

Welcoming Guide

Hakaterere | Ashburton



**Welcoming
Communities**
TE WAHAROA KI NGĀ HAPORI



Ashburton
DISTRICT COUNCIL

Nau mai, haere mai, welcome!

This guide gives basic information for people who have just moved to the area to live, work, or start a business.

To create this guide, we contacted local agencies, newcomers, employers, migrant community groups and community organisations, to gather information and listened to their feedback.

We acknowledge the support of:

- Ashburton Learning Centre
- Citizens Advice Bureau Mid Canterbury
- Community House Mid Canterbury
- Connecting Mid Canterbury – TimeBank and Keep Learning
- Fire and Emergency New Zealand
- Ethnic Leaders Forum
- Hakatere Marae Komiti
- Hakatere Multi Cultural Council - Newcomers Network
- Hato Hone St John
- Neighbourhood Support
- Kai Tahu | Ngāi Tahu
- Refugee Resettlement Service
- Rural Driver Licencing Programme
- Safer Mid Canterbury
- Tangata Atumotu Trust
- Te Ngāi Tūāhuriri Rūnaka
- Te Rūnaka o Arowhenua
- Waitaha Health
- Wellbeing Ōpuke
- Migrant groups present in the district

If you would like a digital version of this guide, visit bit.ly/WelcomingAshburton or visit Ashburton District Council's website and find the "New Here?" link on the home page.



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Te Waharoa ki ngā Hapori Welcoming Communities

In Ashburton District Council, we think it's important for new people in the district to feel welcomed because it helps our community in many ways. When newcomers feel they belong, it makes our society stronger, brings us closer together, and helps our economy grow. Everyone gets to be a part of everything - working, being involved in the community, and socialising.

By connecting people who are new with those who have been here longer, we make sure everyone feels valued and part of the community. That's why the Ashburton District Council is part of the Welcoming Communities programme.

Get in touch with the Welcoming Communities Advisor if you need support, or have queries or feedback for this guide: welcoming@adc.govt.nz.

Ashburton's Multicultural Community

Ashburton District is a proudly multicultural district with approximately 18.6% of people born outside of Aotearoa New Zealand (2023 census).

About 81.1% of people are European/Pākehā, 8.6% Māori, 6.0% Pacific, 9.4% Asian, and 2.65% other ethnicities (people may identify with more than one ethnicity).

Over the last 10 years, there has been a growing migrant community from around the world who have chosen to make Ashburton District their home.

In 2018 the New Zealand Government announced that Ashburton District would join other centres across Aotearoa New Zealand as a refugee resettlement location. Ashburton welcomed the first group of former refugees from the Hazara region of Afghanistan in April 2021, who have had to flee conflict in their home country.

Welcoming Communities Accreditation

In 2020, the Ashburton District's commitment to helping newcomers feel more accepted and celebrated in the community was recognised with an accreditation from Immigration New Zealand.

The Council and community have become one of the first councils places in the country to be recognised as an Accredited Welcoming Community, the third stage of a four-level accreditation model.

The Accredited Welcoming Community status recognises the

Ashburton District as having a Welcoming Plan in place, and partnerships with the community to promote and implement the programme. It also acknowledges that there is strong advisory, project management and monitoring arrangements in place.



Read more about the Welcoming Communities programme on Immigration New Zealand's website.



<https://www.immigration.govt.nz/about-us/what-we-do/welcoming-communities>



Hakatere Marae

Māori Culture and local Marae

Māori are the takata whenua or "people of the land" of Aotearoa New Zealand. In the 2023 census, 3,000 people or 8.6% of the population in the Ashburton District identified themselves as having Māori descent.

Before Europeans arrived in Aotearoa, Māori had extensively explored Te Waipounamu (the South Island). They developed a complex infrastructure of ara tawhito (traditional travel routes) which sustained important social and economic relationships. These ara tawhito traversed the island providing access to resources, such as pounamu (greenstone), trade opportunities with other iwi and hapū (tribal and extended whānau groups) and mahika kai (food gathering areas).

Traditionally, Māori traversed the Ashburton District using a coastal route to the east of the town. Braided rivers such as the Rakaia, Hakatere and Rangitata provided travel routes to the

interior that joined ara tawhito across Kā Tiritiri-o-te-Moana (the Southern Alps) to Te Tai Poutini (the West Coast).

In the 1850's the first English settlers arrived and settled the rural area of the district as sheep grazing runs producing wool. In 1858 Ashburton's town was established.

When the Treaty of Waitangi was signed in 1840 by seven high-ranking Kāi Tahu rākatira (chiefs), it was seen as a convenient arrangement between equals. However, the government failed to honour its obligations under land purchase agreements, robbing Kāi Tahu of the opportunity to participate in the land-based economy alongside the settlers.

In 1849 the Kāi Tahu ancestor Matiaha Tiramōrehu penned the first formal statement of Kāi Tahu grievances about the land purchases, marking the beginning of generations of Kāi Tahu petitioning the Crown over the following 150 years. This became known as Te Kerēme, the Kāi Tahu claim.



