

# Kia ora

# Advice to help you settle in Aotearoa New Zealand

## Prepared for you: *[employee name]*

## By your employer: *[employer name]*

# Nau mai, haere mai ki AotearoaWelcome to New Zealand

We are excited that you have chosen to join us in Aotearoa New Zealand.

We have created this guide to help you with:

* accommodation – finding somewhere to live
* transport – ways to get to work and other places
* cost of living – how much it might cost to live in New Zealand
* healthcare services – what to do if you are sick or have an accident
* Citizens Advice Bureau services – understanding the rights you have in New Zealand
* community groups – meeting people at work and in the community
* getting an IRD number – understanding the taxes you pay in New Zealand
* industry training and qualifications – skills to do your work
* job or industry hazards – keeping healthy and safe at work
* other information to help you settle in.

Aotearoa New Zealand is a beautiful country with an excellent quality of life. We hope this guide will help you get settled and enjoy your time here. We look forward to having you on our team.

**Employers: Read and follow these instructions.**

This template contains both general information for all AEWV employees, and sections you should personalise for your employee and the area they will live and work in.

The sections you should personalise are highlighted, with instructions and examples of information you could include.

1. Read all the highlighted instructions.
2. Replace the highlighted instructions with local personalised information. Use the examples to help you.
3. Delete any remaining highlighted instructions.

# Accommodation

Having a place to live is a big part of feeling settled in a new country.

In New Zealand, when you rent a place to live from someone, you are the 'tenant' and they are the 'landlord'. You both have rules to follow.

Immigration New Zealand (INZ) has information on renting in New Zealand, including paying rent and fixing problems with your rental:

* [Renting Property in New Zealand — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/rent/) (https://www.live-work.immigration.govt.nz/rent)

Tenancy Services is part of the New Zealand government. It also has information on your rights as a tenant, including types of tenancy agreements, your landlord's responsibilities, and the differences between tenants and flatmates:

* [Starting a tenancy — Tenancy Services](https://www.tenancy.govt.nz/starting-a-tenancy/) (https://www.tenancy.govt.nz/starting-a-tenancy/)

## Information about accommodation options in our region

*Replace this section with accommodation information about your region, personalised to the employee you are giving this guide to. You do not need to include all our suggestions – choose the information you think is relevant.*

*You can include recommendations, but take care when suggesting any services you are personally connected to. Be clear about any conflicts of interests you may have and include other options.*

#### Finding accommodation

* *Information about popular ways to find accommodation in your region, such as:*
	+ *property websites, like TradeMe*
	+ *real estate or property agencies*
	+ *social media groups used in your area.*

#### Locations

*If you are in a larger town or city, you could include information on suburbs or areas your employee may be interested in, based on:*

* *typical commute times to your workplace*
* *access to schools, if your employee is bringing children.*

#### Information relevant to accommodation conditions in your region

*This could include tips to look out for when choosing accommodation in your region, such as:*

* *making sure it has sufficient heating during winter, like a heat pump*
* *information on council-issued notices which may be relevant in your region, such as links to council web pages on earthquake-prone building notices.*

#### Employer-provided accommodation

*If you are providing any accommodation, you should include information about it. You should also link to resources about your employees’ rights and responsibilities in these situations. For example, if it is a tenancy arrangement:*

* [Service tenancy — Tenancy Services](https://www.tenancy.govt.nz/starting-a-tenancy/types-of-tenancies/service-tenancy/) (<https://www.tenancy.govt.nz/starting-a-tenancy/types-of-tenancies/service-tenancy/>)

### *Other information*

*If you have other information about accommodation that may be useful to your employee, you could include them here.*

# Transport

New Zealand has many roads connecting places all over the country. You can use public transport in the larger towns and cities, but you will likely need a car to travel outside of them.

All cities and most larger towns in New Zealand have bus services. Auckland and Wellington also have public trains and ferries. In smaller towns and areas between towns, most people travel by car. New Zealanders drive on the left side of the road. Many of the roads here can be winding and narrow.

INZ has a guide to transport in New Zealand, including public transport and information on buying or renting a car:

* [New Zealand Transport System — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/transport/)
(https://www.live-work.immigration.govt.nz/transport)

Waka Kotahi New Zealand Transport Agency (NZTA) has a guide to driving in New Zealand. The guide includes information on road signs, safe driving, and traffic laws. It is available in over 10 languages:

* [Driving in New Zealand — Waka Kotahi NZ Transport Agency](https://www.nzta.govt.nz/resources/driving-in-nz/) (https://www.nzta.govt.nz/resources/driving-in-nz/)

If you have a driver licence from your home country, you can use it to drive in New Zealand for 12 months. After this, you will need to get a New Zealand driver licence to keep driving here legally.

