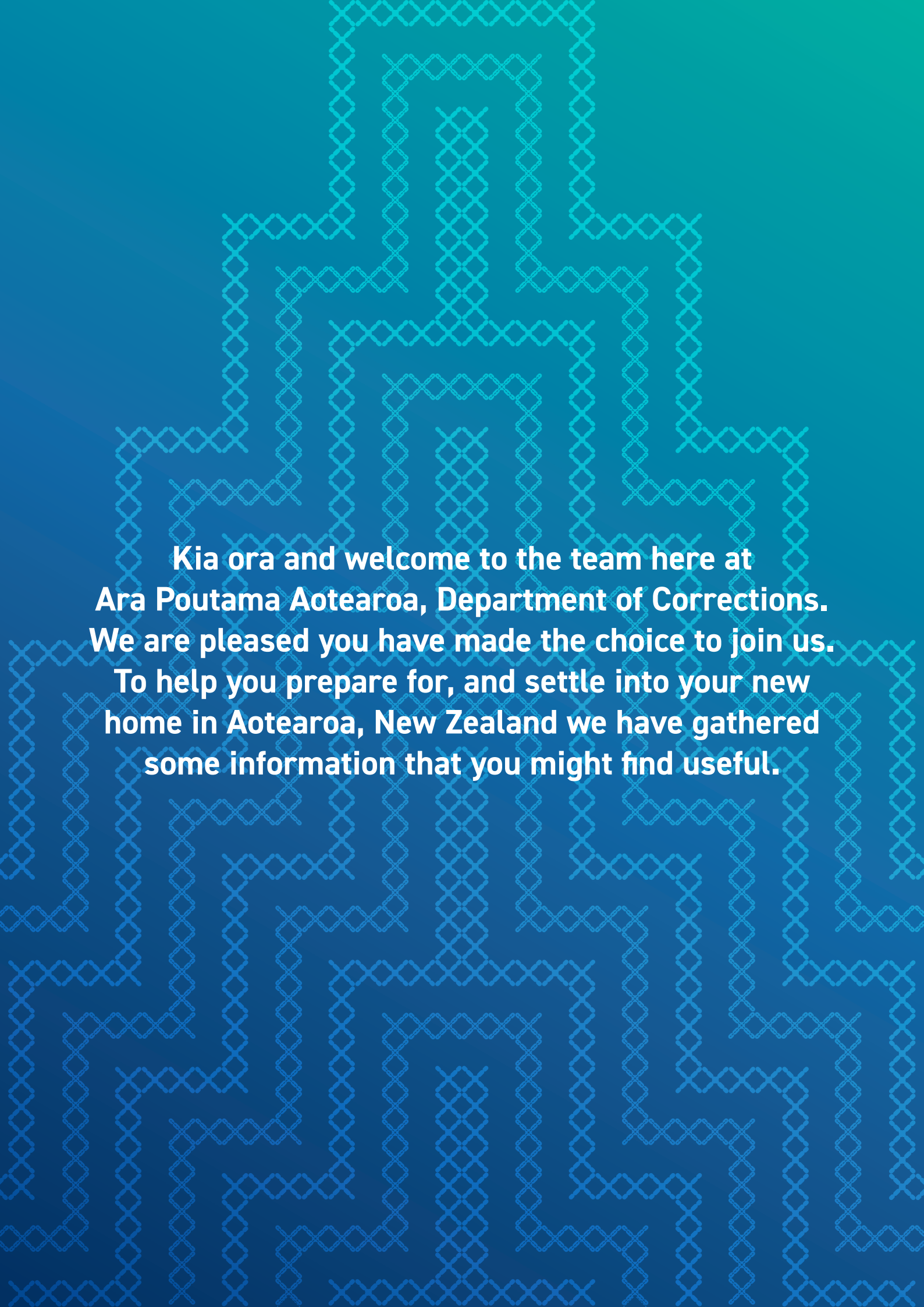


Settlement Information Pack

Your guide to settling in to Aotearoa, New Zealand



ARA POUTAMA AOTEAROA
DEPARTMENT OF CORRECTIONS



**Kia ora and welcome to the team here at
Ara Poutama Aotearoa, Department of Corrections.
We are pleased you have made the choice to join us.
To help you prepare for, and settle into your new
home in Aotearoa, New Zealand we have gathered
some information that you might find useful.**



