

GUIDE TO LIVING AND STUDYING IN NEW ZEALAND FOR INTERNATIONAL STUDENTS

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Introduction

This Guide aims to help better prepare you for life and study in New Zealand. It should help answer any questions you may have before you leave, when you arrive or after you have been in New Zealand a while.

Each year many students come to study and live in New Zealand. Living and studying in a new country away from friends and family can be exciting and scary at the same time. There will be lots for you to learn!

This Guide contains lots of useful and practical information for day to day living in New Zealand. It also contains information that you may find helpful if you encounter a problem or difficulty. When reading through this Guide, you could be forgiven for thinking international student life in New Zealand is fraught with problems and difficulties! Please remember that most students enjoy their stay in New Zealand and encounter few problems, and go home with memories they will cherish for a lifetime. However, if you do come across any difficulties it is not always easy to know how to deal with them or what support is available, and that is where this Guide aims to help. We have focussed on problems or difficulties, and you may never experience these, but in case you do, it is good to know help is available.

The Ministry of Education would like to know what you think about this Guide. If you have any comments on the information provided, or have ideas for other useful information to include in future editions, please let us know. You can send us your comments by emailing international.unit@minedu.govt.nz.

While we have tried to make sure that the information included in this Guide is accurate and up-to-date, you will appreciate that details about websites, contact details and prices etc., change over time. If you find any information in this Guide that is incorrect, please let us know by sending an email to the address above.

We hope you have a fantastic time living and studying in New Zealand.

Before You Leave Home

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LOOKING FOR INFORMATION ABOUT THE CITY YOU WILL LIVE AND STUDY IN

Before you leave, it is useful to try and find out as much information as you can about the city/town you will live in, the education provider you will study at, and what to expect of living and studying in New Zealand.

In addition to the website of the school/institution you will study at, the following websites may be useful.

www.mynzed.com

www.immigration.govt.nz/livinginnewzealand

www.xtra.co.nz

www.newzealand.com

There are also a range of chatrooms about studying in New Zealand.

WHAT TO BRING

It's best not to bring too much luggage with you. Airlines have strict baggage restrictions for both carry on bags (cabin baggage) and check in luggage. When you check in, the airline staff will weigh your bags. You will usually be allowed about 20 kilograms for the luggage you check, plus 7 kilograms for any bags you carry onto the plane. If your bags weigh more than the weight allowed, you will incur excess baggage charges or you might even have to leave some of your belongings behind. Make sure you learn about your airline's policies concerning luggage size, weight, goods restrictions, and any other matters, before you begin packing.

In addition, if you need to make a domestic flight to your final destination in New Zealand there may be different baggage restrictions. Make sure you check with your travel agent or look at your airlines' (all of them) policies concerning baggage restrictions. Non compliance with weight restrictions (whether domestic travel within New Zealand or international travel) could end up costing you a lot of money! This also applies for your return trip to home.

Items that may be useful to bring to New Zealand are listed below:

- Language textbooks relevant to what you will be studying in New Zealand
- Electronic dictionary
- Tape recorder (for recording classes/lectures)
- Mobile phone (more expensive in New Zealand than some countries. Refer to 'Keeping in Touch' on p. 24)
- Familiar items from home e.g. favourite CDs, photos of your family and friends
- Camera
- Recipes for your favourite dishes

Put your name, address and phone number on the inside and outside of each of your bags.

If you wear glasses, pack an extra pair and bring your eyeglass or contact lens prescription. Bring them and any medication you need in your carry-on bag. Many medicines are illegal in New Zealand. The Customs staff at the airport may want lots of information about any medicine you have with you (refer to 'Clearing Customs' on p. 13). Keep medicine in their original, labelled containers. Bring copies of any prescriptions and the generic names for the medicine. Get a letter from your doctor explaining your need to take the medicine. If you have any doubts that the medicine you take may not be legal in New Zealand, you should check with the New Zealand Embassy in your country. Other

items you should include in your carry-on bag include:

- A change of clothing (at least underwear), a toothbrush, and other personal items you would need if your checked luggage is delayed or lost or your flight is delayed
- Telephone numbers and email addresses of friends and relatives in New Zealand
- Telephone numbers and email addresses of your school or institution (International Student Office), and / or homestay organiser
- Address and telephone number of the accommodation you will be staying at on arrival (including homestay details)
- Passport and airline tickets
- Traveller's cheques, cash, or bank cards
- Important personal documentation
- Medical and dental records
- Extra passport-size photographs
- A pen to fill out documents for arrival

Regardless of what you decide to bring, your luggage will be subject to security clearances during your trip, and on arriving in New Zealand you and your bags may be searched.

Make sure you pack your own bags, that way you will know you have packed all the things you need and want. Label all your luggage inside and outside with your name and address in New Zealand (even if its just a temporary address).

On occasion luggage gets lost during international travel. This is not an uncommon occurrence. Generally, the airline finds the luggage and returns it to the owner within a day or two. If your luggage is lost contact the airline you flew with. You will be asked to fill out a form that includes a description of your bag (size, colour, material, design, brand) and the address to which you are going. Once the bag is found, it will be delivered to that address, usually free of charge.

WHAT TO LEAVE BEHIND

Prohibited Items

New Zealand has very strict laws regarding what you can bring into the country to screen out unwanted pests and diseases. You must not bring in any animals or insects (live or dead), fresh foods, including meat and some packaged goods. There are also limits on goods that you can bring in. If you have any of the above, you must declare them when you arrive. Failure to declare could result in a fine or prosecution. It pays to check with Customs if you have any doubts. Go to: www.customs.govt.nz. To find out more about what you can bring in, go to: www.protectnz.org.nz. Remember to tell friends and family, who may send you things, of New Zealand's strict laws.

Illegal drugs

Do not import illegal drugs into New Zealand. The importation of drugs could result in your imprisonment. Be wary of carrying packages or baggage for strangers.

Be aware that ephedrine and pseudoephedrine-based products, such as Contac NT tablets, are subject to legal restrictions in New Zealand. These restrictions mean that you may only bring these products to New Zealand for your own reasonable personal use.

This is because these substances are being widely used in the manufacture of the Class A controlled drug methamphetamine. If you become involved in the supply of these substances, knowing that they are to be used for a criminal purpose, you face heavy penalties under New Zealand law and could go to jail for up to seven years.

Unnecessary items

You do not need to bring your home food goods (e.g., instant noodles, snacks) because you can buy most items in New Zealand. There are Asian food shops in most towns and cities (refer to 'Food' on p. 25).

You can also rent foreign CDs, DVDs and videos in New Zealand, so it may be a good idea to limit the number of these you bring with you.

You don't need to bring phone cards from your country, as very economical international calling phone cards are widely available in New Zealand (refer to 'Keeping in Touch' on p. 25).

THE CLIMATE OF NEW ZEALAND

Obviously it is important that the clothing you bring to New Zealand is suitable for the climate. The first thing to know about New Zealand's climate is that its seasons are the opposite to those in the Northern Hemisphere.

Spring	September to November
Summer	December to February
Autumn	March to May
Winter	June to August

The weather can also change dramatically and very quickly, so that people joke about experiencing 'four seasons in one day'. It's a good idea to take a coat or jersey with you, even if it looks fine in the morning. Conversely, the day may start out cold but get really hot in the afternoon.

The coldest month is usually July and the warmest months January or February. There are relatively small variations between summer and winter temperatures, although inland and to the east of the mountain ranges the variation is greater (up to 14°C).

Summer ave. max. temp.	20°-25°C
Winter ave. max. temp.	10°-15°C

Most snow in New Zealand falls in mountainous areas. Snow rarely falls in the coastal areas of the North Island and in the west of the South Island, although the east and south of the South Island may get some snow in winter. Frosts can occur anywhere and usually form on cold nights with clear skies and little wind.

See the table below for the summer and winter average maximum and minimum temperatures for Auckland, Wellington, and Christchurch.

City	Temperatures
Auckland ave. max./min. January	23.8°C /16.4°C
Auckland ave. max./min. July	14.7°C/8.0°C
Wellington ave. max./min. January	20.3°C/13.4°C
Wellington ave. max./min. July	11.3°C/6.2°C
Christchurch ave. max./min. January	22.5°C /12.2°C
Christchurch ave. max./min. July	11.3°C/1.7°C

KEEPING COPIES OF IMPORTANT DOCUMENTS

Keeping copies of important documents, like the photo page of your passport, makes good sense because it will be easier to get a replacement if you lose them. Having an extra set of passport photos is also a good idea for the same reason and for obtaining ID (Identity) cards for when you are here.

Make two photocopies of your passport photo page, airline tickets, driver licence and the credit cards that you plan to bring with you and any other personal information such as records of your banking and insurance. If you have any special medical conditions, bring a note in English explaining the condition. List the serial numbers of your travellers' cheques (cross off the numbers from your copy as you use the cheques). Leave a photocopy of everything with family or friends at home and pack the other in a safe place away from where you carry your valuables.

If you buy anything duty free at the airport, keep the receipts because you may need to show these to Customs at the airport when you arrive.

Before you get a visa you will also need to know where you are staying when you arrive, even if it's only for a little while, because you won't get a visa if you haven't arranged a place to stay. Your school or institution may help you organise this. See 'Where to Stay' on page 23 for the types of places to stay once you are in New Zealand.

CHANGING MONEY

Do not carry large amounts of cash when you travel to New Zealand. Carrying large amounts of cash is not safe. Traveller's cheques are the safest way to carry large amounts of money, and are accepted at hotels, banks and some shops. Another option is electronic transfer from your own country, once you have opened a New Zealand bank account.

Bring enough cash with you for the first week. US dollars or pounds sterling are best. US\$200 should be enough to last your first week in New Zealand. Once here, it's easy to change your money (travellers cheques or cash) at a bank, or Bureau de Change kiosk at the airport or in the town or city.

If you bring NZ\$10,000 cash or more with you, you'll need to declare this to Customs when you arrive in New Zealand (refer to 'Declarations' on p. 13). Once in New Zealand, it's not very safe to keep large amounts of cash at the place you are living or on your person. By large amounts we mean anything over NZ\$1000.

You can use most credit cards with Visa, MasterCard, Diners Club, and American Express being the most widely used. The Police recommend using credit cards rather than carry cash.

ATMs (Automatic Teller Machines) are widely available in shopping malls and outside banks in all towns and cities. International credit cards and ATM cards work as long as they have a four-digit PIN (password that is made up of four numbers). Check with your bank before leaving home to make sure your PIN will work when you get here. Do not tell anyone your PIN number.

Once in New Zealand you should open a bank account because this is the safest place to keep your money. See page 32 for details.

TRAVEL AND HEALTH INSURANCE

It is compulsory for all international students studying in New Zealand to have medical insurance. Your school or institution may be able to help you purchase insurance. Sometimes, insurance costs will be part of your study fees.

BECOMING INDEPENDENT

If you've been living at home with family before coming to New Zealand, it may take some time to adjust to independent living. Before you leave your country, think about the skills you may need for your new life in New Zealand, and how you can best prepare yourself

before you leave. You may need to learn how to:

- Budget / manage money
- Manage your time
- Study independently
- Prepare meals and undertake household chores
- Live with others (non-family members)

Remember, if you do have difficulties with your new life in New Zealand, you can always ask for help. Keep reading this booklet to find out about the services available and how to access them.

HELPING YOURSELF LEARN ENGLISH

The faster you learn English and adjust to thinking in English the more you will get out of your New Zealand experience.

Current and former Chinese students in New Zealand strongly agree that the most important factor in a successful New Zealand experience is English proficiency. You will need to be able to speak, read, write and listen in English while you live and study in New Zealand.

You should practise your English as much as possible as soon as you know you are coming to New Zealand. Go to English movies, listen to English programmes on the radio and watch English TV programmes – especially the news. Read a lot of English. New Zealand newspapers and magazines are available on the internet – (e.g. www.stuff.co.nz, www.nzherald.co.nz, www.cuisine.co.nz, www.unlimited.co.nz). You can also use the search term ESL in an internet search engine to access English Language Exercises.

It's a good idea to have a good electronic dictionary. You should also have a good hard copy English language dictionary - one that gives clear explanations of English words such as *Collins Cobuild* or *Longmans Language Activator*.

In New Zealand you will learn English more quickly if you use the language. Don't be afraid to speak and ask questions in English! Look at the possibility of joining the local library. There may be a charge for this.

Unless you are proficient in English you should take an English course, even if it is not a compulsory part of your required programme. The course will teach you about New Zealand as well as teaching you English.

Learning a language is difficult and can often be frustrating. But remember, the more effort you put into learning English the more you will get out of your New Zealand experience, so it's well worth the effort.

Arriving in New Zealand

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AIRPORTS

You'll probably arrive at one of three airports — Auckland, Wellington, or Christchurch. You may have arranged for a staff member of your education provider to meet you at the airport and take you to your accommodation.

If not, you can ask for help at an I-SITE Visitors Centre at the main airports. General information on how to get from the airport to where you're staying is below.

Auckland

Auckland is New Zealand's largest city. Many international students arrive here.

If you're flying to another city a free bus goes every five minutes (available 6:00am - 10:30pm) between the international and domestic terminals. Or you can walk – follow the blue painted line on the pavement that shows the way between the two terminals.

To get into the city go by:

- Taxi: this costs about NZ\$45-\$60 and takes 30 or 40 minutes.
- Shuttle bus/ Mini-van: this costs about NZ\$18-\$25 and takes about 40 minutes.
- Public transport (bus): this costs about NZ\$13 and takes about 60 minutes.

In times of heavy traffic (between 7 – 10am and 5 – 7pm on weekdays) the trip from the airport to the city can take longer than the times indicated above.

Wellington

Wellington is the capital city of New Zealand.

To get into the city go by:

- Taxi: this costs about NZ\$25 and takes about 20 minutes.
- Shuttle bus/ Mini-van: this costs about NZ\$8 and takes about 30 minutes.
- Public transport (bus): this costs about NZ\$4.50 and takes about 45 minutes.

Christchurch

Christchurch is the largest and busiest city in the South Island.

To get into the city go by:

- Taxi: this costs about NZ\$25 and takes about 20 minutes.
- Shuttle bus/ Mini-van: this costs about NZ\$12 and takes about 40 minutes.
- Public transport (bus): this costs about NZ\$2.70 and takes about 35 minutes.

YOUR VISA

Your visa, issued in China, allows you to enter New Zealand.

When you show your passport and visa to the immigration officer at the airport and as long as you meet the requirements they will give you a Student Permit. The Student Permit lets you study in New Zealand until a set date. It's very important that you always meet the conditions of your visa and Student Permit. The conditions of your Student Permit mean you must:

- have enough money to live on
- have enough money to get home (or to another country which you are able to enter)
- study at the place and course written on your student permit/visa

- make progress while you are here, as determined by your school or institution
- pay fees for your study or training.

Your permit may be cancelled if you:

- fail to meet the conditions listed above
- are not in New Zealand for the purpose which you said (meaning not studying)
- are not a real student
- work without the permission of the immigration service (NZIS)
- commit a crime.

You should ensure that your Visa/Student Permit is current and note when it runs out so that you can renew it in time. Your Visa/Student Permit may not be renewed if you don't attend your course because you are not complying with a condition of your visa/Student Permit. When renewing a Visa/Student Permit you may be required to provide evidence of your course attendance.

CLEARING CUSTOMS

Airport Clearance

On arrival in New Zealand everyone goes through Customs, Immigration and Agriculture clearance. Clearance procedures protect New Zealand by restricting what crosses our borders. This includes unwanted goods, pests and diseases. Don't agree to take another person's belongings through Airport Clearance, they may have packed illegal goods. You should take only your own belongings through Airport Clearance.

