up to \$100,000 and/or five years in prison. Items that need to be declared include:

- food, and the products and ingredients used for preparing food
- plants and parts of plants (alive or dead), including cane, straw and rattan
- animals (alive or dead), or products from animals
- equipment used with animals
- camping gear, golf clubs, hiking boots, shoes, equestrian equipment and used bicycles
- biological specimens.

If you are in doubt about any items, declare them. There is no penalty for declaring items that cannot be brought into New Zealand.

Like other countries, New Zealand has strict security concerning drugs, firearms and other dangerous goods.

For more information, visit: [www.biosecurity.govt.nz](http://www.biosecurity.govt.nz)

### The airport and the city

#### *Money exchange*

You will find at least one Bank, with Foreign Exchange facilities, at all international airports within New Zealand.

#### *Maps, city guides, accommodation*

Free accommodation brochures, maps and city guides are available from self-service information booths. Hotel and motel bookings can also be made by freephone from the airport.

#### *Transport*

You can get to the central city by taxi, airport bus or a fixed-price 'shuttle' van that will drop you off at your destination. Taxis have reliable meters that calculate the fares – bargaining and tipping are not practised. The taxi driver can estimate the likely cost for you. Airport buses and shuttle vans (door-to-door) are significantly cheaper and just as reliable.

All cities have bus and taxi services. Only Wellington and Auckland have commuter train systems; there are no underground rail networks. There are no rail services from international airports at this time.

#### *Information Centres*

Free information on accommodation, transport, food, tourist attractions and entertainment is available from Information Centres. These are identified by a prominent 'i' logo.

#### *Food*

A good range of fresh food is available from local supermarkets, and moderately priced cafes and restaurants are plentiful. Motels also have cooking facilities where you can make your own meals. (For food prices, see *Appendix* page 21.)

#### *Tipping*

New Zealanders do not generally tip service people. However, tipping is appropriate in the more expensive restaurants and hotels – particularly if you have received unusually good service. A tip of between five and ten percent of the total bill is appropriate.

### *Water*

All New Zealand tap water is safe to drink and most is of very high quality.

### *Shopping*

Shops and supermarkets are similar to those in most Western countries. New Zealanders use the word 'dairy' to refer to small local shops that sell ice creams, sweets, newspapers, magazines and some basic grocery items, and the word 'superette' to refer to small local supermarkets.

Most shops are open during working hours, usually 9:00am to 5:30pm from Monday to Saturday. Late Thursday and Friday night and Sunday shopping is also common. Many supermarkets are open until 9:00pm, and some stay open for 24 hours, seven days a week. Some shops, such as takeaway food outlets and those attached to petrol stations, are also open for extended hours.

### **Getting help with speaking English**

For contact details, see page 22. For further information, see *Education*.

### **Telephones**

There may be a phone at the property you move in to, or you can buy one from a wide range of shops; an electrical goods specialist or bargain chains. Prices vary widely. Skype works well in New Zealand and is used by many new migrants due to the very low rates achieved for international calling – for an overview visit the website [www.skype.com](http://www.skype.com).

Telecommunications providers generally provide services to the connection point in the dwelling, and it is the customer's responsibility to acquire a phone or other suitable hardware. There are three main Telco providers – Telecom, Telstra–Clear, and Vodafone – but their service offerings and capabilities do differ from region to region, so it is worthwhile looking around.

Mobile phone services are widely available. Mobile phones are sold at electronic goods shops or specialist phone shops. Public phones are usually located in town centres and suburban areas use pre-paid phone cards which are available from supermarkets, newsagents or dairies (small local shops).

Directory assistance is available on 018, for a charge, or by using the *White Pages*, [www.whitepages.co.nz](http://www.whitepages.co.nz)

### **Time**

All parts of New Zealand operate in the same time zone.

### **Opening a bank account**

Opening a bank account is easy – you do not need to be a resident of New Zealand, or to provide references. You may be able to open your account before you come to New Zealand. Most banks will have an account operating for you within ten days, and often much sooner. To find a bank, look under 'Banks' in the *Yellow Pages*, [www.yellowpages.co.nz](http://www.yellowpages.co.nz). You will need to give the bank a permanent address, either residential or a post office box or private bag (see page 2). A hotel or motel address is not acceptable.

If you want to open a cheque account, the bank will need identification, such as your passport or driver licence, and a deposit – usually about \$200. When paying by cheque, it is normal to show identification such as a driver's licence, credit card or passport.

If you earn income, you will need to give the bank an IRD number. To get an IRD number, contact Inland Revenue (IRD), Freephone: 0800 227 774 or visit [www.ird.govt.nz](http://www.ird.govt.nz) For further information, see *Government*.

### **Bank hours**

Banks are normally open from 9:00am to 4:30pm, Monday to Friday. ATMs (Automatic Teller Machines) operate 24 hours a day.

Branches of Kiwibank, which is a crown owned entity operated through the postal provider New Zealand Post, are also open on Saturday mornings when the Post Shop is open.

#### **Bank services**

In addition to cheque and savings accounts and foreign exchange services, banks offer a full range of services including personal loans, home loans (Mortgages), business finance, insurance, investments, safe deposit, credit cards, internet and phone banking.

#### **EFTPOS Cards**

New Zealand has the world's highest rate of use of EFTPOS Cards. EFTPOS stands for "Electronic Funds Transfer - Point Of Sale". A card is issued linked to your day to day transaction account. This is now the single most common method of payment for goods and services in New Zealand. When you open a bank account in New Zealand you can expect to be offered an EFTPOS card.

#### **Bank fees**

Banks charge a fee for transactions, including ATM transactions, cheques and savings withdrawals. Fees can vary between banks and the type of bank account. However, since 2008 many banks have begun reviewing and reducing fees or removing them altogether. It is worth checking fee structures before deciding on a banking service provider.

#### **Migrant banking services**

Some major banks offer special services for new migrants, and have multilingual staff who can help with advice and information.

#### **Safe custody**

Deposit boxes for the secure storage of personal valuables, such as jewellery and financial and legal papers, are available at most banks for a modest fee.

"ATTITUDE IS IMPORTANT.  
95% OF KIWIS ARE HARD-  
WORKING, STRAIGHT-TALKING  
PEOPLE. YOU HAVE TO LEARN  
TO DO THINGS YOURSELF HERE."