NZTA has information on converting to a New Zealand driver licence (getting a New Zealand licence using your original licence):

* [Converting to a New Zealand driver licence —Waka Kotahi NZ Transport Agency](https://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/converting-to-nz-driver-licence/)

(https://www.nzta.govt.nz/driver-licences/new-residents-and-visitors/converting-to-nz-driver-licence/)

They also have information about buying a car in New Zealand:

* [Buying a vehicle — Waka Kotahi NZ Transport Agency](file:///C%3A%5CUsers%5CDixonB1%5CAppData%5CLocal%5COpenText%5COTEdit%5CEC_mako%5Cc136367978%5CBuying%20a%20vehicle%20%E2%80%94%20Waka%20Kotahi%20NZ%20Transport%20Agency___)

(https://www.nzta.govt.nz/vehicles/buying-and-selling-a-vehicle/buying-a-vehicle/)

## Information about transport in our region

*Replace this section with information about transport in your region, personalised to the employee you are giving this guide to. You do not need to include all our suggestions – choose the information you think is relevant.*

*You can include recommendations, but take care when suggesting any services you are personally connected to. Be clear about any conflicts of interests you may have and include other options.*

#### Public transport

* *Public transport in your area. This could include links to your local council or public transport agency’s website.*
* *Paying for public transport. This could include information on local travel cards such as Snapper or Bee cards, or multi-trip passes, if your region has them.*
* *Where to find public transport timetables.*

#### Getting to work

*If you know where your employee might live, you could include tips on their commute.*

#### Cars and parking

* *Parking options and rules in your region. This could include links to local government websites with information on central or suburban street parking options and costs.*
* *Company vehicles or carpool options.*
* *Company car parks or other places to park if your employee will be travelling to an office.*

### *Other information*

*If you have other information that may be useful for your employee, you could include it here. For example, information about your workplace facilities for cyclists such as bike storage, or local taxis and rideshare services, if you live in a city.*

# Cost of living

The cost of living in New Zealand depends on what you need and where you live.

You can check how much your living costs could be using INZ’s cost of living calculator.

* [Cost of living calculator — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/costs/) (https://www.live-work.immigration.govt.nz/costs/)

The New Zealand Government has information about budgeting. Budgeting is about how you spend money so you have enough for what you need. This includes online help, support groups, and free community services to help you manage your money.

* [Getting help with your budget — New Zealand Government](https://www.govt.nz/browse/family-and-whanau/financial-help-for-your-family/getting-help-budget/)

(https://www.govt.nz/browse/family-and-whanau/financial-help-for-your-family/getting-help-budget/)

## Information about the cost of living in our region

*Replace this section with information about the costs of living relevant to your region and the employee you are giving this guide to. You do not need to include all our suggestions – choose the information you think is relevant.*

*You can include recommendations, but take care when suggesting any services you are personally connected to. Be clear about any conflicts of interests you may have and include other options.*

#### Local or regional costs

*Include any charges specific to the city or region your employee will live and work in. These could include:*

* *congestion charges*
* *water charges*
* *rubbish and recycling charges.*

#### Differences with their home country

* *Such as heating costs, especially in the South Island, if coming from a warm country.*

#### Local tips for saving money

* *Local farmers’ markets, including their opening hours and locations*
* *Places to find second-hand furniture, clothing, and appliances, such as:*
	+ *charity shops*
	+ *second-hand shops*
	+ *swap groups.*

### *Other information*

*If you have other information about the costs of living in your city or region that may be useful for your employee, you could include it here.**For example, workplace or employee discount schemes.*

# Healthcare services

New Zealand has a modern healthcare system, managed by Te Whatu Ora Health New Zealand.