Declarations

Before you arrive in New Zealand, you will receive a New Zealand Passenger Arrival Card. You must tick "Yes" in the Customs section of your arrival card if you are bringing any of the following into New Zealand:

- goods that may be prohibited or restricted, such as weapons, objectionable (indecent) articles, wildlife products, or illicit drugs
- goods in excess of the NZ\$700 allowance and the tobacco and alcoholic beverages allowance
- goods for commercial, business, or trade purposes
- goods carried on behalf of another person
- NZ\$10,000 or more, or the equivalent in foreign currency.

Please have any purchase receipts available

You don't have to declare your clothing or footwear (unless they have soil or seeds on them), jewellery, or toiletries. These are regarded as personal effects if they are intended solely for your own use.

The term 'personal effects' covers new or used articles which travellers may reasonably require for their personal use during a journey, or which returning New Zealand residents have acquired in the course of an overseas trip. Commercial quantities of individual items of apparel (including footwear) are not covered by this allowance.

Failure to declare something is an offence, and could result in you being issued with an instant fine or in prosecution. Ignorance of the law is not a defence, and every person who arrives in New Zealand and has completed the New Zealand Passenger Arrival Card is deemed to have read and understood New Zealand's border requirements. Translations of the New Zealand Passenger Arrival Card in simplified and traditional Chinese are available on arrival in New Zealand or can be accessed through the Customs website.

If you are carrying prescription medicines or controlled drugs you should:

- have a prescription from your physician advising that the medicine is being used under a doctor's direction
- carry the drugs in their original containers
- have sufficient quantity not exceeding three months supply for prescription medicines or one month supply for controlled drugs.

Red/Green Ways Out

After you collect your bags and have shown your passport and had it stamped, either:

- walk through the "Nothing to Declare Way Out" (green exit) if you have not declared any Customs or agricultural goods on your Arrival Card, or
- go to the "Goods to Declare Way Out" (red exit) if you have declared any Customs or agricultural goods on your Arrival Card, or you are unsure which exit to use.

Bag Search

Your bags may be searched by:

- Customs officers
- Agriculture/Quarantine officers.

REGISTERING WITH THE CHINESE EMBASSY / CONSULATE

The Chinese Embassy in Wellington and the Consulate-General in Auckland requests all students to register with their Education Office once they have arrived in New Zealand. The Embassy and Consulate keep students' information on file so that when you return to China they can issue you with a certificate of overseas study to use when looking for a job.

You need to provide the Embassy or Consulate with the following:

- a copy of your passport
- a copy of the offer letter from your New Zealand education provider
- a completed registration form (this can be downloaded from www.chinaeducation.org.nz).

Living in New Zealand

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NEW ZEALAND AND ITS HISTORY

New Zealand (or Aotearoa, the Māori name for New Zealand) is situated in the South Pacific Ocean, 2,000 kilometres south-east of Australia. It has a land area of 269,000 square kilometres (three-quarters the size of Japan) and consists of two main islands, the North Island and the South Island, plus Stewart Island and other smaller islands. The capital is Wellington, and the largest city is Auckland. The population is 4 million, with four-fifths of European ethnicity, 1 in 6 Māori (the tangata whenua or indigenous people), 1 in 15 Asian and 1 in 16 of Pacific Island origin. New Zealand is an increasingly multicultural society.

New Zealand was first settled by waves of voyagers from the south-east Pacific beginning more than 1,000 years ago. Traditional Māori society was organised in an inter-connected system of iwi (tribes), hapū (sub-tribes) and whānau (extended families). This tribal system continues today. The economy of traditional Māori life reflected this social structure and was centred around agriculture, hunting, textiles, fisheries and trade.

The first European contact occurred when Dutch navigator Abel Tasman visited in 1642, and the British explorer James Cook visited in 1769, 1773 and 1777. Settlement by Europeans was initially associated with the activities of sealers, whalers, traders and missionaries. More organised settlement occurred from the 1840s onwards.

New Zealand became a British colony in 1840 when Māori and representatives of the British Crown signed the Treaty of Waitangi, the nation's founding document.

The Treaty of Waitangi is an agreement between Māori hapū and the New Zealand Government. The Treaty represents an agreement in which Māori gave the Crown rights to govern and to develop British settlement, while the Crown guaranteed Māori full protection of their interests and status, and full citizenship rights.

The impacts of expanding European settlement and conflict over land caused Māori economic strength and population levels to decline. However, since the mid-20th century there has been a resurgence in the population size and role of Māori in national life. Recent governments have begun to actively recognise the principles of the Treaty, make redress to Māori for breaches of the Treaty and reduce inequities between Pakeha (New Zealanders of European descent) and Māori. The Government recognises the Treaty as a 'living' agreement, which must grow and develop over time.

Representative government was established in the late-19th century, with the right to vote being extended relatively rapidly. In 1893, New Zealand became the first country in the world to grant the vote to women.

New Zealand is a constitutional monarchy. The Queen of New Zealand, Queen Elizabeth II, is the Head of State. The Queen's representative in this country is the Governor-General who has all the powers of the Queen in relation to New Zealand. Although an integral part of the process of government, the Queen and the Governor-General remain politically neutral and do not get involved in the political contest.

New Zealand government has three branches: the Legislature, the Executive and the Judiciary. Power is divided between these branches, preventing any one from acting against the basic constitutional principles of the country. Although each branch has a different role, they are not totally separate from each other.

New Zealand has a single chamber of Parliament known as the House of Representatives. The principal functions of Parliament are to:

- enact laws
- provide a government
- supervise the government's administration
- allocate funding for government agencies and services
- redress grievances by way of petition.

Parliament is elected using the mixed member proportional (MMP) system. The Government is formed after an election by the party or coalition which can command a majority of the votes in the House of Representatives. The leader of the winning party becomes Prime Minister.

The Government is accountable to Parliament for its actions and policies. So Ministers are answerable to Parliament for their own actions and policies and for the actions and policies of the departments and state agencies under their jurisdiction.

For further information about New Zealand and its history, including the Treaty of Waitangi, go to: <http://www.nzhistory.net.nz/Links/Treaty.htm> ,
<http://www.nzhistory.net.nz/Links/general.htm> ,
 or <http://www.govt.nz/en/aboutnz>.

WHAT PEOPLE IN NEW ZEALAND ARE LIKE

As mentioned in the previous section, the ethnic make-up of the New Zealand population is diverse, with a mix of Pasifika people (people from the Pacific region), Asian, Middle Eastern, Latin American, European, and Māori ethnic groups. People in New Zealand are generally friendly and many love sports and the outdoors.

Māori

Māori make up approximately 16% of New Zealand's population. Māori societal structure is made up of three levels: the individual whānau or family, which is connected through whakapapa (genealogy) to a hapū (or a subtribe), which in turn is connected to an iwi (or main tribe) and then back to the ancestral waka or canoe.

Whakapapa is important to Māori as it:

- is a source of identity
- confirms family relationships
- connects Māori with the land
- is the heart of Māori culture

Both Māori and English are official languages, with English the main language spoken. You will come across Māori words, culture and customs during your time here (refer to 'Glossary of Common Māori Words' on p. 62 of the Appendix for a list of common Māori words and their meanings).

If you are invited to a marae, a Māori communal place, you may be given a powhiri, or welcome. After every speech there is a Māori song. To learn about Māori customs go to: www.maori.org.nz

Cultural differences

New Zealanders do some things differently to other countries people. Some of the differences between include:

- Generally New Zealanders are casual and relaxed, and dress informally on most occasions, including when we go to cafes or shopping.
- Many New Zealanders have a quite direct and frank way of speaking.
- New Zealanders are not always punctual for social occasions. Don't be concerned

or offended if someone says they will meet you at, for example, 1.30pm and they don't arrive until 1.45pm.

- Appointments are made in advance to see professional people (e.g. to see a doctor or lecturer).
- People are usually very happy to answer questions, so don't be shy.
- Personal privacy is important and subjects such as salary, mortgages and age are not often discussed by New Zealanders. These topics are not usually discussed outside of the family.
- Sometimes New Zealanders can be offended if people stare (look closely) at them and it may be considered rude and aggressive.
- Sometimes New Zealanders can be offended by personal comments such as "you have put on weight", "she is skinny" or "his hair is very grey".
- Generally people in New Zealand, especially adults, like to hear people say "please" and "thank you" when paying for goods and services or when help has been given.
- New Zealanders find spitting and littering offensive. Some can get upset if they see people do this.
- New Zealanders mostly speak quietly when on public transport or in public spaces, even when with friends.
- Many New Zealanders have pets, most commonly a cat or dog.
- New Zealanders can be passionate about sport - particularly rugby. Playing sport is a great way to make friends.
- Schools, institutions/education providers may be open on Saturdays or Sundays but classes will rarely be held on these days.
- Young New Zealand people (over 18 years of age) often get together in pubs, bars or cafes rather than in restaurants, which can be costly. It is acceptable not to drink alcohol when socialising.
- Tipping is not expected in New Zealand. Some cafes and restaurants have a container for tips.
- Generally, New Zealand people do not bargain when they go shopping, but for larger items such as cars, whiteware, electrical appliances or even bicycles there can be a range of prices and it is acceptable to ask for a discount for cash. It may be acceptable to bargain at open-air markets.
- New Zealanders don't carry much cash as electronic methods of payment are widely used (refer to 'Money Matters' on p. 31).

Religion

According to 2001 Census information, nearly two million people in New Zealand are Christian (Anglican, Catholic and Presbyterian are the main denominations), and about one million do not have a religious affiliation. Other religions in New Zealand include Buddhism, Hinduism, Islam and Spiritualism.

Pets

As mentioned above, it is common for New Zealanders to keep a pet (dog, cat, fish, bird, rabbit etc.) However, some people are allergic to cat or dog hair. Antihistamine tablets can treat these allergies and can be purchased at chemists.

You should also be cautious about approaching dogs. Some safety tips for being around dogs include:

- Always ask permission from a dog's owner before approaching or touching a dog.
- Supervise children at all times when a dog is nearby.
- Stay away from a dog who is feeding, has pups or is asleep.
- Move quietly and slowly away from a dog if you are uneasy about it.
- Never taunt or annoy dogs.

- Don't act excited around a dog, or run, ride, or skate, close to a dog.
- Do not run away from a dog. Move back slowly.
- Do not force anyone who is afraid to pet a dog. (People afraid of animals sometimes make a dog uneasy, and so the dog is more likely to bite.)

CULTURE SHOCK

Living in a foreign culture is an experience we often look forward to with excitement and enthusiasm. However, many of us are often unprepared for the extent of the cultural dissimilarity we encounter. Culture shock is a very real phenomenon and all international students entering a foreign culture are affected by it in some way.

The automatic responses you used in your country may not be applicable in New Zealand. It is common for international students to experience feelings of euphoria upon arriving in New Zealand, often called the honeymoon period. Everything appears new and exciting. However upon settling into the routine of study people may experience feelings of frustration, loneliness or uneasiness. Remember that feelings of frustration or uneasiness are a natural part of adapting to a new culture.

Sometimes you may feel as if you lack direction, not knowing what to do or how to do things in New Zealand, and not knowing what is appropriate and inappropriate. Often the way that you lived or behaved before is not accepted or considered normal in the new place.

Here are some other possible symptoms of culture shock you may experience:

- You may feel isolated or frustrated
- You may become homesick
- You may experience anger or hostility toward your new home
- You may become overly dependent upon other students
- You may doubt your decision to come to New Zealand

You may experience one or more of these symptoms, and different people will experience them in varying degrees of intensity. It is important for you to realise that you will probably experience culture shock before you begin your cultural adaptation, and that this is normal.

Ways to cope with culture shock

Below are some ways that you might want to try to combat culture shock.

- Remember that experiencing culture shock is a normal part of the adaptation process.
- Don't put too much pressure on yourself, adapting will take time. Be patient.
- Keep a journal, it can really show you how you're doing if you read what you wrote when you first arrived and compare it to several months later.
- Talk to someone who has been through the cultural adaptation process. This person can probably give you a positive perspective on the experience you are having.
- Be open-minded and try to remember that New Zealand is a different country to your own. People will behave in ways that may seem to you odd or even rude, but you must try to avoid judging New Zealanders by your cultural standards.
- Keep yourself busy and active; keep your mind occupied.
- Avoid the temptation to spend *all* your time with other Chinese students.
- Maintain contact with other students. This will give you a feeling of belonging and you will reduce your feelings of loneliness and alienation.
- Don't forget about all the good things about the experience of living in New Zealand.

- Exercise or develop a hobby.
- Establish simple goals and evaluate your progress.
- Try to get involved in activities outside your studies, perhaps with other international students or peoples in New Zealand.

Once you begin to understand New Zealand culture you will not feel as lost and will begin to gain a sense of direction. You will realise that the New Zealand culture, like any culture, has positive and negative aspects. Remember that there is always someone or some service available to help you.

COPING WITH HOMESICKNESS¹

Most people have felt homesick (when you miss family and friends at home) at some time. Beginning life and study in a new country can generate both excitement and anxiety about the move, the study, and meeting new people. The most common times to feel homesick are several weeks before leaving home, or in the first few days or weeks of arriving. Or you might initially be feeling okay, only to find yourself feeling homesick later on, perhaps around a birthday, or at the start of your second year.

Away from home you may find it more difficult to cope with problems that may arise. Feeling homesick is normal. Here are a few suggestions that may help you:

- Talk to someone you trust about it. If you haven't made friends here, then try talking to a teacher, tutor, nurse, chaplain or counsellor at your education provider
- Remember that other people will have similar feelings, even though you think they may be doing fine
- Keep in regular contact with family and friends at home; email, phone or write letters (refer to 'Keeping in Touch with Home' on p. 23 for details on how to phone, email and post). Don't be afraid to tell them how you're really feeling and of any problems. Let them know you want to hear from them
- Remember to get plenty of sleep and to eat good food
- Give yourself enough time to adjust, you don't have to get everything right straight away. Learn from your mistakes
- You don't have to rush into making major decisions, for example about staying or leaving
- Be realistic about what to expect from student life and from yourself. Seek new opportunities. Get involved in an activity you enjoy or try new ones in your spare time, when you're not studying. At the start of the academic year many new people will be joining clubs and groups - and you are unlikely to be the only new person
- If you are finding study too hard, talk to your teacher, advisor or the staff at Student Learning Support (universities and polytechnics). Can you improve your study or time management skills?
- Discover and become familiar with your neighbourhood or town
- Write a diary to record your experiences and thoughts
- Try something new or involve yourself in some activity. Don't wait for feelings of homesickness to disappear automatically. Problems can show up later as headaches, tiredness, illness, or lack of motivation. If you stop being able to do normal social and academic things, get professional help from your doctor or the counselling service at your education provider.

¹ Information under this title was sourced from the following websites:

<http://www.counselling.cam.ac.uk/hsick.html>

<http://www.uwec.edu/counsel/pubs/homesick.htm>

WHERE TO STAY

Once you have been in New Zealand for a while, you may decide to change your accommodation. The table below gives a brief explanation of the different sorts of accommodation available to international students. For more information go to: www.mynzed.com, click on 'general information', then 'accommodation' in the right column (also available in Chinese).

If you are under 18 years of age your education provider will assess available accommodation for you.