Table of Contents

1. Getting ready
2. New Zealand Now website
3. How to get an IRD Number
4. Cost of Living
5. How to access healthcare
6. Accommodation options
7. Transportation
8. Citizens Advice Bureau (CAB) services
9. Find a community group
10. Learning te reo Māori
11. Kiwi New Zealand Slang
12. Joining the team

1. Getting ready

Immigration New Zealand's free online planning tool '[NZ Ready](#)' can simplify the process of moving to New Zealand. This tool will ask you a series of questions and create a comprehensive personalised to do list based on your answers. You can add your own calendar reminders and make notes within the checklist.



2. New Zealand Now website

In general, [New Zealand Now](#) is the main website for advice for migrants on working and living in New Zealand. There's also lots of information for you on settling here with family, and all the things you'll need to know about housing, schooling, healthcare, and recreation.



3. How to get an IRD Number

Your IRD number keeps track of the tax you pay and helps make sure you pay the right amount or get the right entitlements. It's unique to you.

You must have an IRD number to be paid and it is your responsibility to apply for it once you are in NZ. You will need an IRD number for situations such as opening a bank account, joining Ara Poutama Aotearoa and when you are earning income and more.

With your visa from Immigration NZ, there will be wording around an arrival period. There will be a final date by which you must arrive in New Zealand.

Once you have arrived in New Zealand, you can apply for an IRD number as either:

- New Arrival in New Zealand: if you apply for an IRD number by your arrival date mentioned in the visa. Process found [here](#)
- Living in New Zealand and not a new arrival: if you apply for an IRD number after your arrival date has passed. Process found [here](#)

Applying for your IRD number as soon as you arrive in New Zealand is a good way to save time by using your visa to get an IRD number.

4. Cost of Living

What it costs to live in New Zealand may be quite different from your home country. New Zealand Government provides an online '[Cost of Living Calculator](#)' which helps you estimate your income and expenses.

This tool helps migrants to understand the cost of living in various parts of New Zealand.





5. How to access healthcare

Public healthcare is free or low cost if you hold a work visa valid for two years or more. National Health Index (NHI) numbers are how our health system keeps track of our personal medical information. You will receive an NHI number on arrival to New Zealand.

You can find out more information on New Zealand's health system [here](#). In a medical emergency needing urgent attention, call for an ambulance. In New Zealand the number to dial is 111.

There are various ways to get different types of healthcare in New Zealand such as a doctor (GP), pharmacies, free advice via Healthline. You can access this [link](#) to get more information and filter by region. We recommend you enrol with a local GP as soon as you know where you will be living, rather than waiting until you need to see a GP.

6. Accommodation options

Having the right place to call home takes a little time especially when you are in a new country. However, it is a big part of feeling settled. As a new arrival to New Zealand, you may want to first consider renting. That way you can take time seeing what is available and where you would like to live before you make a commitment.

Things to consider when choosing where to live:

- The cost of rent
- Access to public transport
- Distance to schools/school zones
- Distance to work
- Access to public facilities
- Distance to essential services such as supermarkets, health care, petrol stations etc

The below websites offer useful guidance on your choices and allow filtering for different regions:

- [Here](#) you can find information about renting including Tenancy Agreements and rental costs across NZ
- Other factors to consider when looking for housing are climate, school zones and transport options – you can read more about these [here](#)
- Accessing utility services like electricity and an internet connection may be a bit different to what you are used to – find out more [here](#)
- [TradeMe](#) is the most common resource for finding a rental property or room across the country



7. Transportation

Most people in New Zealand find driving easier and more convenient for much of their getting around. Even though public transport is available in the larger centres, you will almost certainly need a vehicle here. You can find all transportation options in New Zealand [here](#).