INDIAN MIGRANT AND BUSINESS

PROFESSOR, KAMAL GHOSE.



## GETTING AROUND NEW ZEALAND

### Public transport

New Zealand has good air and bus links but rail services, except for some tourist routes, are limited to suburban systems in Auckland and Wellington. All services are listed in the *Yellow Pages*. Schedules are available at most Information Centres and on the Internet.

### Driving

Driving in New Zealand is usually easy. Roads are good and by international standards traffic volumes are light. However, city traffic can be heavy during 'rush hours'. Heavy congestion occurs on the Auckland motorway network and to a lesser degree on some arterials serving the other main centres. Speeding and drunk driving both incur heavy penalties. Most 'State Highways' throughout the country are not large by overseas standards – many have only two lanes. Rural roads require special care, because many are winding and some have a gravel or metalled surface.

### Driver's licences

Before you can drive in New Zealand you must have a current and valid driver's licence. Always carry your licence with you when you drive. You can be fined if you do not have your licence on you when stopped by the Police.

If you have a current and valid driver licence from another country, or an international driving permit (IDP), you can drive in New Zealand for up to one continuous year. So Police can check that the licence is current and valid, holders of licences issued in languages other than English are also required to carry a certified English translation.

If you are planning to stay and drive in New Zealand for more than one year, you will need to apply for a New Zealand driver's licence as soon as possible after your arrival. This involves a driving theory and practical test and an eye sight examination.

Freephone: 0800 822 422 or go to [www.landtransport.govt.nz](http://www.landtransport.govt.nz) to find out how to apply.

### Driving rules

The road code in New Zealand is similar to that in most western countries, but there are a few important features that need to be noted in advance of your arrival.

### Keep left

This is easy to forget when you first arrive as old habits die hard, and New Zealand's rural roads often don't have other cars on them to remind you – but such lapses can be fatal. **Keep left at all times!**

### Speed limits

Speed limit signs show the maximum speed at which you can travel. At times, you may need to drive at a lesser speed due to road or weather conditions. Exceeding the speed limit is considered a serious offence and carries heavy penalties. Speed limits are variable but in general the following rules apply:

*Towns and cities:* 50 kilometres per hour

*Open road and most motorways:* 100 kilometres per hour

### Give way rules

- at a 'Give Way' sign, slow down, be ready to stop and give way to all traffic
- at a 'Stop' sign, stop completely and then give way to all traffic.

At intersections that do not have 'Give Way' or 'Stop' signs or traffic lights, the following rules apply:

- if you are turning, give way to all vehicles that are not turning
- in all other situations give way to vehicles crossing or approaching from your right. If you are turning left, this includes any vehicle coming towards you that is turning right.
- An easy way to remember is, if the other vehicle is approaching your driver side door, you should give way.

### **Parking**

You are not allowed to park on or beside a broken, or dashed yellow line, or within six metres of an intersection or a pedestrian crossing. You are also not allowed to park or stop on the right hand side of the road except in a one-way street.

Parking signs with red writing on a white background apply at all times.

Parking signs with white writing on a blue background only apply on certain days and times, for example, Monday to Saturday, 8:00am to 6:00pm. Read the sign carefully as it will state when the rules apply.

### **Safety belts**

All people in a car (in the front and rear seats) must wear safety belts at all times.

### **Children in cars**

If you are driving a car, you are responsible for ensuring that all children under five years old are restrained in an approved child seat. The only exception is when you are travelling in a taxi. If the taxi has no restraint available, the child must sit in the back seat. Children's car seats are available for hire from Plunket. Call freephone 0800 933 922 or visit [www.plunket.org.nz](http://www.plunket.org.nz)

### **Safety helmets**

Safety helmets are compulsory for all cyclists and motorcyclists. This includes passengers and children being carried on bicycles. The helmets must conform to the New Zealand Standard and be securely fastened. Approved safety helmets can be bought from cycle shops. A fine of \$55 is imposed if a cyclist is caught cycling without a helmet.

### **Drink driving rules**

If you drink, don't drive. Drinking more than the legal limit and then driving is a very serious offence. The Police can test any driver for alcohol at any time. If you are convicted of driving while over the legal limit, you will automatically lose your licence and could also be fined or imprisoned.

### **Helpful guides**

A handy guide to New Zealand's road rules *New resident drivers* is available in Chinese, Japanese, Korean, Fijian, Samoan, Hindi and Malay.

For a copy in your preferred language:

Freephone: 0800 822 422 or visit: [www.landtransport.govt.nz](http://www.landtransport.govt.nz)

For the *New Zealand Road Code*, visit:  
[www.landtransport.govt.nz/roadcode](http://www.landtransport.govt.nz/roadcode)

Copies can also be purchased from most bookshops and stationery outlets.



## WHAT TO DO

### Natural beauty and National Parks

New Zealand has many wilderness areas, including National Parks in Fiordland, Mt Cook, Tongariro and elsewhere, that attract tourists from around the world. Exploring these wilderness reserves is a great way to get a feel for the dramatic scenic contrasts and unique outdoor opportunities New Zealand offers. More information is available from:

[www.doc.govt.nz](http://www.doc.govt.nz)

The Department of Conservation website. The Department is responsible for maintaining the walking tracks and huts in the National Parks.

[www.newzealandnz.co.nz](http://www.newzealandnz.co.nz)

A general tourism website. National Parks are listed under 'Top Resources' in the left-hand menu bar.

[www.newzealand.com](http://www.newzealand.com)

Tourism New Zealand's promotional website, with many of the country's famous natural attractions and activities.

[www.jasons.com](http://www.jasons.com)

Provides a national directory of Visitor Information Centres. These centres usually provide information on a regional basis.

However, there are also many large and attractive parks and reserves close to major towns and cities - this proximity to nature is a key feature of the New Zealand lifestyle. Local government websites usually have very good areas on their parks and how to access them.