Type	What it's like
Private board	You have your own room in a private residential home or boarding house. Meals are provided, and probably shared. You are free to come and go as you please. You may or may not be expected to help with household chores. You will usually be expected to care for your own room.
Homestay	You live with a family in their home. You will be treated like one of the family and expected to help out with household chores and to oblige to the rules set by your host parents such as curfews. Mealtimes will be shared together. Homestays are great for helping with your English because you will need to speak English in the home.
Halls of residence /Hostel	You have your own room or share with another. Meals will be provided in a communal dining room. Cleaning services are provided, but you will be expected to care for your own room. Usually located on campus or nearby.
Flatting	You rent a house or apartment (any building where people live together, who are not a family or couple, is called a flat) either on your own or with others. Flats are usually unfurnished. You will have your own room, or may share with another. The rent is usually worked out according to the size of the room. All other expenses are divided, and cooking meals and cleaning is usually shared.

Living in a homestay - some questions to ask

If you live in a homestay, remember, having you in the house may also be a new experience for your host family, as well as for you. Talk with your hosts about any worries you have so that any misunderstandings can be avoided. Ask them what is expected of you regarding, for example, helping with chores around the house. Ask about the food you will be having, where to put dirty clothes, and whether you can use the telephone and computer. In some instances you may need to purchase your own telephone line and computer. Girls may want to ask where to dispose of sanitary items. You may also want to ask what the best time for you is to have a shower and to do your laundry. Generally, in New Zealand there is only enough hot water to have a 10 minute shower each day. Electricity in New Zealand is expensive and some types of heaters are dangerous to leave unattended. If you are using an electric blanket to warm your bed, it is dangerous to leave it on while you're asleep.

Flatting - renting accommodation for yourself

Think carefully before considering sharing a flat (see above description) or organising accommodation which has not been checked out by your education provider. A flat will give you more freedom, but it will probably be harder for you to find private study time. If you move into an empty flat (rather than take a room in one that is already set up) you will

need to arrange the power (electricity) and/or gas, and the phone, and be responsible for paying for them. You may also need to buy furniture. Many landlords require a lease of one year or more. The government operates a bond system for the protection of both landlords and tenants, so you will need to pay a bond too.

The New Zealand Tenancy Service has really useful information on renting, designed for people who need to know the basics about renting for the first time. To view further information about renting, go to the New Zealand Tenancy Service website: www.tenancy.govt.nz.

Other useful information is located at: <http://www.minhousing.govt.nz/tenancy/info.html>
Tenancy information is also available in a number of languages including Chinese. Go to: http://www.minhousing.govt.nz/tenancy/Renting-and-You/Chinese/chi_home.html

KEEPING IN TOUCH WITH HOME

It's important to keep in contact with your parents and family at home. You can do this in a number of ways.

Emailing

If you have access to a computer, there are a number of Internet Service Providers (ISPs), for email and internet access) that offer different prices – you can pay either by the minute, or a flat-rate amount each month. *NetGuide* is a consumer magazine that lists ISPs and their contact details. Go to: www.netguide.co.nz.

Large education providers, and some small ones, have computers for students to use for internet and email. There are cyber/internet cafes in most towns and cities where you can pay to email or use the internet for as little as \$1 per 15 minutes. Email and internet services are often available at public libraries as well.

Connecting a laptop

To connect a laptop computer, you will need a RJ45 type plug and an adapter with a flat two or three-point power plug to connect to the power supply. The normal power supply is 230 volts 50 hertz alternating current (AC). The wall plugs are the Australian/New Zealand three pin type similar to and compatible with three pin plugs found in China.

Posting letters - mail

New Zealand Post, the main postal company, has a very efficient local and overseas posting system. You can buy stamps at New Zealand Post shops, some dairies (small, local convenience stores), bookshops and petrol stations.

For most services, the world is divided into two zones and costs and delivery times vary from zone to zone. For letters, there are two options – International Air or International Economy. International Air is a faster service, but International Economy is cheaper. There are three options for parcels - International Express (quickest service), International Air (slightly cheaper but still very fast), International Economy (slower but much cheaper).

For more information about New Zealand Post services phone free on: 0800 501 501 or go to: www.nzpost.co.nz

Using a telephone - phone

Most public phones take stored value phone cards, purchased from dairies and newsagents, with a minimum value of NZ\$5. Some also accept credit cards, and a few accept coins. Calls to emergency services (dial 111) are free. The emergency services are the Police, Fire and Ambulance.

The country code for people calling New Zealand is 64

To call New Zealand from overseas, dial the international dialling code of the country you're in, followed by 64, followed by the area code and the local number. Within New Zealand, local phone numbers have seven digits. Area codes are two numbers, the first is 0. Dial these two numbers before the phone number when calling another region in New Zealand (drop the 0 altogether for people calling from another country). The area codes for New Zealand regions are:

- Northland/Auckland - 09
- Waikato/Bay of Plenty - 07
- Central and southern North Island - 06
- Wellington/Kapiti - 04
- South Island and Stewart Island - 03

Calls outside of your own area are national toll calls and are charged. Calls to numbers starting with 0800 or 0508 are free. Calls to numbers starting with 0900 cost, usually by the minute. For calls to another country, dial 00 before the country code.

Lists of New Zealand phone numbers are online go to: www.whitepages.co.nz (alphabetical listings) and Yellow Pages www.yellowpages.co.nz (business category listings). Hard copies of the White Pages (the telephone book) and the Yellow Pages are delivered free to every house and business. These are usually available in public phone boxes as well.

Calling China from a home phone

To call China from a home phone, dial 00 (international access code) + 86 (the country code for China) followed by the area code and the number. A cheaper way to call China is by using prepaid international phone cards (refer to 'Pre-paid International Phone Cards' on p. 25).

Toll bars

Telecom New Zealand is the main supplier of home phone lines. Local calls are free. Some houses have a "toll bar" on the phone which means you can't make any non-local calls, or you must enter a PIN first.

Mobile phones (cellular phones)

Using a mobile phone (cellular phone) for making calls or sending text messages is very popular. You can use global roaming on a mobile phone from China, buy a pre-pay phone or set up an account with Vodafone (GSM 900 and GSM 1800) or Telecom (CDMA) in New Zealand. Be sure to read the agreement if you set up an account because most will be for a minimum of one or two years. In New Zealand, the caller pays to call a mobile phone.

If you already have a mobile phone

Providing your phone is compatible with the New Zealand mobile network, to get it to work here you will need a "SIM card" from Vodafone. You can either buy a "pre-paid SIM card" for around NZ\$35, or set up an account. You should note however, that using the phone you have brought with you from China may not be possible at all.

SIM cards are not available from Telecom.

To set up an account you will need two forms of ID (including one that has your photo on it), to be over 18 and have a visa for six months or more. You will also have to pay a security deposit, usually around NZ\$250. Or, you might want to hire a phone from Vodafone if you are staying in New Zealand for a short period of time.

Pre-paid international phone cards

Pre-paid international phone cards (e.g. ChiTel) are available at dairies, petrol stations and newsagents (small kiosks which sell magazines). They are economical and popular, because they allow you to call anywhere in New Zealand or the world, from any phone, by dialling the number on the card. When you've used up the minutes, you just buy another card. Cards are available in a range of denominations, starting from NZ\$10.

FOOD

New Zealand has a broad selection of home-grown and imported food. We are a major producer of pasture-fed lamb, venison and beef. We also produce dairy products (made with real milk) and there is plenty of fruit and vegetables. Most of the major cities have shops or areas where you can buy food from different parts of the world, so you should be able to find food that is familiar. The tap water in New Zealand is safe to drink: it does not need to be boiled.

New Zealand food may seem a little strange. It may be cooked differently and may taste different to what you are used to, due to differing ingredients, seasoning and cooking methods. Bread and potatoes are staple foods rather than rice or noodles.

Breakfast is often informal and each person in a family may prepare their own. The midday meal is not a family meal, and often cold food is prepared at home and eaten at school or work. The main meal of the day, dinner, is eaten in the evening. Dinner is usually served on one big plate.

With a change in diet, you may find that you put on weight. You should be able to keep your weight at a healthy level if you exercise, for example, walk all or part of the way to your school or institution and home each day, and eat plenty of fresh fruit and vegetables. Alternatively, you may want to take up another form of activity like going to the gym or playing some sport.

Where to buy food - supermarkets

Most New Zealanders go to the supermarket weekly to buy food for the coming week. You can buy almost everything you need to eat at supermarkets. They sell groceries, fruit and vegetables, meat and fish, and essential household and personal items like cleaning equipment, light bulbs, rubbish bags, toiletry items as well as newspapers and magazines. Opening hours vary, but in the main cities they are usually open between 8am-8pm or later, 7 days a week.

Where to buy Asian ingredients

There are many Chinese and other Asian people living in New Zealand and Asian food shops are common (see 'Asian Foods' in the Telecom Yellow Pages for example). Supermarkets will also generally sell a selection of Asian ingredients. Chinese language newspapers advertise local Asian supermarkets and stores.

Weekend Markets

Many cities and towns also have weekend markets or 'flea markets' where fresh fruit and vegetables and/or a range of goods are sold, often at very reasonable prices. Ask locally to find out whether your city or town has one.

What are dairies?

Dairies are small, convenience stores usually located near where you're living. They sell a range of things such as newspapers, bread, milk, Coca-Cola, personal items and condoms. Dairies sell essential items, but do not usually sell meat or fish. Dairies are

expensive compared to supermarkets. Opening hours vary but will usually be from 7am-7pm. In the cities, 24-hour convenience stores e.g. Starmart, also operate.

What do petrol stations sell?

In addition to selling petrol (gasoline) and vehicle accessories, petrol stations also sell a range of essential items but the prices are more expensive than at supermarkets.

Eating out

New Zealand is a multicultural society with a large number of restaurants and cafes offering dishes from around the world. Chinese and other Asian food is popular, although the taste may be different to what you are used to.

Food courts are an economical option for eating out. They can be found at shopping malls and in large cinema complexes. Food courts offer food from around the world (e.g. Chinese, Indian, Japanese, Malaysian, Thai, Turkish, Italian etc).

Depending on where you choose, you can eat out for as little as NZ\$8 for lunch and NZ\$12 - 15 for dinner.

OTHER SHOPPING

Student Discounts

A range of shops (e.g. those selling clothing, CDs, books etc) offer student discounts (usually 10%). You need to ask whether the shop offers student discounts before you make your purchase. If it does, you will need to show your student identification card (if you don't have one, ask your education provider about how to get one) to receive the discount. Student discounts are also available at cinemas, some concerts or shows, video rental shops, public transport etc. Your education provider's student association may provide a list of the shops offering student discounts in your city or town.

Opening Hours

Many shops (e.g. clothing, book or CD shops) open at 9:00am and close at 5pm or 5:30pm. Most are open on Saturdays, usually opening at 10am or 11am and closing at 4pm or 5pm. Many are also open on Sundays from 10am but may close at 3pm or 4pm. Opening hours are generally displayed on the shop's window.

HOW TO GET AROUND - TRANSPORT

New Zealanders often choose to walk where possible. Walking is good exercise and safe during the day. Try not to travel alone at night. When travelling at any time, take all the normal precautions you would at home. If you do have any travel queries, or questions on how to get around the city you are in or New Zealand, you can visit your local I-SITE Visitors Centres (refer to p. 51).

Bicycles - cycling/biking

Riding a bicycle is a popular form of transport for short journeys and mountainbiking off-road is a popular sport. Under New Zealand law, you must wear a helmet when cycling, and you must have front and back lights on at night. Road rules apply to cyclists (refer to 'Cars and Driving' on p. 28 for how to get a copy of the Road Code.)

What public transport is best for you?

Public transport varies because of the small numbers of people using it at certain times, e.g. outside of the regular commuting times in the morning (7:30am – 9am) and evenings (5pm – 7pm). However, there will generally always be some form of public transport available in your area. Student discounts are offered on some public transport. Check before you buy your ticket.

Buses

Find out from local people, your education provider or host family about the local bus service. You will need to get a bus timetable. In most larger towns and cities buses will be regular throughout the day but less regular on weekends. During off-peak times, check the timetable before you go to the bus stop. Timetables are available in shops, are posted at bus stops and are also available on the internet.

At rush hours the buses can get full. In New Zealand there is a limit to the number of people who can ride on a bus at a time. If a bus is full, it will not stop at the bus stop to pick more people up. If you do take a bus late at night, sit near the driver rather than at the back of the bus.

There is a network of long distance buses that travel throughout New Zealand.

Trains

There are two local train lines in Auckland, and more in Wellington. If you live near a train line these can be good mode for daily travel. There are very few long distance trains. Check with a local travel agent if you are planning long distance travel or look under Tranzrail in your local telephone book or go to: <http://www.tranzmetro.co.nz>. If you ride a train late at night, it's safest to sit in the driver's carriage.

Taxis

Taxis cost more than other public transport but can be good for occasions when several people are sharing the fare or when public transport is inconvenient or not available, such as late at night.

Ferries

Parts of Auckland and Wellington are well served by efficient harbour ferries that can be fast, economical and pleasurable ways to travel. A very regular "Interisland" ferry service operates between the North and South Islands. Free phone 0800 802 802 or go to: www.interislandline.co.nz

Aeroplanes

You can travel by plane to most parts of New Zealand. This form of transport costs the most but it's also the quickest. If you buy your tickets in advance or over the internet, you

may save money. You will need a credit card to book and purchase flights over the internet. When you check in at the airport you will be given a seat number on the plane. Generally, you will need to arrive at the airport at least 30 minutes before your departure time. It is also important to take photo ID with you if you are using an E-Ticket (electronic ticket).

The main domestic airlines are listed below:

- Air New Zealand www.airnewzealand.co.nz
- Qantas New Zealand www.qantas.co.nz
- Origin Pacific www.originpacific.co.nz

CARS AND DRIVING

Driver licence

You need to be 15 years old or over to drive in New Zealand. All drivers must have a current and valid New Zealand driver licence, International Driving Permit, or overseas licence. You can drive on an overseas licence for 12 months. After that you need to apply for a New Zealand one. Carry your licence with you at all times when driving.

To drive a motorbike in New Zealand you must get a motorbike licence.

There are three stages to getting a licence. You must pass a test at each stage, that is, a written and two practical driving tests.

Licence conditions:

Learner licence

When learning to drive, you must have a supervisor with you at all times when driving (a person who holds and has held a full licence for at least two years). No passengers unless you are accompanied by a supervisor.

Restricted licence

You can drive on your own between 5am and 10pm. To drive at other times you must have a supervisor with you. No passengers unless you are accompanied by a supervisor.

Full licence

You can drive on your own and take passengers at any time.

For more information on how to get a licence, see factsheet 45 *Learning to drive: how to get your licence*, available on the Land Transport Safety Authority's website: www.ltsa.govt.nz

In New Zealand we drive on the left-hand side of the road and there are a number of different road rules, for example, the give way rule, that it is important you understand before driving in New Zealand. The Police enforce the driving laws and there are penalties for breaking them such as fines, having your licence taken off you, your vehicle taken off you, or you can be sent to jail.

It is important that you get a copy of the *New Zealand Road Code (the Road Code)* and learn the road rules, traffic signs and signals for driving here. The Land Transport Safety Authority also has a factsheet for visitors to New Zealand: factsheet 56 *New residents and visitors: driving in New Zealand*. You can access both the *Road Code* and factsheet 56 through the Land Transport Safety Authority website, go to: www.ltsa.govt.nz. Copies of the Road Code can also be purchased through all larger bookstores.

It is highly recommended you complete a defensive driving course. These courses help drivers, who already have some experience, to learn how to drive safely in New Zealand.

Defensive driving courses are available in most towns and cities. Ask locally, look in your Telecom Yellow Pages or at your local licensing agent for more information.

Being careful driving

There are four main reasons why people crash or die on New Zealand roads: driving too fast, driving after drinking alcohol, not doing up their safety belts and not giving way at intersections.