The Te Whatu Ora website has information on the different types of health services, and where to get help if you are sick or injured:

* [Where to go for care — Te Whatu Ora Health New Zealand](https://www.tewhatuora.govt.nz/keeping-well/health-info-for-public/where-to-go-for-care/)

(https://www.tewhatuora.govt.nz/keeping-well/health-info-for-public/where-to-go-for-care/)

They also have a guide showing who can get publicly funded healthcare:

* [Eligibility for public health services — Te Whatu Ora Health New Zealand](https://www.tewhatuora.govt.nz/our-health-system/eligibility-for-publicly-funded-health-services/guide-to-eligibility-for-public-health-services)

(https://www.tewhatuora.govt.nz/our-health-system/eligibility-for-publicly-funded-health-services/guide-to-eligibility-for-public-health-services)

INZ also has information on the healthcare system, including finding a doctor, getting medication, and specialist services:

* [Healthcare services in New Zealand — Live and Work New Zealand](file:///C%3A%5CUsers%5CDixonB1%5CAppData%5CLocal%5COpenText%5COTEdit%5CEC_mako%5Cc136367978%5CHealthcare%20services%20in%20New%20Zealand%20%E2%80%94%20Live%20and%20Work%20New%20Zealand___)

(https://www.live-work.immigration.govt.nz/live-in-new-zealand/healthcare/healthcare-services)

If you are hurt in an accident, you can claim Accident Compensation Corporation (ACC) cover to help pay for your treatment. The ACC website has information on what to do if you are hurt.

* [What to do if you are injured — ACC](file:///C%3A%5CUsers%5CDixonB1%5CAppData%5CLocal%5COpenText%5COTEdit%5CEC_mako%5Cc136367978%5CWhat%20to%20do%20if%20you%20are%20injured%20%E2%80%94%20ACC____) (https://www.acc.co.nz/im-injured/what-to-do/)

In an emergency, call 111 for fire, police, or ambulance services. It is free to call 111, even if your mobile phone has no credit left.

## Information about healthcare in our region

*Replace this section with healthcare information relevant to your region, personalised to the employee you are giving this guide to. You do not need to include all our suggestions – choose the information you think is relevant.*

*You can include recommendations, but take care when suggesting any services you are personally connected to. Be clear about any conflicts of interests you may have and include other options.*

***Local healthcare***

* *Health centres, hospitals, and other healthcare services in your area:*
	+ *Local doctors taking registrations*
	+ *Where to go in an emergency or after hours*
* *Include distances if your workplace is located out of town.*
* *Link to your regional health website:*[*Local health websites — Te Whatu Ora Health New Zealand*](https://www.tewhatuora.govt.nz/keeping-well/health-info-for-public/district-health-websites/)

*(https://www.tewhatuora.govt.nz/keeping-well/health-info-for-public/district-health-websites/)*

### *Other information*

*If you have other information that may be useful for your employee, you could include it here. For example, health insurance schemes your workplace offers, or employee health benefits such as EAP services.*

# Citizens Advice Bureau services

The Citizens Advice Bureau (CAB) gives free advice to everyone in New Zealand. You can get help by phone, email, online chat, or visiting them.

CABs give information and advice to anyone who needs it. You do not have to be a New Zealand citizen to use their services. They help people know what their rights are and how to get the help they need.

Their website has lots of useful resources, including information on your employment rights:

* [Employment and business — Citizens Advice Bureau](https://www.cab.org.nz/category/employment-and-business) (https://www.cab.org.nz/category/employment-and-business)

You do not need to make an appointment to visit a CAB. You can find your nearest CAB on their website:

* [Find a CAB — Citizens Advice Bureau](https://www.cab.org.nz/find-a-cab/) (https://www.cab.org.nz/find-a-cab/)

Check a location for its opening hours, contact information, and the services they offer.

You can call them on 0800 FOR CAB (0800 376 222) or contact them online.

While all CABs have experience helping migrants, 30 locations are also Migrant Connect sites. These sites offer a walk-in service specifically designed for new migrants. The CAB website has more information on Migrant Connect:

* [Migrant Connect — Citizens Advice Bureau](file:///C%3A%5CUsers%5CDixonB1%5CAppData%5CLocal%5COpenText%5COTEdit%5CEC_mako%5Cc136367978%5CMigrant%20Connect%20%E2%80%94%20Citizens%20Advice%20Bureau___)  (https://www.cab.org.nz/find-a-cab/migrant-connect/)

Community Law offers free legal help to eligible people.

* [Home — Community Law](https://communitylaw.org.nz/)  (https://communitylaw.org.nz/)

INZ also has a list of information services for new migrants:

* [Help and support for new migrants — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/local/)

(https://www.live-work.immigration.govt.nz/local/)

# Community groups

Meeting other people and making connections is an important part of getting settled into life in a new country.