### Arts, culture, festivals and entertainment

New Zealand has a thriving cultural life, with a unique mix of European, Māori, Polynesian, Asian and, increasingly, other traditions. Some of its orchestras and dance companies are internationally regarded - of particular note are the New Zealand Symphony and Auckland Philharmonic Orchestras, Royal New Zealand Ballet and Black Grace Dance Company. There are also numerous lesser-known professional theatre, dance and opera companies. Theatre is strong in the main centres - particularly Wellington and Christchurch - and offers a stimulating mix of local and overseas productions. The local film industry is vibrant - its famous exports include the *Lord of the Rings* trilogy, *Whale Rider*, *Once Were Warriors* and *King Kong*. Overseas artists and exhibitions also tour regularly.

Several centres hold International Arts Festivals featuring a wide range of local and international artists. The most well-known is probably the International Festival of the Arts which is held in Wellington every two years and attracts a stellar cast of international artists. Similarly, 'Opera in the Park' concerts have become hugely popular, with many centres lending their own interpretation to these events.

Māori cultural traditions receive strong support from both the Māori community and the general public. There has in recent years been a dramatic revival in all Māori art forms, from carving and weaving to traditional dance. *Kapa Haka* - a range of performing arts that includes *haka*, *waiata*, and *poi* dancing - enjoys enormous cross-cultural support. Regional and national competitions in these performing arts are a dominant feature of contemporary cultural life.

## Sport

New Zealand's outdoor lifestyle and natural resources have fostered a nation of active sportspeople who compete regularly at an international level. Extensive networks exist to encourage participation. For more information visit [www.sparc.govt.nz](http://www.sparc.govt.nz)

## Wine and food

New Zealand has world-class wines, and a distinctive Pacific Rim cuisine that combines Asian and European influences, using the best local produce. High quality wine and food are not just the preserve of the wealthy but are available to everyone. This is partly a reflection of New Zealand's lack of a traditional class system, and the fact that the cost of eating out is low by international standards. Most New Zealanders eat out regularly and the restaurant trade has boomed in recent years. There are, for example, over 300 restaurants and cafes in central Wellington, which now has more restaurants *per capita* than any city in the world.

## What is a Kiwi?

Our national native animal symbol. The Kiwi is an indigenous flightless bird - but also an informal name for a New Zealand citizen.

## History

The first Polynesian settlers, the Māori, arrived in New Zealand in the 10th century and named it Aotearoa - Land of the Long White Cloud. By the 12th century, there were scattered settlements in favoured parts of the country. In 1840, the Māori population was estimated at 100,000.

In 1642, the Dutch navigator Abel Tasman sighted Aotearoa. He mapped parts of the West Coast but did not land. In 1769, the British naval captain James Cook and his crew became the

first Europeans to set foot on New Zealand soil. Eventually, sealers and whalers began to arrive, followed by Christian missionaries, and the first European settlements were established.

In 1840, New Zealand was established as a colony under the British Crown, when the chiefs of most Māori tribes and representatives of the Crown signed the Treaty of Waitangi on 6 February 1840. This agreement is recognised as the founding document of the nation.

The British connection remained an important part of New Zealand culture, and Britain was often referred to as 'home'. Just over 100,000 New Zealanders fought with the Allied Forces in World War I. New Zealand also made a significant contribution during World War II, with nearly 10% of the population serving overseas. After the war, New Zealand's agricultural products were in demand and the 1950s saw prosperity, full employment and considerable industrial growth.

For more information on New Zealand history go to *The Encyclopedia of New Zealand*, [www.teara.govt.nz](http://www.teara.govt.nz)



## Māori culture

Māori people have a distinctive culture, much of which is based around the *marae* – the meeting place of an *iwi* (tribe) or *hapū* (subtribe). The word *marae* refers to the open ground in front of a *whareniui* (meeting house), although the word is sometimes used to refer simultaneously to the *whareniui*, the open space and other communal facilities.

The *marae* is a spiritual place where the dead are mourned, guests are housed, weddings are held, reunions are celebrated, and matters of importance to the community are discussed. Each *iwi* has a number of *marae* in its *rohe* (tribal area). In addition, there are also urban *marae* – set up as increasing numbers of Māori people migrate to urban areas. Urban *marae* typically serve as community centres for people from a number of *iwi*, and they have modern as well as traditional carvings and decorations. If you visit a *marae* with a group on a formal occasion, you will receive a ceremonial welcome. The ceremony will differ according to the *kawa* (protocol) of the *iwi*.

## Languages

### English

All New Zealanders speak English and many speak no other language, so it is essential that you can speak English well if you are to settle easily. It may take time to get used to the New Zealand accent, so you may have to ask people to talk more slowly, and to repeat what they have said. Do not be shy about this. Most people will be intrigued by your interest and happy to help.

### Māori

New Zealand Māori, the indigenous language of New Zealand, is spoken by about 50,000 Māori people and a growing number of Europeans. Interest in Māori language (*Te Reo*) has increased dramatically over the last 20 years. It is commonly heard on the *marae* and in rural areas where Māori people predominate. Māori is also taught in schools and universities.

For more information, see *The Treaty of Waitangi* in Section 01.

## Becoming a citizen

New Zealand citizenship gives you the same rights as people born in New Zealand, including the right to have a New Zealand passport. Contact the Department of Internal Affairs for more information, Freephone: 0800 22 51 51 or visit: [www.dia.govt.nz](http://www.dia.govt.nz)

## Pensions

All New Zealand residents become eligible for New Zealand Superannuation (the State pension) at age 65. Arrangements vary according to the length of residency and the terms of any social security agreement between New Zealand and your home country. The Ministry of Social Development can provide detailed guidance on which provisions may apply.

For further information:

- visit: [www.msd.govt.nz](http://www.msd.govt.nz)
- click on 'Work and Income'
- locate the 'Get Assistance' box
- click on 'International Services'.

Pension transfers can be complex and it advisable to seek expert advice well before arriving in New Zealand.

For taxation agreements, see *Government* p 18.

## GETTING TO KNOW US

### Social values

New Zealanders have a very similar way of life and share values common to most Western countries, but there are some special features. We are passionate about sport, and have a firm belief in social equality. The social welfare system prevents extreme poverty, and the nation has neither a strong class system nor major social tensions. Differences between high and low-income people are not pronounced. Some minor ethnic tensions exist, but are low by international standards, and goodwill between races is usually evident.