101 Pōwhiri Experience 2023 organised by Hakatere Multicultural Council and Connecting Mid Canterbury

Kāi Tahu is takata whenua and the recognised iwi authority in all but the most northern part of Te Waipounamu including the Ashburton District. As the Ashburton District is part of three different takiwā (tribal areas) mana whenua (authority over the land) is shared between three different tribal entities - **Te Rūnaka o Arowhenua**, **Te Kāi Tūāhuriri Rūnaka** and **Te Taumutu Rūnaka**.

Te Rūnaka o Arowhenua

Te Rūnaka o Arowhenua is based at Arowhenua marae to the south of Temuka. Arowhenua marae is the home base for the Kāti Huirapa hapū, one of the five primary hapū of Kāi Tahu. The takiwā of Te Rūnaka o Arowhenua extends from the Rakaia River to the Waitaki River, sharing interests with Kāi Tūāhuriri ki Kaiapoi between the Hakatere and Rakaia rivers and Te Taumutu Rūnaka in the area north of Hakatere, and thence inland to Aoraki/Mt Cook and the Main Divide. (Source: Te Rūnaka o Ngāi Tahu Act 1996).



Visit <https://arowhenua.org/> to find out more.

Te Kāi Tūāhuriri Rūnaka

The takiwā of Te Kāi Tūāhuriri Rūnaka centres on Tuahiwi, north of Christchurch and extends from the Hurunui to Hakatere, sharing an interest with Arowhenua Rūnaka northwards to Rakaia, and thence inland to the Main Divide. (Source: Te Rūnaka o Kāi Tahu Act 1996).

Te Taumutu Rūnaka

The takiwā of Taumutu Rūnaka centres on Taumutu and the waters of Te Waihora (Lake Ellesmere) and adjoining lands and shares a common interest with Te Kāi Tūāhuriri Rūnaka and Te Rūnaka o Arowhenua in the area south to Hakatere. (Source: Te Rūnaka o Kāi Tahu Act 1996).

Hakatere Marae

Located on the outskirts of Ashburton, Hakatere marae is a mātāwaka (pan-tribal) marae and community centre servicing the needs of other iwi Māori and the wider Ashburton community.

Hakatere Marae hosts regular health and community events open to the public, their venue is available for hiring and you can get involved by contacting them via their website.



<https://hakateremarae.weebly.com/>

If you would like to find out more information, Ashburton District Council created the Tūwhana App, where you can find vocabulary, history, tikaka (protocols), and other resources about Ao Māori (the Māori world) and Samoan and Filipino cultural protocols and language, as these are two of the most spoken languages in the district. To download it, search for Tūwhana in your app store.



If you are interested in getting familiar with Māori culture, you can find events, wananga (workshops) and Te Reo Māori (Māori language) classes on the Keep Learning Mid Canterbury website.



<https://keeplearningmc.nz/>



Getting started

In Ashburton District, you will find friendly neighbours, colleagues and services ready to help you.

Here are some handy tips to get you started:

- You will need a mobile phone with a New Zealand number and an email address to open bank accounts, process your tax number, rent a house, enrol with a doctor, etc.
- There is no public transport in Ashburton, plan accordingly to get to your destinations. Check the "Getting around" tile in this guide, to find more information.
- Set up power and internet for your home - no need to worry about paying for water.
- Ensure you have rubbish and recycling wheelie bins and a green crate for glass recycling at your home if you live in an urban area.
- Follow the Ashburton District Council Facebook Page.
- Introduce yourself to your neighbours.

- Sign up for a free Ashburton Library card - remember to take your ID with you.
- Take a walk around your new neighbourhood – explore our parks, walks and reserves including the Ashburton & Tinwald domains.
- Visit a few of our landmark attractions; Lake Hood, Mount Hutt, Mt Sunday and our high-country lakes.
- Explore different volunteering, recreation or community groups that you can join, you can contact Citizens Advice Bureau or Hakatere Multi Cultural Council to find out their details.
- Explore the New Zealand Now website: Another guide to living & working in New Zealand
www.newzealandnow.govt.nz.



<https://hakateremulticultural.org/contact>



<https://ashburton.cab.org.nz/>

Renting

The rental market is limited at the moment, and finding a suitable home for you and your family can take time. Make a plan and consider you will have to provide:

- Reference letters from your previous landlords.
- A letter from your employer.
- copy of your ID.
- A bond.*

*When you rent a house, you might need to pay something called a 'bond,' which is usually the same as two to four weeks' worth of rent. This money is a security deposit for the landlord. It's there to cover any damages to the house or if you haven't paid rent. You get the bond money back when you move out, but only if everything is okay - if there's no damage or unpaid rent.

Other factors to consider:

- Most rental homes are not furnished.
- The rent is paid weekly.
- You must pay for services such as electricity, phone connection and internet.
- There may be some whiteware included in the house (like dishwasher, washing machine, stove), ask the landlord.
- When you find a rental, it is recommended to get "contents insurance", this insurance covers the items in your home in case of a natural disaster like a flooding or earthquake. Check what the insurance companies offer and select the one that adjusts to your budget.