INZ has useful tips on meeting people in New Zealand, including information on ethnic and cultural organisations, making workplace and community connections, and links to online networking groups:

* [Ways to meet people in New Zealand — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/meetpeople/)

(https://www.live-work.immigration.govt.nz/meetpeople/)

## Information about community groups in our region

*Replace this section with information that will help the employee you are giving this guide to connect with their communities in New Zealand. If your employee is bringing a partner or children with them, you could provide tips to help their family settle too. Your employee is more likely to remain working in your organisation if they are happy and settled.*

*You do not need to include all our suggestions. You can choose the information you think is relevant. If your local council has a guide for newcomers to your region, you could link to it in this section.*

*You can include recommendations, but take care when suggesting any services you are personally connected to. Be clear about any conflicts of interests you may have and include other options.*

#### Welcoming Community Initiative

*You could include information about your local council’s Welcoming Community initiative, if it has one:*

* [*List of participating councils*](https://www.immigration.govt.nz/about-us/what-we-do/welcoming-communities/who-is-involved) *(https://www.immigration.govt.nz/welcoming-councils)*

#### English language

*If English is not their first language, you could include information about joining a group or course to improve their language skills. A better knowledge of English will help them with their daily life, make new friends, and settle into their new community.*

*INZ has some information that may help your employee find local English Language classes:*

* [*Understanding New Zealand English — Live and Work New Zealand*](https://www.live-work.immigration.govt.nz/Englishlanguage/)

*(https://www.live-work.immigration.govt.nz/Englishlanguage/)*

*English Language Partners help new migrants learn English for everyday life and work. Their website has a list of locations across New Zealand and information on online English classes:*

* [*English Language Partners New Zealand — Home*](https://www.englishlanguage.org.nz/) *(https://www.englishlanguage.org.nz/)*

#### Local community groups

*You could include details of relevant community groups in the area, such as:*

* *family and community networks*
* *ethnic and cultural groups*
* *children’s activities*
* *sports clubs and teams*
* *faith groups and places of worship*
* *volunteer groups.*

*You could ask other people in the workplace about other groups to include here.*

### *Other information*

*If you have other information that may be useful for your employee, you could include it here.*

# Getting an IRD number

You need to pay tax when you work in New Zealand. You need an Inland Revenue (IRD) number before you start working, so we can pay your tax for you.

Applying for an IRD number is quick and easy. You can apply for free on the IRD website:

* [New arrivals to New Zealand — IRD](https://www.ird.govt.nz/managing-my-tax/ird-numbers/ird-numbers-for-individuals/new-arrival-to-new-zealand---ird-number-application)

(https://www.ird.govt.nz/managing-my-tax/ird-numbers/ird-numbers-for-individuals/new-arrival-to-new-zealand---ird-number-application)

Make sure you write down your IRD number once you get it, as you will need it for other things relating to tax.

If you forget your IRD number, you can find it on the IRD website:

* [Find my IRD number — IRD](https://www.ird.govt.nz/managing-my-tax/ird-numbers/find-my-ird-number) (https://www.ird.govt.nz/managing-my-tax/ird-numbers/find-my-ird-number)

The IRD website has more information about paying tax when you work in New Zealand:

* [Paying tax when you work or study in New Zealand — IRD](https://www.ird.govt.nz/situations/work-or-study-in-new-zealand) (https://www.ird.govt.nz/situations/work-or-study-in-new-zealand)

INZ also has information on taxes in New Zealand, including taxes on things you buy:

* [Money and taxes in New Zealand — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/tax/) (https://www.live-work.immigration.govt.nz/tax/)

# Industry training and qualifications

## Information and resources about relevant industry training and qualifications

*Replace this section with information about training and qualification options and requirements relevant to your workplace, industry and the employee you are giving this guide to. You do not need to include all our suggestions – choose the information you think is relevant.*

#### Occupational registration

*If your employee’s job requires occupational registration, include information about it here. You could include the name and contact details of your industry’s registration authority.*

*INZ has a list of jobs that require occupational registration:*

* [*Occupational registration*](https://www.immigration.govt.nz/new-zealand-visas/preparing-a-visa-application/working-in-nz/getting-a-job/occupational-registration) *(https://www.immigration.govt.nz/occupationalregistration/)*

#### Assessments of overseas qualifications

*Your industry’s registration authority may be able to tell you if your employee will need their qualification assessed or translated. If they do, you could explain that here, along with details about any translation requirements.*