"WHAT WE REALLY LIKE IS  
THAT EVERYTHING IS  
REASONABLY CLOSE TO WHERE  
WE LIVE AND WORK. IT'S EASY  
TO GET ABOUT THE CITY AND  
SUBURBS, UNLIKE MUMBAI.  
WE LOVE WELLINGTON,  
IT'S JUST RIGHT FOR US."

INDIAN MIGRANTS,  
VENA AND MAHENDER PALIWAL.

### Informality and friendliness

#### *Forms of address*

New Zealanders dislike formality and people tend to see each other as 'equals'. Neighbours and people in the workplace are normally on first-name terms.

However, it is still quite common to speak more formally to people in authority. For example, a doctor might be called 'Doctor Smith' rather than 'Mary' or 'Bill'. It is also, of course, standard to address police as 'Constable' or 'Officer'. However, this title is normally used only when addressing a doctor or Police Officer in his or her professional capacity.

It is also standard to address all correspondence, and particularly job applications, formally to Mr. or Ms. or Mrs. 'Smith'. However, old-fashioned greetings such as 'Honourable Sir', 'Esteemed Editor' and closing phrases such as 'I remain your humble servant' would be regarded with some surprise.



### *Social relations at work*

New Zealanders dislike stuffiness and needless formality, and this attitude is evident in the workplace. Most companies are small, with between five and ten employees. In this context, formality is unworkable and managers and business owners usually treat their staff as they would friends. Although relations are inevitably more structured in large organisations, informality and friendliness are still generally the rule.

Relations between the sexes are egalitarian. Requests from male staff for their female colleagues to 'get a cup of tea' or 'wash the dishes', and patronising or sexually motivated remarks about women or girls, are not acceptable. However, old-fashioned courtesies such as opening doors for female colleagues, although no longer standard, are still generally appreciated.

Informality and friendliness also extend to social occasions, and it is common for management to socialise with their staff on equal terms. Particularly in small firms, this often extends to entertainment at the manager's or owner's home – often barbeque get-togethers held in the summer months. A standard and rather charming feature of working life in New Zealand is 'Friday Fives', which generally involves management and staff sharing drinks together in the office after close of work on Friday.

### *Everyday behaviour*

Many New Zealanders praise new migrants for their good manners and politeness, and you will probably find that New Zealanders are mostly similar to people everywhere when it comes to the types of behaviour they like and dislike. For example, they like people to wait their turn in queues, to ask if it is acceptable to smoke, and not to make uninvited sexual advances. When walking down pavements, it is normal to keep left so that people do not have to dodge each other – it is considered rude for groups of people to take up most of the pavement width when walking together. It is not considered polite to spit in the street, or to blow your nose on to the pavement. Littering is also frowned upon and can incur fines or other penalties.

All forms of personal violence are now frowned upon. It is now an offense punishable by the law to smack or otherwise physically discipline children. Serious instances of family violence are criminal offences punishable by fines and/or imprisonment.



## LIFE AND LEISURE

### Sports

New Zealand's national sport is rugby. However, New Zealanders also participate in a full range of other sporting activities – often with considerable success at international level. Sports hold a high profile in our education system and patterns established in early life tend to continue well into adulthood. Many adults actively participate in at least one team or individual sport, and veterans teams catering for players forty years and older are a standard feature of the sporting scene. As with all aspects of New Zealand's social life, a key feature of this and other sporting activities is their accessibility. Almost 15% of New Zealand families own their own boat, and the number of golf courses per capita is the highest in the world. By international standards, club costs are very low and membership is generally open.

### Outdoor activities: the wilderness and the sea

Getting away from the crowds is never a problem, and the freedom and safety New Zealanders enjoy in their outdoor pursuits is one of the distinct advantages of life here. Even those living in the major centres are often within less than a twenty-minute drive of open and unspoilt countryside. As a result, many New Zealanders spend their weekends and holidays in the outdoors. Even on weekends, a walk on a lonely beach, alone with the sea and surf is an option available to most urban residents.

### Fishing

Fishing is New Zealand's most popular sport with 25% of New Zealanders fishing regularly. New Zealand is reputed to have the best trout fishing in the world. There are no private waters and the licence fee is modest. Fishing regulations are strictly observed and trout fishermen are noted for their sporting ethic.

There is no licence fee for sea fishing, but strict regulations apply to fishing methods, maximum catches, fishing seasons and prohibited areas. Specific rules also apply to gathering shellfish. It is forbidden to sell or trade your catch. Breaking the fishing regulations, including those governing the collection of wild shellfish, is totally unacceptable and can result in heavy fines, the confiscation of any vehicles and equipment being used, and even imprisonment.

For more information about fresh water fishing, contact the local office of Fish and Game New Zealand, or a sporting goods shop, or visit: [www.fishandgame.org.nz](http://www.fishandgame.org.nz)

For information on sea fishing rules, contact the Ministry of Fisheries. Freephone: 0800 478 537 (0800 4 RULES) or visit: [www.fish.govt.nz](http://www.fish.govt.nz)



### Water Safety

New Zealand's coastline is extensive –and can be very changeable and dangerous. There are drowning fatalities in NZ every summer, and a high proportion of the victims are tourists and new migrants. We strongly recommend visiting [www.watersafety.org.nz](http://www.watersafety.org.nz) for more information before diving in to the many aquatic activities the country has to offer.

### Dinner parties and social events

At dinner parties, it is customary for guests to bring a bottle of wine, or something you would enjoy drinking yourself. It is also quite common, but not obligatory, to ask "Is there anything I can bring?" Often, the hosts will decline the offer, but sometimes they will suggest that you bring pre-dinner snacks, a salad, a dessert or perhaps after-dinner mints. Sometimes guests will be asked to 'bring a plate'. This is a local phrase that means 'bring some food'. It does not mean that you give a plate to the hosts. If you are asked to 'bring a plate', it is best to ask what sort of food is expected, since this will vary depending on the event.



### Parties and the 'do'

If someone says "We're having a 'do', and hope you can come", this means you are invited to a party. If it is a 'do' for your workplace, then it is customary for the management to supply food and drink. If it is a party organised by a club or a group of friends, then it is likely that everyone will bring a share of the food and drink, or will 'chip in' (contribute their share to pay for it). If you are unsure what is expected, do ask – New Zealand customs are very flexible, so 'the locals' often have to ask questions as well.