8. Citizens Advice Bureau (CAB) services

CAB provide free, confidential, independent, information and advice to anyone about their rights and how to access services they need. There is no appointment needed to visit your local CAB and it is free to phone them from New Zealand 0800 367 222. You can also contact them via email or chat with them online. You can also search their database for information and local community organisations.

They can help new migrants settle into New Zealand through '[Migrant Connect](#)'. Find your local CAB branch <https://www.cab.org.nz/find-a-cab/>



9. Find a community group

It is important for new migrants to have a support network they feel confident with especially for the crucial first few months. Here are some suggestions:

- [Newcomers's Network](#) is an online network that helps you find community and connections whether you are new to NZ or new to a region. It helps you meet people and make friends, easing transition to the new region
- [Community Directory](#) from Office of Ethnic Communities was set up with a focus on increasing diversity and inclusion of ethnic communities in the wider society so that everyone feels welcome and valued
You can find [A-Z list of all ethnic communities in Aotearoa here](#). This directory links to ethnic groups, organisations for arts and culture, education, sport, youth, women, business, faith groups, and refugees
- Citizens Advice Bureau provides a [search directory](#) of over 35,000 community organisations
- There are also opportunities within Corrections to meet new people and find a community, including through employee-led networks. Examples include our women's network, rainbow network, veterans network, neurodiversity network and different cultural networks

10. Learning te reo Māori

Te reo Māori is an official language of New Zealand, along with English and NZ Sign Language. Here are some common phrases in te reo you may come across.

Kia ora	Hello
Aroha	Compassion, tenderness, sustaining love
Haere mai!	Welcome! Enter!
Waiata	Song or chant which follows a speech
Wharepaku	Lavatory, toilet
Hui	Meeting
Tamariki	Children
Tāne	Man/men, husband(s)
Wahine	Woman, wife (Wāhine - women, wives)
Whānau	Extended or non-nuclear family
Kai	Food
Hei konā rā	Goodbye





11. Kiwi New Zealand Slang

As you settle in, you may discover slang unique to Kiwi (New Zealand) culture. Here's a quick guide to help avoid confusion!

Dairy	Corner store selling day-to-day essentials including milk, newspapers and lolly bags
Bach	Holiday home pronounced 'batch'. In the South Island, it is referred to as crib – not to be confused with a baby's cot!
Jandals	Flip flops/thongs. Like going barefoot, which Kiwis love!
Togs	Swimming wear
Bro	An endearment for a close friend, usually a male
Aye	Pronounced 'ay'. Means similar to 'don't you agree?' or 'What/Huh?'
Chur	Thanks/thank you/cool
Sweet as	Cool, awesome or no problem
Hot chips	(pronounced hot chups): Literally hot chips (aka fries)
Bring a Plate	Figuratively means bring a plate with food to share at a lunch/party/BBQ



12. Joining the team

Once you've started with us, we'll provide you with information and training to ensure you're supported in your role and can perform your duties safely. This will include training on your rights and responsibilities as an Employee in New Zealand, with modules covering eight different topics:

- An introduction To Your Employment Rights
- Working Arrangements
- Employment Agreements
- Pay and Wages
- Hours of Work
- Annual Leave/Holidays
- Other Leave
- Resolving Problems

You'll also get to learn more about Ara Poutama Aotearoa as an organisation and meet other new starters through our induction for all staff, Ara Tika.

We look forward to having you join the team!

Kotahi anō te kaupapa: ko te oranga o te iwi

There is only one purpose to our work: the wellness and well-being of people.

Call 0800 437 668 (+64(4)460 6101 outside NZ)

Visit careers.corrections.govt.nz

careers@corrections.govt.nz



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