*If your employee’s overseas qualifications need to be assessed by the New Zealand Qualifications Authority (NZQA), you should let your employee know that they can apply for an assessment of their qualifications on the NZQA website:*

* [*Getting overseas qualifications recognised by NZQA — NZQA*](https://www2.nzqa.govt.nz/international/recognise-overseas-qual/)

*(https://www2.nzqa.govt.nz/international/recognise-overseas-qual/)*

#### Other training

*You could include a good mix of information relevant to your workplace and industry:*

* *Information on training specific to your workplace or industry that may be relevant for your employee:*
	+ *Any in-house and external training you usually offer employees*
	+ *Health and safety training which may be available to your employee*
	+ *English language courses.*

### *Other information*

*If you have other information or resources that may be useful for your employee, you could include them here.*

# Job or industry hazards

It is important to know about the risks to your health and safety in your job. You have rights and responsibilities for a safe workplace.

INZ has information about health and safety at work in New Zealand. This includes information on health and safety laws and what to do if you are hurt at work:

* [Safety at work — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/worksafety/) (https://www.live-work.immigration.govt.nz/worksafety/)

WorkSafe New Zealand has information on your rights and responsibilities around health and safety at work. This includes what to do if you are worried about health and safety at work:

* [Your rights and obligations — WorkSafe](https://www.worksafe.govt.nz/managing-health-and-safety/workers/your-rights-and-obligations/)

(https://www.worksafe.govt.nz/managing-health-and-safety/workers/your-rights-and-obligations/)

## Information and resources relevant to job and industry hazards in our workplace:

*While you are required to give your employees information on workplace health and safety risks, you can include this as part of an employee induction rather than in this settlement guide.*

*Replace this section with information about health and safety at work, personalised to the employee you are giving this guide to.*

*You do not need to include all our suggestions. You can choose the information you think is relevant to include in this guide.*

#### Health and safety in our workplace

*You could include a good mix of information relevant to your workplace, such as:*

* *Any personal protective equipment your employee needs to know about.*
* *Activities, equipment, and environments that may be hazards.*
	+ *This information could come from* *your existing health and safety materials:*[*Providing information, training, instruction or supervision for workers — WorkSafe*](https://www.worksafe.govt.nz/managing-health-and-safety/businesses/general-requirements-for-workplaces/providing-information-training-instruction-or-supervision-for-workers/) *(https://www.worksafe.govt.nz/managing-health-and-safety/businesses/general-requirements-for-workplaces/providing-information-training-instruction-or-supervision-for-workers/)*
* *Specific differences to how health and safety is managed in your worker’s home country, if you are qualified to comment on them.*

### *Other information*

*If you have other information that may be useful for your employee, you could include it here.*

# Families with children

*If your employee is bringing their children with them, it is useful to include this information. Your employee will feel more settled in if their children are settling in well too. You can delete this section if your employee is not bringing their children with them.*

## Moving to a new country can be a big change for children and teenagers

INZ has information about what parents can do to help kids adjust to a new country:

* [Helping kids cope with migration — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/helpingkids/)

(https://www.live-work.immigration.govt.nz/helpingkids/)

New Zealand’s school system is divided into 13 ‘Years’. Children usually start school at age 5, in Year 1, and often finish at age 18, in Year 13.

INZ has information on New Zealand’s school system, including types of schools, enrolling a child in school, and day-to-day school life.

* [New Zealand school system — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/school/) (https://www.live-work.immigration.govt.nz/school/)

The Ministry of Education has Refugee and Migrant Education Coordinators to help you understand the school system:

* [Migrant Education Service — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/migranteducation/)

(https://www.live-work.immigration.govt.nz/migranteducation/)

## Information about schools in our region

*If you choose to keep this part of the guide, replace this section with information relevant to your location and the employee you are giving this guide to and their children.*

*You can include recommendations, but take care when suggesting any services you are personally connected to. Be clear about any conflicts of interests you may have and include other options.*

#### Schools

*You could include information about schools in your area. Include the ages of students they teach, as new migrants may not be familiar with the New Zealand school system.*

#### Childcare

*You could include a good mix of information relevant to where your employee’s family will live in, such as:*

* *Day-care centres or childcare providers.*
* *Groups for parents. These could include groups for new parents, single parents, or groups for fathers or mothers.*
* *After-school programs or activities for children.*