### Weddings

New Zealand weddings are generally less formal than in other western countries, but this is not always the case. If you are unsure what to expect, do not be afraid to ask.

### Funerals

New migrants are often startled by the informality of some New Zealand funerals. Personalised funerals designed in line with family wishes, and which follow no particular liturgy, have become increasingly popular. Solemnity and grieving is often combined with 'celebrating the life' of the deceased, and lighter moments are now a feature of most funerals. Formal dress is not obligatory and semi-formal dress increasingly common. An important exception to this pattern is the *tangi*, the traditional Māori funeral. These are solemn rituals, at which *marae* protocol is strictly observed.

## Holidays

New Zealand celebrates 11 public holidays a year, on days of national, religious or cultural significance. The public holidays are:

1. Christmas Day 25 December
2. Boxing Day 26 December
3. New Year's Day 1 January
4. 2 January 2 January
5. Waitangi Day 6 February  
*marking the signing of the Treaty of Waitangi*
6. Good Friday the Friday before Easter, which usually falls in late March or early April
7. Easter Monday the Monday after Easter
8. Anzac Day 25 April  
*a national day of remembrance that honours the nation's war dead*
9. Queen's Birthday the Monday after the first weekend in June
10. Labour Day the last Monday in October  
*celebrating the introduction of the eight-hour working day*
11. Anniversary Day The Anniversary Day of each province – dates vary from province to province.

Every person is entitled to these 11 days' holiday. If any of the first four days happens to fall on a weekend when most people do not work, the holiday itself still occurs on that day, but the legal entitlement to a day off work is transferred to the next Monday or Tuesday.

## The National Anthem

New Zealand's National Anthem is sung at many formal and sporting occasions. Normally, only the first verse is sung, first in Maori, then in English.

### Māori

E Ihoa, Atua  
O nga Iwi Matou ra.  
Ata whakarongo na,  
Me aroha noa.  
Kia hua ko te pai  
Kia tau to atawhai.  
Manaakitia mai,  
Aotearoa.

Ona mano tangata  
Kiri whero, kiri ma,  
Iwi Maori Pakeha,  
Rupeke katoa,  
Nei ka tono ko nga he  
Mau e whakaahu ke.  
Kia ora marire,  
Aotearoa.

### English

God of Nations! At thy feet  
In the bonds of love we meet.  
Hear our voices we entreat,  
God defend our free land.  
Guard Pacific's triple star  
From the shafts of strife and war.  
Make her praises heard afar,  
God defend New Zealand.

Men of every creed and race  
Gather here before Thy face,  
Asking Thee to bless this place,  
God defend our free land.  
From dissension, envy, hate  
And corruption guard our State.  
Make our country good and great,  
God defend New Zealand.

### Television

New Zealand is currently in transition from analogue to digital TV transmission.

There are thirteen free-to-air television channels, but to view all of them you need a digital TV receiver.

A consortium of national media operators has created a digital transmission network called Freeview that is now being adopted in most New Zealand households.

Most new TV's now sold in New Zealand include a Freeview receiver - or a separate Freeview box can be purchased to receive the digital signal and convert it.

The government has committed to ending analogue TV transmission once digital use levels are over 82% - which is expected to happen between 2012 and 2015.

Subscribers to Pay-TV services such as Sky and Telstra-Clear can usually access the free-to-air digital channels through their pay provider as part of their package.

For a list of broadcasters and other information, visit the Broadcasting Standards Authority: [www.bsa.govt.nz/links.php](http://www.bsa.govt.nz/links.php)

### Radio

New Zealand has the most radio stations per capita in the world. More than 200 private stations and two public networks that provide national coverage through repeaters across the country.

Some larger private operators also network their programmes. A good representative sample can be sampled before your arrival at [www.nzradioguide.co.nz](http://www.nzradioguide.co.nz) where live internet streaming of over 80 NZ stations is available.

Information and some streamed content from the two public networks, Radio New Zealand National, and Radio New Zealand Concert, can be found at [www.radionz.co.nz](http://www.radionz.co.nz)



## PRACTICAL MATTERS

### Your rights

New Zealand is a modern democratic country in which human rights are protected. It is illegal to discriminate on grounds such as gender, race, religion or ethnicity. Complaints about discrimination should be made to the Human Rights Commission office listed under 'Government Phone Listings' at the front of the *White Pages*. For contact details, see page 23.

Newcomers to New Zealand have the same rights and obligations under New Zealand law as any other person living here. It is against the law for anyone to steal or damage your property and it is against the law for anyone to deliberately attempt to injure you or anyone in your family.

### Free help and advice

#### *Citizens Advice Bureau*

All major towns in New Zealand have a Citizens Advice Bureau (CAB). These provide free information and assistance on matters such as the law, translation services, social welfare, health, education, housing, budgeting, employment rights, consumer rights and personal and family issues. The service is confidential and anyone can use it – you do not need to be a New Zealand citizen.

Freephone: 0800 367 222

#### *Community Law Centres*

Community Law Centres offer free legal advice and information (but usually not on business problems or buying or selling houses). Look under C in the *White Pages*, [www.whitepages.co.nz](http://www.whitepages.co.nz)

### Consumer rights

New Zealand has laws to protect you from misleading advertising, faulty goods, poor workmanship, unfair trading and other problems you might meet as a consumer. Help is available from the Citizens Advice Bureau. Always keep receipts, quotations and estimates, copies of agreements and other such documents, since these can help if a dispute arises, (see *Business*).

### Daylight saving time

During summer, 'daylight saving time' applies – all clocks are put forward one hour on the last Sunday in September, and put back one hour on the first Sunday in April.



### Electricity

The power system in New Zealand is 240 volts, 50 cycles.

In New Zealand, you are allowed to do minor electrical repair work, such as changing fuses, replacing light bulbs, rewiring plugs and installing new oven elements. However, for safety and insurance reasons, registered electricians are required to do any other electrical work. Look in the *Yellow Pages*, [www.yellowpages.co.nz](http://www.yellowpages.co.nz) under 'Electricians'.

### Telecommunications

The main telecommunications companies in New Zealand are Telecom, Telstra- Clear and Vodafone. Pricing plans and availability varies widely.