Speed - driving too fast

The maximum speed on open roads in New Zealand (roads outside of cities and towns) is 100km/h. This is the fastest you are allowed to drive, and you must follow any speed limit signs that instruct you to slow down. The speed limit in towns and cities is 50km/h, unless speed signs tell you that you can go faster. Speed signs are well sign-posted and can change on the same stretch of road. Whatever the posted speed limit, you should always drive to the conditions – drive slower when it's hard to see or if it's raining.

Alcohol

The amount of alcohol that drivers under twenty years of age are legally allowed to drink before driving is so small that it is safer not to drink at all. Driving while over the alcohol limit is illegal (an offence), for which there are severe penalties, including having your licence taken off you, or going to jail.

Safety belts - seat belts

You must always wear your safety belt, whether you are sitting in the front or the back of the vehicle. Drivers and passengers are legally required and responsible for wearing their own safety belts. The driver is also responsible for making sure that children under 15 years of age are wearing their safety belt (children under five years need to be in an approved child's car seat). There are fines for not wearing safety belts.

Failure to give way

It's very important that you know the give way rules (these are in the Road Code, see above for where to get a copy). Otherwise, you could be involved in a serious car accident at an intersection.

What happens if you have a car accident?

If you have a crash while driving and are not badly hurt, you must stop and check to see if anyone else is hurt. If someone is hurt, give first aid or find a phone and dial 111 for emergency services (e.g. an ambulance). You will also need to protect the scene to ensure that other crashes do not occur. You must also tell the Police no later than 24 hours after the crash. If no one is hurt, you'll need to give your name and address (and the name and address of the owner of the vehicle you are driving) as soon as possible but no later than 48 hours after the crash to the owner or driver of any other damaged vehicle and the owner of any damaged property.

If you can't find these owners, tell the Police as soon as possible and no later than 60 hours after the crash.

OWNING A CAR - SOME IMPORTANT INFORMATION

Think carefully before buying a car. Unfortunately some international students have had problems with driving or owning cars and some of them have been serious. Owning a car is a big responsibility and can cost a lot. Think about whether you really need one - most New Zealand students find they are too costly. Cars lose value quickly so that when you come to sell you may be disappointed with what money you get for it, or you may not be able to sell it at all.

Once you own a car you need to make sure that it is licensed and has a warrant of fitness (WoF). If your vehicle does not have a current vehicle licence and warrant of fitness you will be fined.

Vehicle licensing

You need to pay a licensing fee to use your vehicle on the road. When the fee is paid you receive a label showing the date it runs out. The label is usually put on the windscreen. You can licence your vehicle at any Land Transport Safety Authority agent, for example, any New Zealand Post Shop.. You'll need to renew the licence before the date it runs out. For further information go to: www.ltsa.govt.nz

Warrant of Fitness (WoF)

A WoF is a safety check for most cars, vans, utes and many 4WDs. If the vehicle passes, a WoF label is put on the windscreen. You must have the vehicle checked before the expiry date on the label to be issued with a new one. You're not allowed to drive on the road without a WoF label or if your car is not up to WoF standard.

Vehicles first registered anywhere less than six years ago have a WoF check every 12 months; other vehicles have them every six months.

Who carries out the WoF safety check?

Approved garages and testing stations carry out WoF checks. Ask at your local petrol station for an agent close to where you are staying.

Vehicle insurance

If you buy a vehicle, you will need vehicle insurance. Insurance fees are usually higher for people under 25 years and may also depend on your driving history and the type of vehicle you own. You have four options:

<i>Full cover standard</i>	Covers accidents, theft, fire, vandalism and storm damage, plus damage to someone else's vehicle or property. This option costs the most.
<i>Agreed cover</i>	Cover as above but you and the insurance company agree on the value of your vehicle (current market or retail value) and the amount to be paid out if your vehicle is damaged beyond repair, when you take out the insurance.
<i>Third party, fire and theft</i>	Cover against fire and theft on your own car and cover against damage to someone else's vehicle or property.
<i>Third party</i>	Covers damage that you cause to another vehicle or another person's property. The cheapest option, but doesn't cover the cost of repairing your vehicle.

Important

If your vehicle is not registered and/or does not have a current WoF, or if you are driving without a valid licence your insurance company will not pay out if you have an accident.

Further information about vehicle insurance is available electronically from the Insurance Council of New Zealand at <http://www.icnz.org.nz/consumer/motor/index.html>.

MONEY MATTERS

New Zealanders do not carry large amounts of cash or keep it at home because it's considered unsafe (by large amounts we mean more than \$300). Large amounts of money are kept in bank accounts. Bank accounts and your banking details are kept very private in New Zealand. Only you or an authorised user can access your bank account and banking details.

To make managing your money easier, it is recommended that your education fees are paid directly to the education provider where you are studying and your living money is sent to you monthly from China.

Don't tell people about your financial situation. Personal finances are a private matter and not discussed in New Zealand, even amongst friends. If you are running out of money you should talk to the student welfare officer or department at your school or institution. They may be able to provide you with advice on what you can do. You should also talk to your family.

New Zealand Currency

The New Zealand dollar is the currency used in New Zealand. Dollars are divided into cents; 100 cents = 1 dollar. Symbols: \$ = dollar, c = cents. The following notes and coins are in circulation: notes - \$5, \$10, \$20, \$50, \$100, coins – 5c, 10c, 20c, 50c, \$1, \$2.

Opening a bank account

Nearly all the major banks have international student packages and provide information about their services in other languages. Many also have a Mandarin speaking international student advisor. Most banks will want to know that you or your family has a "banking history" in your own country. You should take a letter from your bank, some proof of your account, such as a copy of a statement, your passport and proof of your enrolment in a New Zealand education provider with you. Your education provider may already have an arrangement with a particular bank, which may make things easier for you.

Being careful with your spending

Be careful how much money you spend in your first two months until you understand a little more about the costs you will face in the coming months. This is to make sure you have enough money left until the end of your studies.

If you need help managing your money, talk to the student welfare officer or department at your education provider, for budgeting advice.

Lending – do not lend money to anyone

Bank charges

Banks charge fees to their customers for providing banking services (e.g. account maintenance fees and transaction fees). Banks are usually open from 9:00am – 4:30 pm Monday to Friday but customers are able to access their accounts 24 hours using Automatic Teller Machines (ATMs see below). Banks are not open on Saturday and Sunday, or on public holidays.

The following are the main services and accounts banks in New Zealand offer:

Current Account

A bank account for every day use. EFTPOS (see below) cards are usually attached to a current account and bills are also paid from this account.

Savings Account

A bank account for saving money. Banks pay small amounts of interest on savings accounts.

Term Deposit/Investment

A sum of money is deposited for a fixed period of time at a higher level of interest than is normally available from savings accounts. You cannot usually withdraw money during the fixed period of time, without incurring a penalty. Banks require minimum amounts (e.g. NZ\$1000) to open a term deposit/investment.

Deposit/investment periods range from 30 days to 5 years.

Bankcards

Bankcards allow you to access your accounts, through ATMs and use EFTPOS, without going into the bank. When you open a bank account you'll receive information about your bankcard and how to use it. You'll be asked to select your own 4-digit Personal Identification Number (PIN) which must be keyed in every time you use your card. You should never tell anyone else your PIN number, even a bank teller!

Credit cards

Many shops and restaurants accept credit cards for payment. The most common are Visa, MasterCard, Diners and American Express (also refer p. 9). For a credit card your signature on the back will be matched as you sign for the goods or services you are buying. You can also choose a PIN for your credit card, to use instead of your signature. Banks have specific requirements for issuing credit cards. You must be 18 or over and have previous bank statements and proof of income. For this reason, most New Zealand students do not usually have credit cards.

Keeping your bankcards and credit cards safe

Make sure you keep your bankcards and credit cards safe at all times. If you lose them make sure you contact the bank immediately to cancel them. Also let the Police know - sometimes lost property is handed in. See your local phone book for the contact details of your nearest Police station).

ATMs - Automatic Teller Machines

ATMs allow you to withdraw and deposit money without going to the bank. To use an ATM, insert your bankcard and enter your PIN. You can withdraw money, check your account balances, transfer funds between your accounts, and more. There is a limit to the amount of cash you can take out using an ATM, this is usually NZ\$500 per day, so if you want to pay a big bill in cash, you'll need to go to the branch, to withdraw the full amount.

EFTPOS - Electronic Funds Transfer at Point of Sale

EFTPOS allows you to pay for purchases without carrying cash. EFTPOS is very popular with New Zealanders and is available in most shops, restaurants and businesses. To use EFTPOS, the bankcard is swiped in a special machine which reads the magnetic strip on it. You select the account you want to pay from, then enter your PIN. Money is automatically transferred from the account you selected to the shop's account. You can often use EFTPOS to get cash out too.

Phone banking

Using a touch-tone phone, you can dial a free number for your bank and have access to your accounts over the phone, at anytime.

Online banking

You can also do your banking from a computer on the internet anytime. Banks provide secure access for this. Bank staff can set online banking up for you when you open your account.

Paying by cheque

Payments can also be made by writing a personal cheque using a cheque book from your bank. If you are paying in person (rather than by mail), identification with your signature is required to make a payment using a cheque. You usually have to be 18 to have a cheque book. Cheques are not used as often as EFTPOS.

NEW ZEALAND'S TAX SYSTEM

The laws of New Zealand require people and organisations to pay taxes. New Zealand residents must pay income tax in New Zealand on their world-wide income. The residence rules set out in the tax laws are different from the normal citizenship rules. You can be a resident for tax purposes but not hold New Zealand citizenship.

As an individual, you are a New Zealand resident for tax purposes if you are in New Zealand for more than 183 days in any 12-month period or if you have an enduring relationship with New Zealand (such as family living here, the intention to stay for a long time or you keep personal possessions here permanently).

The tax rate on your income depends on how much you earn. If your income is less than \$38,000, the tax rate is 19.5%. If your income is between \$38,001 and \$60,000 the tax rate is 33% or, if you earn over \$60,000, the tax rate is 39%.

What is an IRD number and do I need one?

Any person, individual or business required to pay tax and/or wanting to work in New Zealand will need to get a tax number (IRD number) from the Inland Revenue Department. To get an IRD number you'll need to produce a verified copy of your birth certificate or passport, complete the appropriate application form and send it to Inland Revenue. To download an IRD number application form go to:

<http://www.ird.govt.nz/library/publications/irdnumber.html>

Most people who employ you will deduct your tax from your salary and send it to Inland Revenue for you. You do not have to save a portion of your salary to pay to the government at the end of the tax year. Some employers will offer you "cash in hand" for casual contract work and odd jobs. This is illegal.

Tax on interest bearing bank accounts

The tax rate on interest bearing bank accounts depends on your income level. If your income is less than NZ\$38,000, the tax rate is 19.5%. If your income is between NZ\$38,001 and NZ\$60,000 the tax rate is 33% or, if you earn over NZ\$60,000, the tax rate is 39%. You will have to nominate the tax rate that fits your situation. If you do not have an IRD number the tax rate on an interest bearing account is 45%. If you pay New Zealand tax you can put in a tax return after 31 March each year to see if you are eligible for a refund.

For more help on tax matters

Two helpful Inland Revenue publications are:

- *Taxes and duties: an introduction to New Zealand's tax system (IR 295)*, and
- *New Zealand tax residence: who is a New Zealand resident for tax purposes? (IR 292)*.

These publications and other general tax information is available from Inland Revenue's website www.ird.govt.nz

WORKING IN NEW ZEALAND

You will need a 'Variation of Conditions' to your Student Visa/Permit, to work in New Zealand. Contact a New Zealand Immigration Service office (refer to p. 54 for Contact Information) to apply. This may cost NZ\$140².

Students may apply to the New Zealand Immigration Service to work:

- to meet course requirements if they are enrolled in a course that *requires* them to have practical work experience;
- if they are undertaking a full-time course of study in a recognised degree or diploma which takes at least two academic years to complete;
- when they have completed your study.

Where eligible to work (if the student permit states), students may:

- work 15 hours per week for tertiary students³;
- work up to 40 hours per week during the Christmas and New Year holiday period.

Students enrolled in a postgraduate study course, may also be able to work for 15 hours per week.

Student Job Search is funded by the government, students' associations and tertiary institutions and run by student associations, to help students find summer vacation and temporary or part-time work. Refer to www.sjs.co.nz or your local Student Job Search office, for further information.

If you have a 'Variation of Conditions' on your visa/Student Permit and are studying at a university, polytechnic or college of education, you are eligible to use Student Job Search. All students studying at New Zealand Qualifications Authority (NZQA) approved private training establishment (PTE) are also eligible to use Student Job Search services, but are required to pay an enrolment fee from March to September.

If you are married, neither your spouse nor any dependants are entitled to work.

After you have completed your studies, you may wish to apply for a Work Visa, which allows you to work in New Zealand full-time. Visit a New Zealand Immigration Service office or go to: www.immigration.govt.nz for more information.

The New Zealand Department of Labour has a number of information resources about employment and work issues. You can view this information online at: <http://www.ers.govt.nz/audienceinfo/employees.html> This website is also a good resource if you have any employment questions or problems.

² This is the cost at the time of print.

³ If you are a tertiary student doing a full-time study course that will lead to a recognised diploma or degree taking at least two academic years to complete, you may be allowed to work up to 15 hours per week.

KEEPING YOURSELF SAFE

The laws operate to protect the rights of all people in New Zealand, including visitors and international students like you. New Zealand law may be different to the law in your home country, but this is no excuse for not obeying the law and not knowing New Zealand law is also not an acceptable excuse.

Keeping safe

New Zealand has an international reputation as a safe and friendly country but you should still take all the security precautions you would take in your own country or anywhere else in the world. For example, you should look after your belongings, not carry large amounts of cash, and not do things that you know to be against the law.

Your education provider will give you some advice about these things and others such as the driving laws and road safety rules (refer to 'Cars and Driving' on p. 28). You need to be over 18 before you can purchase alcohol or cigarettes. Smoking cannabis is illegal. If you need advice about other things, for example, personal security or legal welfare issues, ask the student welfare officer or department at your education provider.

Crimes against Chinese students

Choose your friends wisely. Most Chinese students who have been victims of crime in New Zealand were victimised by other Chinese students.

The main offences Chinese students have become involved in are fraud (including immigration and IELTS fraud), extortion and assault. There have also been cases of kidnappings, usually where students are taken to the nearest ATM and forced to withdraw money and then let go. Perpetrators of extortion and kidnapping believe that you will not contact the Police. The New Zealand Police are one of the most honest forces in the world and cannot be bribed by offenders. They treat such cases very seriously and you should *contact them immediately*. Do not try and resolve the situation on your own; it could get worse.

Violence

In New Zealand you are breaking the law if you hit, punch, kick or in any way assault another person, or have sexual contact without the other person's consent. Violence is unacceptable wherever it happens and whoever the victim is, even amongst family members. The New Zealand Police take all violence very seriously – call them if you need help (dial 111 in an emergency and ask for the Police).

Safety in public places

There can be times, locations or circumstances when there are concerns in public places. Being aware of these, and doing things safely will reduce risks to your safety.

Street safety

Be aware and take notice of what's around you. Check street signs so you know where you are and if you need to call the Police you can be easily located. Keep to areas where other people are about, and that are well lit at night. Avoid vacant blocks, parks or shortcuts through alleys or waste ground, and do not walk close to arcade entrances or areas where a person might be hiding.

Body language is important. A person who is confident, walking upright and briskly is less likely to become a victim. There may be times when it's best not to walk through a group of people. Cross the road to avoid contact.