#### Health and wellbeing

*You could include information relevant to where your employee’s family will live in, such as:*

* *Children’s healthcare in your city, locality, or region*
* *Popular or affordable places to buy toys, children’s clothing, and school supplies.*
* *Other important information for families and children in your city, locality, or region. For example, this could include swimming lessons if your town is near rivers, lakes, or the ocean, or links to information on your local council’s webpage about car seats.*

### *Other information*

*If you know of other information that may be useful for your employee and their family, you can include it here.*

# Other useful resources

*This is an optional section. It contains resources that may be useful to your employee. You could also add in other information that you think your employee might want to know, such as the addresses of your nearest bank branches and their opening hours, or links to your local Civil Defence. You can choose to delete this section.*

*If you decide to keep this section in, delete these highlighted instructions.*

## Employment rights

In New Zealand, there are rules to make sure workplaces are fair.

INZ has information on your employment rights in New Zealand. This includes leave (time off), public holidays, pay, tax, and unfair treatment at work:

* [Employment rights — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/employmentrights/)

(https://www.live-work.immigration.govt.nz/employmentrights/)

INZ also has resources to help you settle into your new job. This includes information on Kiwi workplace culture, unions, and services to help with a disagreement at work:

* [Support in the workplace — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/support/) (https://www.live-work.immigration.govt.nz/support/)

Employment New Zealand has information on your employment rights in 21 different languages:

* [Minimum rights of employees (translations) — Employment New Zealand](https://www.employment.govt.nz/starting-employment/rights-and-responsibilities/minimum-rights-of-employees-translations/) (https://www.employment.govt.nz/starting-employment/rights-and-responsibilities/minimum-rights-of-employees-translations/)

## Banking

You should set up a bank account before you arrive in New Zealand. Banking is safe here, and people do not usually carry large amounts of cash around.

Kiwis usually use EFTPOS, debit, or credit cards to pay for things. You will often hear Kiwis say “EFTPOS” to mean card payments.

INZ has information on banking in New Zealand, including setting up a bank account and transferring money overseas:

* [Banking and loans in New Zealand — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/banking/)

(https://www.live-work.immigration.govt.nz/banking/)

The New Zealand Banking Association has advice on avoiding bank fees:

* [How to avoid bank fees — New Zealand Banking Association](https://www.nzba.org.nz/banking-information/banking-tips/avoid-bank-fees/)

(https://www.nzba.org.nz/banking-information/banking-tips/avoid-bank-fees/)

## Mobile phones

It is important to set up your mobile phone and internet soon after you arrive in New Zealand. That way, you will be able to stay connected with your friends and family overseas, use important online services, and contact us if you need to.

You will need a New Zealand SIM card to connect to our local mobile network. INZ has information on the main mobile network providers, getting internet, and how to watch, read, or listen to the news:

* [Getting connected — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/mobilephones/) (https://www.live-work.immigration.govt.nz/mobilephones/)

## Climate and weather

New Zealand has a varied climate, from semi-tropical summers in the north of the country to cold, snowy winters in the south. The weather can change a lot from day to day, or even hour to hour – Kiwis often talk about there being “four seasons in one day”.

In New Zealand, summer is from December to February, and winter is from June to August.

New Zealand Tourism has more information on New Zealand’s weather and climate:

* [New Zealand climate and weather — New Zealand Tourism](https://www.newzealand.com/int/feature/new-zealand-climate-and-weather/)

(https://www.newzealand.com/int/feature/new-zealand-climate-and-weather/)

The MetService website has information about the current and expected weather around the country:

* [MetService Te Ratonga Tirorangi — Home](https://www.metservice.com/) (https://www.metservice.com/)

## In emergencies

In an emergency, call 111 for fire, police, or ambulance services. 111 is free to call, and you can call 111 even if your phone has no credit left.

INZ has information on New Zealand’s emergency services, including how to get help if it is not an emergency:

* [New Zealand emergency services — Live and Work New Zealand](https://www.live-work.immigration.govt.nz/emergencies/)

(https://www.live-work.immigration.govt.nz/emergencies/)

New Zealand can have natural disasters such as earthquakes, storms, volcanic eruptions, and floods. These do not happen a lot, but it is important to know what to do in a disaster.

The Civil Defence’s Get Ready website has information on preparing for different types of emergencies:

* [Emergency preparedness in New Zealand — Get Ready](https://getready.govt.nz/) (https://getready.govt.nz/)