Most houses will have a physical telephone connection already and often a phone, but it will generally not work until a contract for service has been agreed with one of the Telco providers. If a new connection is required, it is usually working within 2-3 days.

New phones can be purchased from a wide range of retailers; specialist electronics shops, home appliance stores and mega-stores. Some Telco providers recommend any hardware connected to their network should be of an approved and tested standard and will not warranty their network for non-approved hardware. This doesn't mean unapproved phones won't work - most do - but the Telco may choose not to prioritise service issues if an unapproved appliance is being used.

### Internet

Most Telco's have their own ISP (Internet Service Provider) associated with them, and offer packages for phone, internet and where available, digital TV. However you are not obliged to accept any package offered regardless of who is supplying the actual physical connection. There are many independent ISP's, easily searchable on the internet.

### Mobile phones

There are two major providers of mobile phone services in New Zealand - Telecom and Vodafone. Both companies offer a range of different phone brands and payment plans. These include pre-paid plans (where you pay-as-you-go) or a contract plan (where you pay a set monthly rental fee). For more information, visit: [www.telecom.co.nz](http://www.telecom.co.nz) or [www.vodafone.co.nz](http://www.vodafone.co.nz)

### Earthquakes and other emergencies

New Zealand is not a dangerous country, but it is prone to earthquakes and you are likely to feel a few minor tremors each year. Although this is generally nothing to worry about, it is advisable to take a few simple precautions. For information on how to prepare for earthquakes and other emergencies, look in the inside front or back cover of the *Yellow Pages* or visit: [www.getthru.govt.nz](http://www.getthru.govt.nz)

### Rubbish collection and recycling

When and how rubbish is collected from your home will depend on where you live, so talk to your neighbours or contact your local council for details.

Most councils provide rubbish bags that can be bought from supermarkets. These must be left on the footpath outside the home for collection on a specific day each week. A small number of councils operate a bin system. Most councils also provide/sell special bins for curbside recycling of paper, glass and plastics.

Most councils will not collect garden rubbish or large items. These should be taken to the local tip - a council-run refuse collection centre. There will usually be a fee for this service. Call your local council for information. Freight-container-sized rubbish skips can also be hired. Look under 'Rubbish Bin Hire' in the *Yellow Pages*.

Littering or dumping rubbish is illegal and can result in heavy fines.

If you live in a rural area, you are responsible for the disposal of your own rubbish.

### Maintenance and home help

New Zealand families do not have full-time servants, gardeners or cooks, but a small number hire 'home help' – usually an individual who does their house cleaning for a few hours each week. More common is the hiring of 'handymen' or small 'odd job' contractors to mow lawns, maintain gardens and/or complete minor repairs. However, electrical, gasfitting and plumbing work must be done by registered tradesmen.

When you want someone to do some work for you, it is best to ascertain costs first. There are two ways of doing this:

- **Ask for a 'quote'.** A quote is an offer to do a job for a certain price. If you accept the quote, the contractor has to do the work for that price, unless you agree to change it.
- **Ask for an 'estimate'.** An estimate is a price the contractor thinks the work will cost. It is not a firm offer to do the job for that price. If you decide to use that particular contractor, make it clear that you want to be told – before work starts – if the final price is going to be higher than the estimate.

Ask for quotes and estimates in writing. For advice on charges, and on ways of making sure you get jobs done well, contact your local Citizens Advice Bureau, Freephone: 0800 367 222. You can also visit: [www.consumer.org.nz](http://www.consumer.org.nz)

### Buying a car

#### *Protection against mechanical faults*

A number of organisations in New Zealand offer a pre-purchase inspection for car buyers. VTNZ (Formerly Vehicle Testing New Zealand) is the largest operator with over 80 outlets throughout the country. Visit [www.vtnz.co.nz](http://www.vtnz.co.nz)

#### *Protection against dishonesty*

Car sales companies with LMVD after the name are Licensed Motor Vehicle Dealers. These firms are bound by a code of ethics. LMVD firms must also display the model name, year of manufacture, number of previous owners, warranty category and full price.

By law, they must offer buyers a warranty for a set period, although this varies with the age of the car.

To check if a dealer is licensed, Freephone: 0508 MOTOTRADERS (0508 668 678) or visit: [www.motortraders.med.govt.nz](http://www.motortraders.med.govt.nz)

*Advice on motor registration, car licensing, and change of ownership*  
Contact Land Transport New Zealand.

Freephone: 0800 108 809, or visit: [www.landtransport.govt.nz](http://www.landtransport.govt.nz)

### Car Registration and Warrants of Fitness (WOF)

ALI vehicles sold and operated in New Zealand must have a current registration and WOF. For more information about these, read the Road Code – available online at [www.landtransport.govt.nz/roadcode](http://www.landtransport.govt.nz/roadcode)



## LEGAL MATTERS

### Marriages

The legal age of marriage in New Zealand is 16 years. If one or both partners are under the age of 20 and have not been married before, then parental consent to marry is required.

### Civil Union

A relationship may also be solemnised as a civil union and officially registered in New Zealand. A civil union may be entered into by couples of the same or different sexes.

### Divorce

Divorce in New Zealand is simple. Couples can separate immediately and a divorce is granted automatically after they have lived apart for two years. Dissolution is granted on the basis of irreconcilable differences. These grounds for divorce cover all reasons for ending a marriage.

All matrimonial property is generally divided equally between the partners if they are divorcing after three years of marriage. This also applies to same-sex and *de facto* relationships. For shorter marriages, the equal sharing rules may be modified.

### Making a will

Anyone aged 18 years and over can make a will either through the Public Trust Office, which provides a simple and low cost service, or a private lawyer.

Freephone: 0800 371 471 or visit: [www.publictrust.co.nz](http://www.publictrust.co.nz)

### Alcohol and the law

Wine and beer are available from most supermarkets seven days a week, and wine, beer and spirits at specialist outlets ('bottlestores').

Anyone aged 18 years or over can go into 'licensed premises' and buy and drink alcohol. Licensed premises include hotels, pubs, restaurants, clubs, bottle stores, supermarkets, cafes, bars and nightclubs. If you are asked to prove you are aged 18 or over, you can use either:

- a New Zealand photo driver licence
- a New Zealand or overseas passport, or
- an 'evidence of age' document from the Hospitality Association of New Zealand (available at any New Zealand Post Shop for \$20).