Plan for a friend to pick you up or take a taxi rather than walk alone at night. If you feel

uncomfortable in a situation, take steps to keep yourself safe. Consider:

- Covering up expensive jewellery when walking
- Keeping your house and car keys separate in case your handbag or bag is snatched
- Carrying a personal alarm or mobile phone
- Telling family, friends or colleagues of your plans

If you think you are being followed

If you think someone is following you, cross the street, more than once if necessary, vary your pace and change direction, to confirm your suspicions. If someone is following you, go as quickly as possible to the nearest place where there will be other people. This could be a service station, fast-food outlet, or house with lights on. Call the Police immediately.

Pubs, clubs and parties

If you use drugs or drink more than a moderate level of alcohol it will lower your awareness and increase the risk to your safety. Your ability to be in control and react to a situation can be affected.

Potentially unsafe situations are:

- Leaving a party or pub with a person you have just met
- Accepting a car-ride from a stranger or someone you have just met (e.g. at a pub)
- Walking home alone
- Driving after taking drugs or alcohol (this can be illegal)

Other people who have taken drugs or alcohol can threaten your safety. Be aware that:

- Warning signs are when people are pushy, rude, or over-familiar
- Your drink could be spiked (have drugs added without you knowing)
- It's safer to go out with a friend or in a group
- It's safest to have someone allocated to drive who isn't drinking, or to take a taxi
- A well-managed venue will have staff who watch for troublemakers

If you want more advice on keeping yourself safe, try the Citizens Advice Bureau, Community Law Centre (refer to "Summary of Important Contacts" appendix on p. 66 for contact details) or talk to the Police. Remember don't rely solely on what other international students may tell you because they may not always understand the full story and give you wrong advice.

In an emergency

If you need immediate medical help (for example, because of an accident), need to talk to the Police or to report a fire, phone 111. The call is free. A person will ask you which service you need (Fire, Police, or Ambulance). Be ready to tell them what has happened and where you are. If someone is injured and needs to go to hospital, an ambulance will arrive and take them.

If you need urgent medical treatment, but are well enough to travel, you can also make your own way to an Accident and Emergency centre or hospital or ask a friend to take you, (refer to p. 38 for information on health services).

If it's not possible to make a phone call go as quickly as possible to the nearest place where there are other people. This could be a service station, fast-food outlet, or a house with lights on. If you can't do this, make lots of noise to attract attention. As soon as you can, go to a safe place and dial 111 and ask for the emergency service you need (e.g. Fire, Police, or Ambulance).

The Police

There are several organisations in New Zealand concerned with public safety. The Police are there to help anyone at any time.

When you move into your accommodation, find out where your local Police Station is, and its phone number. You can go to your local Police station for help or phone them. Look in your local telephone book for the number, or go to: www.police.govt.nz.

The Police have access to a FREE telephone interpreting service called Language Line. It operates from Monday to Friday 10am - 6pm. When you contact the Police either in person or face to face, just ask for Language Line and your language (e.g. Language Line Mandarin). Language Line is available in 35 languages. For further details, go to: www.languageline.govt.nz

If there is a crime, the Police will investigate and advise you about follow-up action. They will tell you about other support services that may be helpful, such as Victim Support, which helps people who have been the victim of a crime, accident or emergency. Look under 'Victim Support' in your local telephone book. The Police also have quick access to interpreters who can help explain things if necessary.

Your local branch of the Community Law Centre may also be able to provide advice and assistance. These centres provide free advice on New Zealand laws and legal procedures. Many cities and towns have Community Law Centres; the phone number will be in your local telephone book.

You should also tell the student welfare person or department at your education provider as they will be able to offer support and may be able to help you when you are dealing with the Police.

A publication on 'your rights as a victim', in several languages, is on the Ministry of Justice website go to: www.justice.govt.nz. (look under "Information and Publications" then "Victims").

If you are accused of a crime

If you are arrested, you have the right to contact a lawyer as soon as possible. If you appear in court, you will need a lawyer. There will be a lawyer at the court who will give you legal help, or you can hire your own lawyer. Lawyers are in the best position to advise you on your legal rights. You also have the right to contact your Embassy and your family. You can also contact your local Community Law Centre (in your local telephone book) for information and advice about New Zealand laws.

HEALTH SERVICES – LOOKING AFTER YOURSELF

There are good professional health services in New Zealand, including doctors, pharmacies, dentists and hospitals. It's a good idea to find out where the local doctor, dentist and hospital are located in case you get sick or have teeth problems. The local telephone book has a section at the front that lists hospitals, medical centres (local doctor's clinics) and dentists.

You must have medical insurance

Having medical insurance to cover all your dental, medical, specialist and hospital costs is compulsory (from 1 January 2004) for all international students. Your medical insurance policy will be checked by your school or institution to make sure it meets the coverage requirements.

Access to free health and disability services

You will only be eligible to free health and disability services if you were already *in New Zealand before 30 October 2003* and on a Student Permit for *two or more years*, or you were on a 12-month Student Permit and have renewed or extended your Student Permit to let you stay in New Zealand for at least one more year.

For more information on the New Zealand health system go to: www.moh.govt.nz and look under 'Eligibility for Health Services', then 'Student'.

If you are staying in Auckland you can also go to: www.waitematadhb.govt.nz for information on health services and interpreter services. Interpreters may be free when you access some health services. However, you should check with your health service provider on the cost of having an interpreter before requesting one. For example; to view the information in Chinese, type 'Chinese' in the search box. You can access a Beginner's Guide and other helpful information from this website.

Visiting a doctor

You can choose any doctor or medical centre close to where you are living or close to where you are studying. The local doctor (General Practitioner, or GP) is often the first contact with a health professional for New Zealanders when they have a health problem. GPs work in local medical centres or clinics, not hospitals. You should go to see a GP (at a medical centre or clinic) if you have a non-emergency illness. You need to call the centre or clinic and make an appointment to see a doctor or nurse. In the case of an emergency, you should go directly to the hospital.

Large tertiary institutions have their own student health services centre or clinic which you can use. This service is partially subsidised by fees paid by all students at enrolment, so is considerably cheaper than regular medical centres or clinics. Again you will need to make an appointment to see a doctor or nurse.

Your medical insurance may cover the costs for visits to the doctor. Most GPs charge between NZ\$30 and NZ\$60 a visit.

There is a network of Chinese-speaking doctors in New Zealand. Phone (09) 360 8008 (note this is an Auckland phone number so it will cost if you are phoning from outside of Auckland) for help locating a Mandarin or Cantonese-speaking doctor near you.

Drugs from the pharmacy and tests

You, or your medical insurance, will also have to pay for any medicines that you need. A doctor writes a prescription for these and a pharmacy or chemist provides the medicine the doctor prescribes for you. The cost will depend on the particular medication you are prescribed. Charges will also apply to any diagnostic tests (such as blood tests) from a

laboratory.

Going to the dentist

Dental care (except for eligible school children under 18 years of age) is not funded by the government. You or your medical insurance will need to pay for your dental and oral surgery costs. Dentists also operate an appointment system.

Going to the optometrist

If you need to get your eyes tested or a prescription for glasses or contact lenses, you will need to see an optometrist. Check the yellow pages for a list of optometrists in your area www.yellowpages.co.nz Eye testing can cost from NZ\$40, glasses around NZ\$300 and contact lenses from around NZ\$150 for a six month prescription. You or your medical insurance will need to pay for your optometrist costs.

Going to hospital

Many of the hospitals, particularly larger ones, either have their own staff or a network of volunteers who will help with translation, hospital admission or any related needs. There will be charges for your care which your medical insurance should cover, unless it is the result of an accident, see below.

What happens if you suffer an injury or accident?

The Accident Compensation Corporation (ACC) provides 24-hour, personal injury or accident cover for New Zealanders, New Zealand residents who are temporarily overseas, and visitors to New Zealand, which means you get this cover while you are here. For more information, free phone 0800 101 996 or go to www.acc.govt.nz

ACC have access to a FREE telephone interpreting service called Language Line. It operates from Monday to Friday 10am - 6pm. When you contact ACC either in person or face to face, just ask for Language Line and your language (for example: Language Line, Mandarin). Language Line is available in 35 languages. For further details go to: www.languageline.govt.nz

Meningitis (Meningococcal disease)

Meningococcal disease can affect anyone, but babies, young children, teenagers and young adults are at greatest risk.

Meningococcal disease is a bacterial infection. It causes two very serious illnesses: septicaemia (blood poisoning) and meningitis (an infection of the brain membranes). There are different strains of the bacteria. The B strain is the most common in New Zealand. There is currently no vaccine against B strain.

Meningococcal bacteria are transmitted through the air via droplets of respiratory secretions and direct contact with persons infected with the disease. Oral contact with shared items such as cigarettes or drinking glasses or through intimate contact such as kissing could put a person at risk of acquiring the infection.

Meningococcal disease can look like a case of influenza in its early stages, but it quickly gets much worse. The symptoms may not all show up at once. Tell your doctor if you have any of the following signs and symptoms:

- Fever and headache
- Vomiting
- Sleepiness, confusion, delirium or unconsciousness
- A stiff neck and dislike of bright lights
- Joint pain and aching muscles

- A rash or spots (show your doctor)

Meningococcal disease can progress very quickly. Don't wait – take action. If someone in your household is sick with one or more of the symptoms identified above:

- Ring a doctor or medical centre right away – whether it is day or night
- Say what the symptoms are
- Insist on immediate action – don't be put off – a life may be at risk
- If a person has been cleared by a doctor, they should still be watched
- If they get worse go straight back to the doctor
- Don't leave them alone

Prompt treatment with antibiotics (usually by injection) may prevent death, or permanent disability such as damage to the brain or deafness.

If your doctor suspects meningococcal disease you will be sent to the hospital for blood, spinal and other tests to confirm the diagnosis. If meningococcal disease is treated straight away with antibiotics, most people will recover. People identified as close contacts of a patient with meningococcal disease should receive antibiotics to prevent the disease. For further information about meningococcal go to:

http://www.moh.govt.nz/moh.nsf/wpg_index/Publications-Meningococcal+Disease+-+Fact+Sheets

Sexual Health

In New Zealand the age of sexual consent is 16, and it is illegal to have sexual relations with a person under this age even if he or she agrees.

If you choose to have sexual relationship during your time in New Zealand you need to protect yourself, both from unwanted pregnancy, and sexually transmitted infections (STIs).

Most New Zealanders receive sexuality education at secondary school. This includes education about contraception. Contraception and sexual health are not issues to be embarrassed or ashamed about and can be discussed freely with a doctor or nurse. Health professionals are there to help and provide advice, and will not judge you.

You can be confident that whatever you discuss with a health professional is completely confidential. In New Zealand individual privacy is treated very seriously and protected by law.

Family Planning Association

The Family Planning Association (FPA) provides sexual and contraceptive information, clinical services and education. If you make an appointment, you or your medical insurance must pay for your visit. The FPA produces the pamphlets *Contraception Your Choice* and *Sexually Transmissible Infections* in a range of languages including Chinese. These pamphlets are free and available from an FPA clinic.

FPA clinics are listed in your local telephone book (Telecom Whitepages, go to: www.whitepages.co.nz) or go to: www.fpanz.org.nz to locate the FPA clinic closest to you. There is also a free information service available on: 0800 372 5463. Some FPA clinics may have interpreters available.

Contraception

Contraception helps prevent pregnancy by stopping sperm fertilising an egg. To prevent pregnancy, contraception must always be used, regardless of when sexual intercourse occurs in relation to a woman's menstrual cycle.

A range of contraceptive methods are available. The most popular methods are the pill, condoms (available free of charge from some student health centres), injections and IUDs (intrauterine devices). Each has advantages and disadvantages. A doctor or nurse can provide advice regarding a suitable method for you.

Abortion is not considered a means of contraception. Abortion in New Zealand is only available under specific circumstances. It is not as easily accessible as it is in some countries. If you think you might be pregnant and don't know what to do the Family Planning Associate can help you. An abortion costs from NZ\$760 up to NZ\$3,500. Medical insurance does not cover this cost.

If you do have unprotected sexual intercourse, or if your contraceptive method fails (e.g. burst condom or missed pill), you should see a doctor and ask about emergency contraception. There are two types of emergency contraception – the Emergency Contraceptive Pill (ECP) or IUD. Both are used after unprotected sexual intercourse to reduce the chance of pregnancy. The ECP can be used up to 72 hours after unprotected sexual intercourse and the IUD can be used up to 5 days after ovulation (when the egg will have been fertilised). You can get emergency contraception from:

- FPA centres
- Your doctor (e.g. at a general practice or student health clinic)
- Accident & medical centres
- Sexual health clinics
- Pharmacies

For more information, refer to the FPA pamphlet *Contraception Your Choice*, available in Chinese and free of charge from a Family Planning Clinic.

Sexually Transmitted Infections

If you have sexual intercourse without using a condom, you are at risk of contracting a sexually transmitted infection (STI).

Condoms and oral dams can help protect you from getting an STI. However some STIs are transmitted by skin to skin contact and a condom/oral dam might not prevent this. The more partners you have the higher your risk of getting an STI, particularly if you do not use condoms/oral dams. Alcohol and drugs can stop you making clear decisions about your sexual behaviour.

It is important to talk to your partner about safer sex – this means using a condom or oral dam every time you have sexual intercourse.

For more information, refer to the FPA pamphlet *Sexually Transmissible Infections*, available in Chinese and free of charge from a Family Planning Clinic.

MENTAL HEALTH

Studying can be very stressful for any student. When you are studying overseas, language and culture differences can increase stress levels. If you are having difficulty coping, contact one of the support agencies in this booklet. If you are worried about your stress level, do not wait too long before you ask for help. Do not feel ashamed. Make an appointment to talk to a counsellor or doctor. Sometimes medical insurance does not cover treatment for mental illness. You may be liable for any charges incurred from your treatment.

Larger tertiary education institutions may have student counsellors available for

consultations at no or very little cost.

If you'd rather talk with someone over the phone, you can call Lifeline. Lifeline is a free, confidential and anonymous service for anyone needing to talk about personal problems. Some of the feelings or worries they can assist you with are:

- facing difficulties in a new country
- loneliness
- stress-related issues
- problems with relationships
- depression and worry
- grief and loss
- overcoming thoughts of suicide or self-harm.

One service of Lifeline in Auckland is staffed by Cantonese and Mandarin-speaking counsellors. You can phone Chinese Lifeline Monday to Friday between 10 am and 2 pm, or between 7pm and 10pm from Monday to Thursday. If you are in Auckland, phone: 09 522 2088. If you are outside of Auckland phone free on: 0800 888 880.

The English speaking Lifeline is open 24 hours every day and usually someone can speak either Mandarin or Cantonese: if you are in the Auckland area phone 09 522 2999, if you are outside Auckland phone free on: 0800 111 777.

Lifeline also has a brochure about these services published in a number of languages. Your education provider should have a copy.

Eating disorders⁴

An eating disorder is present when a person:

- is constantly thinking about eating or not eating
- feels out of control around food
- uses food to meet needs other than hunger
- becomes obsessed about food, weight and body shape.

A person can be any size and have an eating disorder.

There are three main types of eating disorders. These are anorexia, bulimia and compulsive eating. However many eating disorders do not exactly fit into these three categories. Every person's pattern and experience of an eating problem is unique.

Anorexia

Anorexia exists when a person severely cuts down the amount of food they eat. They might experience dramatic weight loss which can be life threatening, while still believing they need to lose more. They may also vomit (but not binge). People with anorexia may:

- be very thin
- deny being ill
- be obsessed with food

Bulimia

Bulimia exists when a person eats large amounts of food in a way that feels out of control then compensates by vomiting, starving, exercising or using laxatives. The person may not change in size or shape. People with bulimia may:

- be of 'normal weight'

⁴ Information under this title has been sourced from: The Eating Disorders Service
<http://www.eatingdisorders.org.nz>

- be very secretive
- often go the bathroom after eating

Compulsive Eating

Compulsive eating is eating large quantities of food (either at one time or over a day) and feeling out of control. This is usually followed by feelings of guilt and shame. This may alternate with periods of dieting or constant attempts to diet. People who compulsively eat may:

- feel guilty about eating
- be out of control
- want it to stop

Often people with an eating disorder do not acknowledge or accept that they have a problem. We often think it's normal to worry about our weight or even to diet. However, an eating disorder is more than just worrying about the way we look or wanting to get healthy. It can be very distressing for the person, both physically and emotionally.