People who are under 18 can be given alcohol by their parent or legal guardian, either at home, in a licensed liquor outlet or at a private social gathering. It is illegal for people under 18 to drink in a public place.

### Drink driving rules

If you drink, don't drive. See page 7.

## APPENDIX: TYPICAL COSTS AND PRICES

### Prices of groceries and electrical goods

Representative weekly shop for a four person family

Navel Oranges	1 kg	\$1.98
Braeburn Apples	1.5 kg	\$2.95
Bananas	1 kg	\$2.95
Carrots	1 kg	\$1.45
Lettuce	1 head	\$3.69
Cauliflower	1 head	\$2.98
Potatoes	10 kg	\$9.97
Flour	1.5 kg	\$2.69
Sugar	1.5 kg	\$2.72
Pasta (spaghetti)	500 g	\$1.09
Rice	1 kg	\$2.99
Sliced wholemeal bread	1 loaf	\$3.50
Butter (semi-soft)	500 g	\$2.89
Margarine	500 g	\$2.50
Eggs size 6	12	\$2.75
Honey	500	\$3.59
Milk	2 L	\$3.09
Cheese	1 kg	\$9.89
Canned baked beans	420 g	\$1.15
Cereal	750 g	\$4.89
Potato chips (crisps)	150 g	\$1.50
Biscuits (plain)	250 g	\$2.60
Water crackers	125 g	\$1.39
Instant coffee	100 g	\$6.99
Vacuum packed ground coffee	200 g	\$4.99
Apple juice	3 L	\$6.30
Beer (330ml bottles)	12 pack	\$22.99
Wine	750 ml	\$12.99
Premium beef mince	1 kg	\$16.99
Steak, scotch fillet	500 g	\$13.49
Fresh fish fillets, tarakihi	1 kg	\$23.99
Frozen fish, hoki	360 g	\$6.79
Lamb chops	1 kg	\$16.99
Pork chops	6 pack	\$20.70
Pork Sausages	1 kg	\$13.49
Olive oil	1 L	\$11.88
Toilet paper	6 rolls	\$5.89
Bleach	1.25 L	\$2.49
Laundry powder	1 kg	\$8.98
Detergent	600 ml	\$2.00
Dishwasher powder	1 kg	\$6.14
Soap (bar)	4 pack	\$4.18
Cat litter	3 L	\$3.49

Cat biscuits	1 kg	\$4.23
Rubbish bags	5 pack	\$2.29
Toothpaste	120 g	\$3.31
Tea bags	100	\$3.49
Soft drink	2.25 L	\$2.87

**Total** **\$278.43**

*Source: Mainstream NZ supermarket, September 2009*

### Prices of electrical goods

#### Typical home PC

Pavillion dv6-1203AX Notebook computer AMD Athlon X2  
Dual-Core Processor, 2GB RAM, 250 GB HDD, 15.6 inch display,  
Windows Vista Home Premium \$1,399.00

5 kg washing machine \$669.99

Vacuum cleaner \$199.99

Hair dryer \$49.99

Double dishdraw dishwasher \$1399.99

6 kg clothes dryer \$899.99

Phone with cord and caller ID \$39.99

Mini HiFi stereo system \$249.00

DVD player/recorder \$399.00

42" Plasma television \$1,598.00

DVD Home theatre \$449.00

40" LCD television \$2,599.99

*Source: Mid-priced NZ Appliance Retailer, September 2009.*

## GETTING HELP WITH SPEAKING ENGLISH

If you need help improving your English, the local SSNZ office or Citizens Advice Bureau are good places to start. Staff abon assisting new migrants and will be able to refer you to local ESOL training organisations, colleges and schools that can provide the type of tuition you require. Local CAB offices are listed in the *White Pages*.

### [www.tec.govt.nz](http://www.tec.govt.nz)

The Tertiary Education Commission also produces an *English for Migrants Course Directory*. You can obtain this by calling free on: 0800 376 569 or download it from the website.

### [www.esolht.org.nz](http://www.esolht.org.nz)

The National Association of ESOL Home Tutor schemes has recently changed its name to English Language Partners (ELP). It is likely you will see both names in print and on internet sites for a year or two from 2009.

*ELP runs one-to-one ESOL teaching at home, social English groups, special focus groups for learning skills such as driver licence theory and social events. Telephone +64 4 471 2382*

### [www.correspondence.school.nz](http://www.correspondence.school.nz)

New Zealand Correspondence School

*Provides ESOL correspondence courses at beginner, intermediate and advanced levels.*

## Telephone directories

In New Zealand telephone directories are referred to as the *White* and *Yellow Pages*. These terms are used throughout this guide.

The *White Pages* lists residential and business numbers in alphabetical order. It also includes special sections on Government and Medical services.

The *Yellow Pages* is a classified business directory categorised by service or product type.

There are *White* and *Yellow Pages* for each region – there is no national directory. For national listings, visit: [www.whitepages.co.nz](http://www.whitepages.co.nz) or [www.yellowpages.co.nz](http://www.yellowpages.co.nz)



## WEBSITES AND NEW ZEALAND FREEPHONES

### IMMIGRATION NEW ZEALAND

#### [www.immigration.govt.nz](http://www.immigration.govt.nz)

Official site of Immigration New Zealand.  
*Comprehensive information on all aspects of New Zealand immigration policy and procedures. All policy guidelines and most application forms can be downloaded. Freephone 0508 558 855.*

### NEW ZEALAND NOW

#### [www.newzealandnow.govt.nz](http://www.newzealandnow.govt.nz)

Government site that links you to all the information that you need to know about living and working in New Zealand.