If you, or you think any of your friends, have an eating disorder there are a number of people who can help. You can contact your local Citizens Advice Bureau for details of support services in your area. Alternatively, Eating Disorders Services website have listed a number of support services throughout New Zealand at:

<http://www.eatingdisorders.org.nz/otherplaces.shtml>

Being aware of gambling

There are many avenues for legal gambling in New Zealand, from casinos (where you must be 20 years of age or over) to sports betting, horseracing and buying lotto tickets. You must never gamble with the money you have brought to New Zealand to pay for your study or living.

You may be tempted to gamble by using technologies you are very familiar with. For example, internet gambling, and electronic gambling machines which in many cases look like video games. If you are gambling too much, maybe because your parents aren't here to guide you, you are missing them, it's just a fun thing to do, or you know someone else who's gambling too much, you can contact Asian Services at the Problem Gambling Foundation of New Zealand (PGF). PGF provides professional and free counselling services. PGF have Mandarin, Cantonese and Korean speakers. You can also contact PGF for information about problem gambling. PGF services are strictly confidential and private.

PGF Asian Hotline- 0800 862 342, is free and you can call them from anywhere in New Zealand, using either a landline or mobile phone. Alternatively, you can go to:

www.pgfnz.co.nz

Alcohol and tobacco smoking

In New Zealand, alcohol and tobacco smoking are legal but regulated; you have to be 18 or over to purchase them, and there are rules about where and when you can and can't drink alcohol and smoke.

Smoking is often not permitted in indoor public places, although some bars, restaurants, cafes and pubs have smoking areas. By 2005 it will be illegal to smoke inside any clubs, bars, restaurants, theatre or public buildings. Smoking is permitted outdoors. Increasingly, smoking is unpopular with New Zealanders and some people find it offensive. If you smoke in public areas, try and smoke in areas where your cigarette smoke will not bother other people.

It is illegal to drink alcohol and drive (refer to 'Cars and Driving' on p. 28). In some cities it's illegal to drink alcohol in public places, such as the streets or parks, and many have alcohol bans over the New Year period when lots of people go out to celebrate.

You can buy alcohol in liquor stores and licensed beer and wine stores, including supermarkets (although you cannot buy spirits at supermarkets). Alcohol is also sold in some convenience stores (e.g. dairies or petrol stations) but not from vending machines.

Although alcohol is widely consumed at social events in New Zealand, it's just as acceptable and quite normal not to drink alcohol. The choice is yours and if you choose to drink, you should do so responsibly (e.g. not drinking and then driving or hurting anyone).

In New Zealand there have been a few cases of 'drinks spiking', where someone adds a tasteless, odourless and colourless drug to your drink without you knowing. This can happen in bars, clubs or pubs. These drugs are extremely dangerous and leave people with little or no memory of what has happened to them. To avoid this, you should always watch your drink being poured (alcoholic or not) and keep an eye on it at all times. Avoid taking drinks from people you don't know. If you feel dizzy or uncomfortable after you have a drink, try and tell a friend to keep an eye on you. If you think this happened to you, go to a doctor, student health service, or your health service provider immediately.

Drugs

Illegal drugs include marijuana, 'magic mushrooms', LSD, ecstasy, methamphetamines, cocaine and heroin. Possession of any of these drugs is against the law and carries a penalty that may include prison.

Marijuana and magic mushrooms can be baked into chocolates, cookies or cakes. If you are offered these foods at a party, ask what's inside just in case. Ecstasy or 'e' comes as a capsule with brownish powder inside or as a pill, usually with a symbol like a heart or a happy face. You should refuse these drugs if they are offered to you. There are considerable risks in consuming them and they are illegal.

All drugs, while they may provide initial euphoric effects, can lead to impaired functioning that can interfere with the intellectual capacity to study, development of healthy relationships, and can lead to serious health consequences.

18+ Card (evidence of age)

The minimum legal drinking age in New Zealand is 18 years. If young people wish to purchase alcohol or get into licensed premises they need to provide photographic proof of age.

The acceptable forms of ID are a New Zealand or overseas passport, a photographic New Zealand driver licence or a HANZ 18+ card. If you haven't upgraded to a photo driver licence, it will be cheaper for you to upgrade early instead of getting an 18+ card now and the driver licence later.

You can get an application form for an 18+ card from http://www.alcohol.org.nz/host/public/drinking_age/idformindex.html or pick one up at a New Zealand Post Shop. The card will cost you NZ\$20. You will need to fill out a statutory declaration and provide certain documents to prove you are over 18 years of age and that you are who you say you are (see the above website).

Alcohol and drug help lines

There are a number of places where you can go for help if you or someone you know needs help with alcohol or drugs. Contact your local Citizens Advice Bureau and they will

refer you to a service that can assist you. You will find your local Citizens Advice Bureau in the phone book. Or call them on their free phone number 0800 367 222. Some Citizens Advice Bureaux have interpreters to help non-native English speakers.

ASIAN HEALTH SERVICES

Many Asian health services are available in New Zealand, particularly in Auckland, where there are large Asian communities. While these services are available in Auckland, you should contact your education provider about Asian Health services in your area. The table below lists some of the community services that you may find useful:

For:	Contact:	Phone:
Social Services, and Cultural and Educational Services	Chinese New Settlers Services Trust	09 262 3868
Support and education on mental health for the Chinese community	AMHS (Mental Health Support Service)	09 410 0604
Asian Health Support Service <ul style="list-style-type: none"> • Asian Translation and Interpreting Service • Support line for Asian clients • Chinese Diabetes Support Group 	Asian Health Support Service, Waitemata District Health Board	09 486 8347
<ul style="list-style-type: none"> • Asian Public Health in the Auckland region • Hepatitis B Screening Programme • Chinese Food Safety Programme • Smokefree Programme 	Auckland Regional Public Health Service, ARPHS	09 262 1855 extn 5719
Sexual Health Services...(ask for a translator)	Auckland Sexual Health Service	09 307 2885

RELATIONSHIPS

In New Zealand, sexual relationships are a personal choice and it is generally accepted that older students may have sexual relationships. This attitude may be different from that of your country, culture or religion and you should not feel pressured to do anything you are not comfortable with.

When you are away from home, it's great to have a special person who understands, cares and supports you in times of need. However, young people living overseas may jump into a serious relationship more deeply and quickly than they should. Some international students have had to quit their studies and return home as a result.

You shouldn't be pressured into doing things you are not sure about or don't want to do, like having sex, or doing what your boyfriend or girlfriend wants to do. It's important to remember the goals you had when you decided to study in New Zealand.

Here are some questions to ask yourself to help decide whether having a relationship is a good idea for you:

- Are you a better or happier person than you were before?
- Do you believe that your boyfriend/girlfriend respects you and wants what is best for you, or is he or she interested only in themselves?

- Are you proud of your relationship and would you be happy for your parents to know about it?
- Compared with your present study obligations and your future plans, how important will your boyfriend or girlfriend be in your life in ten years time?

If you have sex, it's important to protect yourself from unwanted pregnancy and sexually transmitted infections (STI) (refer to 'Sexual Health' on p. 40).

If you are having problems with your relationship, talk to a counsellor at your education provider, your doctor or contact Relationship Services.

Relationship Services provides education and counselling for anyone having relationship problems with family, friends, partners, teachers and others. Call them free on 0800 735 283 during office hours, email Relationship Services at receptn@relate.org.nz, or, after hours, call Samaritans, Lifeline or Youthline (in the White Pages phone book or go to: www.whitepages.co.nz for contact phone numbers). For further information on relationship matters go to: <http://www.relate.org.nz/index.asp>.

HARASSMENT AND DISCRIMINATION⁵

Most international students enjoy their stay in New Zealand and the interaction they have with New Zealanders. Unfortunately during your stay in New Zealand, as may be the case in other countries, you may experience harassment or discrimination.

Discrimination occurs when a person is disadvantaged or treated less favourably than another person in the same or similar circumstances. Harassment is behaviour that is uninvited and humiliates, offends or intimidates someone. Harassment and discrimination may be based on gender, marital status, religious belief, colour, race, ethnicity, disability, age, political opinion, employment status, family status, or sexual orientation to name a few examples. The Humans Rights Act makes harassment and discrimination unlawful.

The information below is provided to assist you in the unlikely event that you experience discrimination or harassment whilst living and studying in New Zealand, and focuses on racial and sexual harassment.

Racial Harassment

Racial harassment is behaviour that is racist, hurtful or offensive and is either repeated or serious enough to have a detrimental effect on a person.

Examples of racial harassment

The Human Rights Act 1993 (the Act) defines racial harassment as behaviour that is uninvited and humiliates, offends or intimidates someone because of their race, colour, or ethnic or national origin. It can involve spoken, written or visual material or a physical act. Usually the behaviour has to be repeated, but there will be occasions where the behaviour has such a detrimental effect on a person that it will be considered unlawful. However, a one-off minor comment is unlikely to be harassment.

Racial harassment may include:

⁵ Information under this title was sourced from the Human Rights Commission website: www.hrc.co.nz Disclaimer: While we have tried to make this information as accurate as possible, it is not exhaustive and should not be regarded as legal advice. Please contact a lawyer for specific legal advice. You are also welcome to contact the Human Rights Commission on free phone 0800 496 877 for further advice.

- Making offensive remarks about a person's race
- Mimicking the way a person speaks - i.e. if they have an accent
- Making jokes about a person's race
- Calling people by racist names
- Deliberately pronouncing people's names wrongly

Racial harassment may be unintentional. The person who engages in the offensive conduct may be unaware of the effect of their actions but they can still be held responsible. What is important is how the behaviour affects the person at whom it is directed.

For further information on racial harassment or on what to do if you are being harassed, go to: <http://www.hrc.co.nz/index.php?p=13863>.

Sexual Harassment

Under the Human Rights Act two types of sexual harassment are prohibited. They are:

1. A request for sex together with an implied or overt promise of preferential treatment or a threat of detrimental treatment.
2. Sexual behaviour, language or visual material which is unwelcome or offensive and either repeated or significant enough to have a detrimental effect on the person subjected to it.

Examples of Sexual Harassment

Sexual harassment may include:

- Personally sexually offensive verbal comments
- Sexual or smutty jokes
- Repeated comments or teasing about someone's alleged sexual activities or private life
- Persistent, unwelcome social invitation or telephone calls from workmates/fellow students
- Following someone home from work/school
- Offensive hand or body gestures
- Physical contact - i.e.: patting, pinching, touching or putting an arm around another person's body - which is unwelcome
- Provocative visual material - i.e.: posters - with a sexual connotation
- Hints or promises of preferential treatment in exchange for sex, or threats of deferential treatment if sex is not offered
- Sexual assault and or rape

Sexual Harassment in the Workplace

The Employment Relations Act also makes sexual harassment unlawful in paid employment. A person who believes they have been sexually harassed in employment must decide whether they wish to make a complaint to the Human Rights Commission or take a personal grievance under the Employment Relations Act. They are not able to do both. For further information on personal grievances, contact the Employment Relations Infoline on 0800 800 863.

What you can do if you are being harassed (either racial or sexual harassment)

- Keep a record of the incidents that you find offensive.
- Talk it over with someone you trust and who will keep the information confidential. This may help clarify your best course of action.
- Confront the person who is harassing you and tell them that you don't like their behaviour. Tell them that you do not like what they are doing and that it is unlawful. Tell them you want them to stop - otherwise you will complain. You can do this in

- person, in a letter, or with a student or other representative.
- Don't confront the alleged harasser if you don't want to. Only do so if you feel confident and safe. If this doesn't work, or is inappropriate, you can seek advice and assistance from:
 - A racial/sexual harassment contact person
 - A manager or school counsellor
 - The Human Rights Commission
 - A professional disciplinary body
 - The Employment Relations Service (if you have been harassed at work).

You can then decide whether you want to make a complaint. If you do complain, the situation should be dealt with and the harassment stopped.

Racial and Sexual Harassment are Serious

Racial and sexual harassment should always be taken seriously because:

- People don't have to put up with racial/sexual behaviour they don't like.
- Racial/sexual harassment is often repeated unless action is taken.
- Racial/sexual harassment may affect people's ability to work, study, access services or to feel comfortable in their home, school, tertiary institution or workplace.
- Racial/sexual harassment can lower self-esteem and cause health problems.
- Racial/sexual harassment can cause major disruption to a workplace.
- Employers may be liable for harassment by their employees, or of their employees by their clients, if they do not take sufficient steps to prevent harassment occurring.

Victimisation

The Human Rights Act protects people from victimisation. Victimisation means being treated badly because you have exercised your rights under the Act (e.g. by contacting the Human Rights Commission about a case of harassment) or because you have been involved in a dispute.

Further Information

For further information, refer to the Human Rights Commission website. Go to: www.hrc.co.nz. The Human Rights Commission operate an InfoLine, staffed from 8.30am until 5.00pm Monday – Friday, plus an automated service accessible 24 hours, seven days a week. All calls are confidential. The InfoLine service provides answers general human rights enquires, and provides advice on how to deal with disputes including matters of racial harassment. Call InfoLine toll free on 0800 4 YOUR RIGHTS (0800 496 877), or you can email: infoline@hrc.co.nz.

RECREATION

There are many local clubs or church groups you can join to do leisure activities in your spare time. Clubs include those on bridge, arts, sports, tramping and hobby groups. At polytechnics/institutes of technologies, colleges of education, universities and schools, there are a range of sports and interest clubs to join. Joining a club is a good way to meet New Zealanders.

Larger tertiary institutions also have student clubs/associations. These can be a good way to meet other students at your institution. Some clubs have language exchange meetings with New Zealand students studying other languages. Taking part is a good way to meet New Zealand students.

Being safe around water⁶

Because of the nature of the country, many recreational activities are based around water and you need to be careful when swimming or learning water sports or activities.

Many of New Zealand's most popular beaches are patrolled by Surf Life Savers. These are people qualified to advise people on safety at the beach and are on hand to help if people are in trouble in the water. The Surf Life Savers put up two flags when they are on duty. The flags are usually bright red and yellow and show the area of the sea that is safest to swim in. This is also the area that they will be watching closely. Always swim between these flags.

If you want to enjoy New Zealand's lakes, rivers, swimming pools, and beaches or participate in any water-based activity you should:

- learn to swim (contact your local city council swimming pool for details about lessons)
- always swim (or kayak or fish) with someone else. Never go alone
- make sure you swim between the flags at the beach.

Fishing

New Zealand is blessed with a large number of excellent fishing spots and fishing is a popular recreational activity. Each year thousands of people go fishing and take large numbers of finfish, rock lobsters and shellfish. If not managed properly this can seriously affect local fisheries. Therefore, it is vitally important for the sustainability of New Zealand's fishery resources that all fishers help to conserve the resource so that generations to come will also be able to enjoy a day's fishing.

There are restrictions on recreational fishers regarding the amount and size of fish they are allowed to take. If you go fishing, the main things to remember are:

- Don't take more than the daily limits
- Don't take undersized fish
- Don't sell or trade your catch

Only those people physically involved in taking finfish, rock lobster and shellfish are entitled to claim their catch within the daily limits. Occasionally people go over quota to sell produce on the black-market. You should not buy from these people.

You should also be aware of the restrictions on the fishing gear and methods you can use.

The rules for fishing vary depending on the area you are fishing in. Before you start, you should get a copy of the recreational fishing rules for the area you're in. There are four

⁶ Information under this title has been sourced from: <http://www.letsgo.co.nz/advice/safety.asp>

main areas:

- *Auckland and Kermadec Area*. This covers from the East Cape to just north of New Plymouth.
- *Central Area*, which covers the rest of the North Island.
- *Challenger Area*, that covers the top of the South Island.
- *Southern Area*, which covers the remainder of the South Island.

You can obtain a copy your nearest Ministry of Fisheries' office. The Auckland and Kermadec area brochure is available in a number of languages, from the Auckland Regional Office. In all other areas, the brochure is available in English only. Go to: <http://www.fish.govt.nz/contacts.html> for a list of Ministry of Fisheries' offices throughout New Zealand.

Fisheries Officers and Honorary Fisheries Officers closely monitor fishing areas. People caught breaking the fishing rules can be penalised with an infringement notice of up to NZ\$500 or for serious offences up to NZ\$250,000 with loss of vessels and vehicles.

The onus is on individuals to stay within the legal requirements. Ignorance of the rules is not an excuse. Numerous smaller offences, or one big offence, can lead to an immigration visa or permit being revoked.

For further information you can contact **0800 4RULES (0800 478537)**.

Bush walking or tramping⁷

New Zealand is famous for its beautiful outdoor environment, and bush walking and tramping are enjoyable ways of experiencing it. Visit your local Department of Conservation (DoC) office for information about local walks and tramps or go to: www.doc.govt.nz and click on 'explore'. The Department of Conservation is responsible for maintaining and protecting parks and reserves.

New Zealand weather can change very quickly, especially in mountainous areas. It is important to be prepared for all types of weather, no matter what the weather is like when you leave. Warm, waterproof clothing is essential. You'll need to be prepared for emergencies as well as weather changes (e.g. a first aid kit). You can hear a weather report on the hour on most radio stations or phone 0900 999 (then your phone area code) for weather updates.

Protection from the sun⁸

As you will learn, New Zealand is a great country to experience the outdoors, but it's important to protect yourself against the harmful effects of the sun. As a country in the Southern Hemisphere, New Zealand is exposed to the sun's harmful Ultra Violet (UV) radiation. We have less pollution to block out UV radiation than many other countries. In addition the ozone layer is decreasing.

The UV radiation is responsible for burning and damaging your skin. UV radiation does not provide heat, so you can burn when you feel cool (on a cloudy day, for example). This means you can also burn in winter when skiing because the higher you go, the less atmosphere there is to filter UV radiation. The whiteness of the snow also increases the risk of burning.

⁷ Information under this title has been sourced from:
<http://www.niwa.cri.nz/edu/resources/climate/overview>
New Zealand MetService

<http://www.experiencenz.com/climate.cfm>

⁸ Information under this title has been sourced from: <http://www.cancernz.org.nz>

Avoiding sunburn and tanning can help prevent melanomas and other skin cancers. To avoid sunburn, it is important to:

- Wear a hat and clothing that covers your skin
- Apply sunscreen (SPF 30+)
- Wearing wrap around sunglasses will help protect your eyes.

It is important to note that:

- No sunscreen will completely shield you from the effects of UV radiation. You can still burn, especially if you have sensitive skin.
- Use additional forms of sun protection like: avoiding the sun between the hottest times -11 am to 4 pm - in summer, wearing a hat and clothing, wearing sunglasses and stay in the shade if you can.
- Using an SPF30+ (sun protection factor of 30) sunscreen rather than SPF15 halves your risk of sunburn for the same length of time in the sun. SPF30+ (or any sunscreen) should not be used to increase the amount of time you spend in the sun.
- Whatever the SPF, apply adequate amounts fifteen minutes before going outside and re-apply regularly, especially if you are swimming or sweating a lot.

Entertainment

Visit your local I-SITE Visitor Centre for information about museums, art galleries, libraries, cinemas and zoos in your area. These official Visitor Information Centres are located in most towns and cities in New Zealand and have good local knowledge including local events, tourist information and holiday accommodation. Look in your local telephone book under: i-SITE Visitor Information for the phone number, or go to: www.i-SITE.org for contact details.

Chinese language media⁹

When living and studying in a foreign language, it can be comforting to access TV, radio and written material in your native language. Chinese language television and radio stations operating in New Zealand are listed below. Chinese language DVDs, videos and CDs can also be rented in New Zealand.

There are a range of local and national Chinese language newspapers in New Zealand, some of which are free. Free Chinese newspapers can be found at Chinese supermarkets and some Chinese restaurants.

A list of some Chinese language publications is included in the Appendix of this booklet (refer to p. 65).

Channel Four

The 'Touch China' Chinese language programme runs between 1 – 4pm every day on Channel Four.

Triangle Television

Triangle has been broadcasting to the greater Auckland region since August 1, 1998. Triangle Television broadcasts on UHF channel 41, 24 hours a day, 7 days a week. As well as serving the needs of a wide variety of communities, it plays the major role in bringing Chinese arts, news, culture and heritage on a regular, free-to-air basis, to the television screens of the citizens of Auckland. Go to: <http://www.trityv.co.nz/> for further information.

⁹ Information under this title has been sourced from: www.asia2000.org.nz

Golden Raindrop Chinese TV

Golden Raindrop Chinese TV began broadcasting in the greater Auckland region in May 2000 under the umbrella of Triangle Television. Programs include popular Chinese dramas, CCTV news and documentaries. Program listings can be found in the NZ Herald and TV Guide, as well as leading Chinese newspapers.

24 hour Chinese Radio

New Zealand's first 24 hour non-stop Chinese radio in New Zealand. The bilingual programme mix of Mandarin and Cantonese contains domestic and international news updates, community affairs, entertainment, music, youth and English teaching programmes. It broadcasts locally produced programmes and also rebroadcasts programmes of the BBC from London, RTHK from Hong Kong, BCC and CBS from Taiwan and CNR from China. For further information go to: <http://am990.co.nz/>

SOME HELPFUL CONTACTS***Citizens Advice Bureaux (offices)***

Citizens Advice offices provide free advice on a wide range of subjects, including personal, housing, financial, vehicle and legal issues. You do not have New Zealand citizenship to use the service. Look for the phone number in the local telephone book or go to: www.cab.org.nz, for contact details and some information on commonly asked questions. You can also call free on: 0800 367 222. This number will automatically put you in contact with your local office.

National Associations

Migrants and/or visitors from some countries also establish their own national associations and bodies in some cities. The Chinese Embassy or Consulate in New Zealand should be able to provide details of any groups in your area.

The Chinese Embassy and Consulate

Embassies throughout the world have a responsibility to help their citizens in foreign countries in times of crisis but also to provide information on what is happening at home or on special events which are coming up.

The Embassy of the People's Republic of China in New Zealand:

Address: 2-6 Glenmore Street, Kelburn, Wellington

Postal Address: PO Box 17257, Karori, Wellington

Phone: 0064 4 472 1382 fax: 0064 4 499 0419

Emergency call: 0064 21 528663

Website: <http://www.chinaembassy.org.nz>

Auckland Consulate:

Address: 588 Great South Road, Greenlane, Auckland

Postal Address: P.O. Box 17-123, Greenlane, Auckland

Phone: 0064-9-525 1588 or 525 1589

Website: <http://www.chinaconsulate.org.nz>

Studying in New Zealand

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YOUR VISA/STUDENT PERMIT

The New Zealand Immigration Service (NZIS) looks after Student Visas and Permits. If you have any questions about your Student Visa or Permit, go to: www.immigration.govt.nz for the address of a branch near you and renewal forms, or phone free on: 0508 558 855.

NZIS have access to a FREE telephone interpreting service called Language Line. It operates from Monday to Friday 10am - 6pm. When you contact NZIS either by phone or face to face, just ask for Language Line and your language (for example: Language Line, Mandarin). Language Line is available in 35 languages. For further details go to: www.languageline.govt.nz

If you wish to change to another education provider, you'll need to go to a NZIS office (refer to the website above) to update your Student Permit. You should take with you a record of your attendance, which your school or institution can give you.

It's important to know the conditions of your Student Permit and to make sure that it matches what you are doing. Remember to note when it runs out (the date it expires). If you haven't finished your study, you may be able to renew your Student Permit as long as you still meet the conditions. You'll need to go to a NZIS office (refer to the website above).

If you have a limited purposes Visa or Permit, once it has expired it can't be renewed except in the most extreme of circumstances.

Student Permit applications in Auckland are carried out by mail or you can put the forms into the box at NZIS offices in Auckland. Your passport and documents will be returned to you by courier within seven working days. If you are in a city other than Auckland, you can download an application from the NZIS website, complete the form and take it with your passport to the nearest NZIS office for processing.

Immigration agents offer services for renewing Student Permits and may approach you with offers of assistance for a fee. Renewing a Student Permit is not a difficult process and you should be able to do this yourself, by completing the necessary forms with accompanying documentation. Your education provider will gladly offer assistance if you ask for it.

Some agents may also suggest to you that you would be better off studying at another institution and offer to assist your enrolment at a new education provider. This offer is often not in your best interests. It is to earn the agent a commission.

The agent will probably charge you and will certainly receive a fee from the new education provider. The tuition you receive at the new institution maybe of a lower standard than at the institution that you came to New Zealand to study at and the change in institution may be disruptive to your long-term study goals. It may also affect your ability to get a further Student Permit.

Once you are in New Zealand if an agent suggests moving education providers to you please discuss it fully with the student support centre where you are enrolled, with your agent at home and your parents. Their advice will be in your best interests and in the interest of the long-term study and life goals you came to New Zealand with.

THE NEW ZEALAND TEACHING AND LEARNING ENVIRONMENT

Learning in New Zealand may be different to what you are used to in your country. Differences will depend, to an extent, on the field you are studying. Below is a list of general points on differences you may experience:

- We have an independent learning environment - you are responsible for completing your course requirements.
- Students participate in their learning – i.e. teachers and lecturers may expect you to ask questions of them, about the textbook and provide ideas for discussion.
- Don't be afraid to ask questions. You won't appear stupid by asking questions.
- Teachers and lecturers don't ask many 'right/wrong' or 'yes/no' questions. This means that you may not be able to find answers in the course textbooks. The answers may come from many sources.
- Students are expected to use many texts and reference them in their written work.
- Teachers and lecturers don't accept plagiarism i.e. copying other people's answers or copying from a textbook. They look for a student to apply the knowledge they have learned.
- At the tertiary level, homework is not usually set. You are expected to read the relevant chapters/pages of the textbook, take notes during lectures and review and understand the information discussed in lectures and tutorials. You will need to refer back to your lecture notes to prepare for examinations.
- Students may work in groups to complete projects or assignments.
- There are standards to meet to be successful (e.g. grading and pass marks).
- There are in-course assessments (e.g. essays, assignments, tests) as well as external end-of-course examinations.
- Teachers and lecturers don't give students the examination questions before examinations.
- Examinations in New Zealand do not generally involve reproduction of factual rote learning.
- Examinations in New Zealand are designed to test how well students understand concepts and ideas presented during study. Students may have to choose and interpret the questions they want to answer and students may have to choose and interpret the questions they want to answer.
- Cheating is unacceptable.
- Performance and progression are linked; if you fail a course you may not be able to go onto the next course.

Study skill help

Your education provider may have a support system, perhaps run through a Student Learning Support Centre to help you understand New Zealand's teaching and learning environment. In most cases, your education provider may run study skill seminars or give opportunities for practice before assessments, especially in critical analysis and creative thinking. If you are having difficulty or want to learn how to improve your grades, don't be afraid to ask for help.

THE CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

The Code of Practice for the Pastoral Care of International Students (the Code) is an agreement to ensure that all education providers take responsibility for the well-being of their international students. It means they are more than just education providers, it means that they have promised you will be looked after. Signing the agreement means they have met and agreed with the requirements of the Ministry of Education.

A Student Visa or Limited Purpose Visa is only given to you to study at a education provider that is NZQA registered with accredited courses and who has signed the Code. Education providers who do not meet these requirements are not legally allowed to enrol international students.

You will be given a summary of the Code when you enrol. If you would like to read the entire Code you can go to: www.minedu/goto/international. The Code is also available in Chinese. Alternatively, you can go to: www.mynzed.com and choose 'Chinese' on the homepage, go to 'general information' and select 'quality assurance'. And while you're there, check out the rest of this site for useful information.

If there is something you cannot understand about the Code that can't be answered at your education provider, contact the Code Advisory Officer, phone:09 3745481 or email: info.code@minedu.govt.nz.

COURSE FEES AND WITHDRAWAL

The education provider must inform you of the total costs of your course. If you decide to change your course, getting money back will normally only be possible if you advise the education provider very early into your course, and this often means by the end of the first week of the course.

The education provider will provide information about rules that apply:

- if you decide to withdraw from a course
- if the school or institution wishes to stop providing tuition in your subject
- if you request a refund of your fees
- to protect the fees you have paid if the school or institution closes or cancels your course

If you withdraw from a course and believe that the school or institution did not follow its rules you can make a formal complaint (refer to 'If You Need to Complain' on p. 57 for what to do). If you withdraw after finding a much cheaper school or institution, you should try and talk to an ex-student to find out if the cheaper school or institution is as good as the one you are already enrolled with.

If a course stops before it's meant to, you will be given assistance to find a place in a similar course at another education provider. If you decide not to continue your studies with another education provider, you may be offered a refund of the unused portion of your fees.

Private Training Establishments (PTE)

All Private Training Establishments (this term includes English language schools) have a trust account which your fees are paid into. If you withdraw from your course you may be entitled to your money back as follows:

- If your course is *less than five weeks* and you withdraw within the first two days of the start of the course, you'll get 50% of your total fees back
- If your course is *between 5 weeks and 13 weeks* and you withdraw within the first five days of the course, you'll get 75% of your total fees back
- If your course is *longer than 13 weeks* and you withdraw within the first eight days you will receive all your money back, less an administration charge of 10% or \$500, whichever is lower

If you withdraw from your course outside the times identified above, any money you receive back will depend on the particular PTE's policies.

IF YOU NEED TO COMPLAIN

Code of Practice concerns

If you think your school or institution has not kept its promises under the Code of Practice, try talking to an international student support person to resolve the issue. If the issue is not resolved, you will need to make a formal complaint to the education provider, using the procedures your education provider has in place.

If you are unhappy with the answers you receive after you have complained formally to your education provider, there is an independent appeal authority that will investigate your complaint for you. This organisation is known as the International Education Appeal Authority (IEAA). You should contact the IEAA only after you have tried to work with your education provider to resolve the complaint. You can write to the IEAA using the following address:

International Education Appeal Authority
C/- Ministry of Education
PO Box 8454
Symonds St
AUCKLAND

Academic quality concerns

If you have a worry or wish to complain about the quality of the education you are receiving you should first talk to your education provider. There will be rules or procedures to follow when making a complaint about education quality.

If you are studying at a University, Polytechnic or College of Education

Universities, polytechnics and colleges of education have rules and procedures for complaints by students about academic quality. These may be published in an official Calendar (e.g. universities). If you are not sure where to see a copy of the rules and procedures, check with the administration office. Usually, what are called 'grievance procedures' will suggest that you first raise your complaint with your lecturer or tutor. Next you may be directed to the Head of the Department, the Dean of the Faculty, or to the Chief Executive or Vice Chancellor.