### NEW ZEALAND EDGE

#### [www.nzedge.com](http://www.nzedge.com)

*The nation's hottest cultural website with lots of sparkling stories and hot news items about every aspect of New Zealand culture and identity.*



## GOVERNMENT SITES

### **www.civildefence.govt.nz**

Ministry of Civil Defence and Emergency Management  
*Information on how to prepare for earthquakes and other emergencies.*

### **www.customs.govt.nz**

New Zealand Customs Service  
*Information on all aspects of customs formalities and also what cannot be brought into New Zealand with you, focusing particularly on illegal items such as drugs and weapons.*

### **www.dia.govt.nz**

Department of Internal Affairs  
*Processes citizenship applications, as well as many other documents such as birth, death, and marriage registers, and certificates and passports.*

### **www.fish.govt.nz**

Ministry of Fisheries  
*Information on sea fishing.*  
Freephone: 0800 478 537 (0800 4 RULES)

### **www.fishandgame.org.nz**

Fish and Game New Zealand  
*Information on fresh water fishing and game hunting.*

### **www.hrc.co.nz**

Human Rights Commission  
*An independent agency responsible for investigating and resolving complaints about discrimination and other human rights issues.*  
Freephone: 0800 496 877

### **www.ird.govt.nz**

Inland Revenue  
*Information on taxes*  
Freephone: 0800 227 774 from within New Zealand, if calling from outside New Zealand +64 4 978 0779

### **www.landtransport.govt.nz**

Land Transport New Zealand  
*Allocates government funding for land transport and promotes land transport safety. Website includes information on New Zealand's land transport system, driver licensing, road rules and private vehicle imports.*

Driver Licensing: 0800 822 422

Road User Charges: 0800 655 644

Motor Vehicle Registration: 0800 108 809

### **www.maf.govt.nz**

Ministry of Agriculture and Forestry  
*Comprehensive information on New Zealand's agricultural, horticultural and forestry industries.*

### **SSNZ**

SSNZ (Settlement Support New Zealand) is a government funded initiative that provides a local point of first contact for new migrants, in 18 locations throughout the country. Think of it as, "Phone a friend".

SSNZ is a FREE service for new migrants, linking you to the information you need.

Phone 0800 SSNZ4U (0800 776 948). Visit [www.ssnz.govt.nz](http://www.ssnz.govt.nz)

**In an emergency, dial 111 – The operator will answer and ask, "Which Service do you require?"  
Fire, Ambulance or Police.**

### **www.quarantine.govt.nz**

Information on bringing plants and animals into New Zealand.

## GENERAL SITES

### **www.aa.co.nz**

New Zealand Automobile Association Inc.  
*Website provides prices of new cars in New Zealand.*  
*The Association provides services ranging from travel advice, insurance and loans to a 24 hour breakdown service for members.*  
Freephone: 0800 500 444

### **www.consumer.org.nz**

Consumers Institute of New Zealand  
*For consumer advice and information about what constitutes misleading advertising and unfair trading practices and what to do about it. Membership fee required.*

### **www.nzpost.co.nz**

New Zealand Post  
*Main operator of postal services in New Zealand and home of Kiwibank outlets. At Post Shop outlets you can also pay utility bills. Freephone: 0800 501 501.*  
*To use the services of Kiwibank, visit: [www.kiwibank.co.nz](http://www.kiwibank.co.nz)*

### **www.watersafety.org.nz**

Water Safety New Zealand  
*Raises awareness of water safety.*

## NEWS SITES

[www.stuff.co.nz](http://www.stuff.co.nz)  
[www.nzherald.co.nz](http://www.nzherald.co.nz)

## TV SITES

[www.freeview.nz.tv](http://www.freeview.nz.tv)  
 Digital TV options in New Zealand.

[www.tvnz.co.nz](http://www.tvnz.co.nz)  
 Television New Zealand  
*Owns TV One and TV Two, their website includes the weekly schedule for both channels.*

[www.tv3.co.nz](http://www.tv3.co.nz)  
 TV Three

[www.c4tv.co.nz](http://www.c4tv.co.nz)  
 C4TV Music Channel

[www.maoritelevision.com](http://www.maoritelevision.com)  
 Maori Television

[www.primetv.co.nz](http://www.primetv.co.nz)  
 Prime TV

[www.skytv.co.nz](http://www.skytv.co.nz)  
 Sky TV  
*Pay TV channel.*

[www.telstraclear.co.nz](http://www.telstraclear.co.nz)  
 TelstraClear offers pay TV on cable.

## WEB LISTINGS FOR ACCOMMODATION

[www.accommodationnewzealand.co.nz](http://www.accommodationnewzealand.co.nz)  
*Online guide to accommodation in New Zealand*

Tourism is New Zealand's largest industry – so there is a wide range of accommodation available, from 4 and 5 star hotels, to houses and flats for rent or sale –and everything in between.

Prices will vary widely depending on location, time of year, and of course quality. Hotel and motel web sites abound.

Private houses for short term rental can be found through real estate agents, and web sites such as [www.trademe.co.nz](http://www.trademe.co.nz)

## TRANSPORT SITES

**Auckland:** [www.maxx.co.nz](http://www.maxx.co.nz)  
 Timetables and fares for bus, train or ferry services in the Auckland region.  
*Phone: 09 366 6400*  
*Text: 3666*

**Hamilton:** [www.ew.govt.nz](http://www.ew.govt.nz)  
 Timetables and fares of bus services both within Hamilton city and the Waikato region.  
*Freephone: 0800 4287 5463 (0800 4 BUSLINE)*

**Wellington:** [www.metlink.org.nz](http://www.metlink.org.nz)  
 Access bus and train timetables and fares.  
*Freephone: 0800 801 700*

**Christchurch:** [www.metroinfo.org.nz](http://www.metroinfo.org.nz)  
 Bus timetables.  
*Phone: (03) 66 88 55*

**Dunedin:** [www.orc.govt.nz](http://www.orc.govt.nz)  
 Bus timetables and fares.  
*Freephone: 0800 474 082*

## BANK SITES

[www.anz.com](http://www.anz.com)  
[www.asbbank.co.nz](http://www.asbbank.co.nz)  
[www.bnz.co.nz](http://www.bnz.co.nz)  
[www.kiwibank.co.nz](http://www.kiwibank.co.nz)  
[www.nationalbank.co.nz](http://www.nationalbank.co.nz)  
[www.tsb.co.nz](http://www.tsb.co.nz)  
[www.westpac.co.nz](http://www.westpac.co.nz)

## BANKING INFORMATION

[www.interest.co.nz](http://www.interest.co.nz)  
 A comprehensive, up-to-date listing of all New Zealand financial institutions. Interest rates are recorded for products such as savings accounts, term deposits, mortgages and credit cards and are updated daily.

**Please note: Freephone numbers do not accept international calls.**