If you are not satisfied that your problem or concern has been adequately addressed, you can lay a complaint with the Office of the Ombudsmen. This is a high-level government office established to review administrative decisions taken by government departments and officials. You need to have tried all other steps before contacting the Office of the Ombudsmen. Further information about the Office of the Ombudsmen is available online at: www.ombudsmen.govt.nz.

If you are studying at a primary or secondary school

Every school in New Zealand has its own governing Board of Trustees, which employs the Principal and staff. The Principal is responsible for the day to day management of the school on behalf of the Board of Trustees. You (or your parents) should first talk to the Principal about any questions or worries you may have about academic quality. If the response from the Principal is not satisfactory, you can contact the Board of Trustees.

The Education Review Office (ERO) is a New Zealand government agency which regularly evaluates the quality of education in all New Zealand schools. It makes recommendations to schools' Boards of Trustees on how they can improve student achievement, it comments on management issues and the school environment. It also reviews how schools handle complaints. ERO can receive individual complaints if procedures at the school have been followed and you are unsatisfied with the result.

ERO's reports on individual schools are regularly published and are available online at: www.ero.govt.nz

If you are studying at a private training establishment or language school

The New Zealand Qualifications Authority (NZQA) is a government agency that monitors the quality of education provided by private training establishments (PTEs), including language schools. The NZQA registers private training establishments if they can prove they are able to provide high quality education and training in a sound and stable learning environment. Once they are registered, the NZQA can approve courses if they meet standards. Each course must be based on clear and consistent aims, content, outcomes and assessment practices. If you have a concern or complaint about your private training establishment or language school you should first raise the problem with the private training establishment's or language school's management staff. If the matter is not resolved, you can then approach the NZQA. The NZQA will investigate your concern or complaint, and inform you of the outcome.

If you decide to go to the NZQA with your concern or complaint it should be in writing saying exactly what the problem is and what has been done to try and fix it. It is helpful if any copies of relevant documents can be provided. You need to have tried all other steps *before* the NZQA will investigate (e.g. discussing your concerns or problems with the private training establishment or language school management staff). You can however, call the NZQA to discuss the matter before submitting your written complaint.

For advice about complaints, phone the NZQA's helpline free on: 0800 72 4357, or write to: New Zealand Qualifications Authority, PO Box 160, Wellington, or email via the website: www.nzqa.govt.nz/for-learners/complaints.html

Worries about getting your money back

If you withdraw from a course, and believe that the education provider did not follow its rules, you should first discuss the problem with the education provider. If you have problems getting your money back, you may complain to the International Education Appeal Authority or the NZQA:

International Education Appeal Authority email: info.ieaa@minedu.govt.nz
 c/- Ministry of Education
 PO Box 8454
 Symonds St
 AUCKLAND

The New Zealand Qualifications Authority Free phone: 0800 72 4356
 PO Box 160
 WELLINGTON

Appendix

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NEW ZEALAND PUBLIC HOLIDAYS

Most people in New Zealand are on holiday when there is a public holiday. On Christmas Day, Easter Friday and until noon on ANZAC day, only essential services will be available.

The public holidays are:

<i>Date</i>	<i>Holiday</i>
1 - 2 January	New Year's holiday
6 February	Waitangi Day (celebrates the signing of the Treaty of Waitangi in 1840 between Māori Chiefs and the British Crown in agreement for governance)
A Friday and a Monday in March/April (timing depends on the year)	Easter: Good Friday and Easter Monday
25 April	ANZAC Day (commemorating New Zealand and Australia's forces in World War I)
First Monday in June	Queen's Birthday
Final Monday in October	Labour Day
25 December	Christmas Day
26 December	Boxing Day

Most Government departments and services, many businesses and some shops and restaurants close during the period from 25 December to 2 January.

Each region also has an anniversary holiday. Ask your education provider when the regional holiday is. They are usually a Monday during the summer months.

GLOSSARY OF COMMON MÄORI WORDS

Here is a list of Mäori words that you are likely to come across and their meanings:

Aotearoa	Land of the long white cloud (the Mäori name for New Zealand)
Haere mai	Welcome
Haere rä	Goodbye
Hangi	Traditional way of cooking food, where the food is cooked in the ground
Hapū	Subtribe
Hongi	To press noses, a formal greeting
Hui	Meeting to discuss a special topic
Iwi	Tribal people
Kai	Food
Kaiako	Teacher
Ka pai	Good
Kawa	Customs
Kia ora	Mäori greeting, also used as an expression of gratitude and agreement
Kōhanga	Learning nest
Kura	School, college
Mana	Prestige, authority, status
Marae	A Mäori communal facility (generally consisting of a meeting house, dining hall, kitchen, and ablution area)
Me	And
Mihimihi	Greeting
Pakeha	The Mäori word for non-Mäori people
Rangatira	High-ranking person
Reo	Language
Tamariki	Children
Tāngata whenua	(local) people of the land
Tangi	Funeral
Taonga	Values (spiritual, personal) and physical treasures
Tapu	Sacred
Tēnā koe	How do you do?
Te reo	The language (Mäori)
Tiriti	Treaty
Waka	Canoe, vessel
Wānanga	University
Whānau	Family
Whare	House, meeting house on a marae
Whenua	Land

COMMON NEW ZEALAND SLANG

The following is a list of some New Zealand slang and their meanings. Warning - care should be taken with the use of these words.

Awesome	Fine, excellent
Bach	A holiday home (also known as a crib in the South Island)
Barbie	Barbecue (also written as BBQ) - food cooked outside over a charcoal or gas fire
Beaut, beauty	Something good or outstanding. Often used ironically to mean the opposite
Bro	Term of address for a male friend or relative
Bright as a button	Looking fresh, alert
Bright spark	Intelligent, alert, attentive, awake
Bring a plate	Everyone brings food to share. Don't bring an empty plate.
Bush	New Zealand's native forest
Bushed, had it	Exhausted
BYO	<u>Bring Your Own</u> . A BYO restaurant is a restaurant that allows customers to bring their own wine to drink with their meal.
Chocker	Full
Choice	Fine, excellent
Chunder	To vomit
Clean as a whistle	Sparkling clean
Clown	Term of abuse, idiot
Crook	To be ill or unwell. Also means a thief
Cuz	Term of address for friend or relative
Dag	An amusing person, a character
Dork	An idiot or a physically uncoordinated person
Dough	Money
Drive around the bend	Annoy so much you lose your temper
Drongo	A term of abuse, idiot
Dude	A cool or good looking male
Fade	Type of hair cut that is very short at the back and over the ears and gradually becomes longer on top
Feed	A meal
Flat tack	At top speed
Foxy, fox	Used to describe a cool or good looking person of either sex
Fully	I agree
G'dday	Greeting meaning hello
Got the blues	Used to describe a sad state of mind
Greenie	A conservationist
Gumboots	Waterproof rubber boots (called Wellingtons in Britain)
Grog	Alcohol
Grouse	Fine, excellent, often used to express delight
Hard case	A tough but likeable person, an eccentric person
Hard graft	Hard work
Head over heels	Usually describing somebody who is very very happy
Heart of gold	Describing a person who is very kind
Hook up	Meet up or join in
Hoon	A noisy person, a lout
In a spin	Usually when too many things happen all at one time or too many choices
Jandals	Rubber sandals or thongs (called flip flops in Britain)
Joker	A man
Kiwi	New Zealand native bird symbol. New Zealander

Lolly	The usual word for a confection or sweet
Mate	A friend, also a term of address
Mission	An adventure
Mongrel	A term of abuse or contempt for a person
Mullet	A type of haircut where the hair is short and spiky on top and long and straggly at the back
Munted	To be broken or distorted
Narley	Cool, good
Nerd	A boring person
Nifty	Good (applied to a thing)
No worries	Common phrase of agreement
On to it	Efficient or intelligent
On a high	A good feeling that can come from success
Once in a blue moon	Very rarely, seldom, almost never
Paddock	A field, also a sports pitch
Paint the town red	To go out and have a good time
Piker	Someone who opts out of an activity
Pootang	Gross or disgusting
Pop on over/ pop in	Come and visit me at my house
Potluck dinner	Everyone brings prepared food to share with all the guests
Pressie	A present (gift)
Pub	A bar where alcoholic drinks are served over the counter
Rapt	Very pleased
Rellie	A relation or relative
Rough ride	A difficult experience
She'll be right	Everything is going to be OK
Shocking	Very bad
Shout	To treat your friends to something such as a drink or a meal
Skite	To boast. A boaster or showoff
Smoko	Coffee or tea break
Snowed under	Usually has too much work or responsibility
Spuds	Potatoes
Sticks	Remote or rural district, the countryside
Stinge/Stingy	Not generous with your money
Stoked	Very excited
Sweet as	Great
Swot	Study hard, especially before an exam
Ta	Thanks
Tinnie	Can of beer
Tinny	Lucky
To take for a ride	To deceive or trick someone
Togs	Swimming costume
Tucker	Food
Turn to custard	Collapse of ideas, schemes, plans
Unc/Unco	An uncoordinated person, often used as an insult or taunt
Under the weather	Feeling off colour, unwell, tired
Uni	University
Varsity	University
Veggies	Vegetables
Wicked	Fine, excellent
Wop-wops	Remote or rural district, the countryside

Chinese Language Publications in New Zealand

Chinese Business Times

Go to: www.mingshan.co.nz

Chinese Express Weekly

Mainly in Chinese language, a weekly paper outlining events in New Zealand for a Chinese audience. Go to: www.chinese-media.co.nz

Chinese Herald

Christchurch Chinese News

Christchurch Chinese News was established at 1993, and was the first Chinese newspaper in the South Island of New Zealand. Christchurch Chinese News has eight pages, and provides a lot of useful news and business information. Go to: http://www.chinaclick.co.nz/Chinese_Media/News/Ext/Christchurch_Chinese_News.htm for further information.

Home Voice

Go to: www.homevoice.co.nz

The Independence Daily

Contact: tid@lemae.co.nz

Life

New Times Weekly

Contact: newtimes@ihug.co.nz

New Zealand Chinese Bizlink

Contact: cbizlink@xtra.co.nz

New Zealand Mirror

Go to: www.nzmirror.com Contact: info@nzmirror.com

SUMMARY OF IMPORTANT CONTACTS

The table below provides a summary of important contacts listed throughout this booklet.

NZ Customs / Chinese Embassy and Consulate	<i>Contact</i>	<i>Phone / Email</i>	<i>Website/s</i>
What not to bring into New Zealand	NZ Customs Service	0800 4 CUSTOMS (0800 428 786) Email: feedback@customs.govt.nz	www.customs.govt.nz www.protectnz.org.nz .
Registering with the Chinese Embassy / Consulate; information on China / Chinese events in New Zealand	Chinese Embassy in Wellington	(04)472 1382	http://www.chinaembassy.org.nz
	Auckland Consulate:	(09)525 1588 or (09)525 1589	http://www.chinaconsulate.org.nz

Living in New Zealand	<i>Contact</i>	<i>Phone / Email</i>	<i>Website</i>
Racial / sexual harassment	Human Rights Commission	0800 496 877 Email: infoline@hrc.co.nz	www.hrc.co.nz
Work	Student Job Search		www.sjs.co.nz
	Inland Revenue Department	Automated Services: 0800 257 777 General Tax Enquiries: 0800227 774	www.ird.govt.nz
	NZ Department of Labour – Employment Relations Service	Email: info@ers.dol.govt.nz	http://www.ers.govt.nz/audiencinfo/employees.html
Your rights while working in NZ	Employment Relations Infoline	0800 800 863	
Flatting in NZ	New Zealand Tenancy Service	Bond Enquiries 0800 737 666 Tenancy Advice 0800 83 62 62	www.tenancy.govt.nz
Tenancy information in Chinese	Ministry of Housing Tenancy Services	Advice Mediation Enquiries 0800 836 262	http://www.minhousing.govt.nz/tenancy/Renting-and-You/Chinese/chi_home.html
Driving and owning a vehicle	Land Transport Safety Authority	General Road Safety: 0800 699 000 Driver Licensing: 0800 822 422 Road User Charges : 0800 655 644 Motor Vehicle Registration: 0800 108 809 Email: info@ltsa.govt.nz	www.ltsa.govt.nz
General advice (personal, housing, financial, vehicle and legal issues)	Citizens' Advice Bureau (CAB)	0800 FOR CAB (0800 367 222) CAB in Mandarin (09)625 8831	www.cab.govt.nz

Legal issues	Community Law Centre	Refer to the Whitepages	
To report a crime or talk to the Police	New Zealand Police	Emergency Services only 111 Refer to the Whitepages or Police website for the local phone number	www.police.govt.nz
For support if you have been the victim of a crime	Victim Support	0800 VICTIM (0800 842846) Email: victim@xtra.co.nz	www.victimsupport.org.nz
Relationship advice	Relationship Services	0800 735 283 Email: receptn@relate.org.nz	www.relate.org.nz
Chinese Support Services (general advice, education and support services)	Chinese New Settlers Services Trust	(09)262 3868 Email: cnsst@xtra.co.nz	www.chineseservice.org.nz

Health	<i>Contact</i>	<i>Phone</i>	<i>Website/s</i>
Asian Public Health in the Auckland region	Auckland Regional Public Health Service (ARPHS)	(09)262 1855 extension 5719	www.arphs.govt.nz/Services/AsianHealth/AsianHealth.asp
Locating a Chinese speaking doctor near you	Auckland Chinese Medical Association	(09)360 8008	
Eating disorders	Eating Disorder Services	(04)478 6674 Email: info@eatingdisorders.org.nz	www.eatingdisorders.org.nz
Sexual health advice	Family Planning Association	See the White Pages or the website for phone numbers of clinics in your area	www.fpanz.org.nz
	Auckland Sexual Health Service	(09)307 2885	www.sexfiles.co.nz
Counselling services (for confidential help with personal crisis or suicidal feelings)	Samaritans	Look under "S" in the White Pages 0800 72 66 66 (Lower North Island only)	
	Lifeline	(09)522-2999 Outside Auckland: 0800 111-777	www.lifeline.org.nz
	Chinese Lifeline for speakers (Mandarin and Cantonese)	(09) 522-2088 Outside Auckland: 0800 888-880	www.lifeline.org.nz
	Youthline	0800 376 633 Email: Youthline@youthline.co.nz	http://Youthline.co.nz

Problem Gambling Counseling	Problem Gambling Helpline	0800 654-655 Email: info@gamblingproblem.co.nz	www.gamblingproblem.co.nz
	Problem Gambling Foundation	Asian Hotline 0800 862 342 Email: pgf@pgfnz.co.nz	www.pgfnz.co.nz
Alcohol Problems	NZ Drug Foundation – Alcohol Helpline	0800 787 797	www.nzdf.org.nz
Support and education on mental health for the Chinese community	AMHS (Mental Health Support Service)	(09)410 0604	

Education and Immigration	<i>Contact</i>	<i>Phone / Email</i>	<i>Website/s</i>
Information about New Zealand education institutions and studying in New Zealand	The New World Class website	-	www.mynzed.com
The Code of Practice for the Pastoral Care of International Students	Ministry of Education	(09)302 9263 Email: info.code@minedu.govt.nz	www.minedu.govt.nz/goto/international and click on 'Code of Practice'
Making a complaint relating to a breach of the Code of Practice	International Education Appeal Authority	(09)302 9263 Email: info.ieaa@minedu.govt.nz	www.minedu.govt.nz/goto/international and click on 'Code of Practice' and then 'IEAA'
Complaints and queries regarding private training establishments and fee refunds	New Zealand Qualifications Authority	0508 558 855	www.nzqa.govt.nz
Making changes to and renewing your student visa / permit	New Zealand Immigration Service	Check the website or phone book for your local office	www.immigration.govt.nz/Study/