Finding a rental property:

In Ashburton, landlords prefer that you have a look at the house before applying for it. To apply for a house, you will need to fill in a form with your details and attach a scanned copy of your reference letters, employment letters, and copy of your ID.

You can look for rentals on Real Estate and TradeMe. There are also Facebook pages and groups (Accommodation Ashburton NZ), local newspapers and community boards.

To find out more information about your rights and responsibilities as a tenant and other questions you may have about tenancy agreements, go to the Aratohu website.



<https://www.realestate.co.nz/residential/rental/canterbury/ashburton>



<https://www.trademe.co.nz/a/property/residential/rent/canterbury/ashburton>



<https://tenant.aratohu.nz/>

Inland Revenue Department (IRD - Tax Number)



You have to pay tax on any income you earn. If you do not have an IRD number, tax will be deducted at the non-declaration rate, which is higher than the normal rates.

It is crucial to obtain an IRD number as all your personal information is associated with this number.

You are required to obtain an IRD number if you:

- Earn any income, like a job, benefit, or pension.
- Apply for Working for Families Tax Credits, a student loan, or child support.
- Open a bank account or join KiwiSaver.
- File tax returns.
- Additionally, you may need an IRD number if you are purchasing, selling, or transferring New Zealand properties.

Apply for an IRD number:

Find paper forms at your local New Zealand Automobile Association (AA) located within Paper Plus at 109 East Street, Ashburton.

If you're an NZ citizen, you can apply online or complete a paper application.



<https://www.ird.govt.nz/managing-my-tax/ird-numbers/ird-numbers-for-individuals>

If you have a work, student or resident visa, or an Australian passport, you can apply online or complete a paper application.



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

If you live outside NZ, you can apply for a tax number.
What you will need:

- photo identification (ID), such as a passport
- proof of address, for example, a job offer.
- tax identification number from your country or territory.
- proof of the reason for applying for an IRD number, for example, working here or buying property here.
- a fully functioning New Zealand bank account or Customer due diligence - IR997 form.
-

IRD might be able to accept a different list of information proving your identity if you:

- are an offshore person.
- cannot get any of the documents proving your New Zealand bank account is fully functional - either IR997 or a bank statement, printout or letter with the information shown in IR984.

In the link below, you can find all the information you will need to process it.



<https://www.ird.govt.nz/managing-my-tax/ird-numbers/ird-numbers-for-individuals/living-overseas---ird-number-application>

Bank accounts

First decide what bank you would like your money to go into, check their interest rates, service fees and other services they offer.

To open a bank account, you will need:

- Make an appointment at your selected bank and ask what you will need to open your account, as these vary from bank to bank.
- NZ phone number.
- Email address. (Banks have apps where you can do all your banking online in minutes).
- Original passport and any other photo ID you have, like driver's licence.
- A recent document to prove your physical address (tenancy agreement, job offer, power bill).

- Your tax number from your home country, if you are from overseas.
- Your IRD (NZ tax number, if you have one, if not, you can give it to your bank later, but make sure you do, as you will get taxed the highest rate, if you do not update it).

Visit the Citizens Advice Bureau (CAB) website for more information about opening a bank account.



<https://www.cab.org.nz/article/KB00001829>

Rubbish and Recycling

Separating our rubbish is important to dispose of our waste responsibly.

You will have three, and soon four, rubbish bins at home.

Yellow bin: Check the sticker on your bin to find out when it is collected. Recycling is collected on alternate weeks.

- Ensure all items are loose, not bagged.
- Rinse out the bottles, plastic meat trays, cans and containers.
- Put ALL lids in the red bin. Lids can't be recycled.
- Flatten cardboard and newspapers. Paper must be no smaller than an envelope size.

- Plastics 1, 2 and 5 should come from the kitchen, bathroom and laundry. No hazardous garden or vehicle chemical containers.



New Zealand can only recycle plastic No. 1, 2 and 5. You can usually find the number at the bottom of the package, in the middle of the recycling symbol.



Green crate: This crate is for your clean glass bottles and jars. You can place clear, green, amber and blue glass in your crate. Your green crate is collected on alternate weeks.

- Ensure all items are loose, not bagged.
- Empty and rinse bottles and jars. Lids go in the red bin.
- No broken glass.

Red bin: It is collected every week, and you can place in it all the items that you can't recycle in the yellow bin or green crate, like:

- Household waste.
- Food scraps.
- Soft plastics or plastic no. 3, 4, 6 and 7.
- Polystyrene.
- Garden waste.

To find out more information, visit the link below.



<https://www.ashburtondc.govt.nz/services/rubbish-and-recycling/bin-it-right>

Legal and Immigration Support

Read your visa conditions and ensure you understand them.

If you come to New Zealand on an Accredited Employer Work Visa, your visa links you with the employer who offered you the visa application, for the length of your visa.

If your situation changes, you must apply to vary the conditions of your visa, apply for a Job Change, or apply for a new visa.



Due to different circumstances, you may need the support of a lawyer to clarify doubts related to your visa or immigration status.

Here are a few organisations you can approach with your queries:

Citizens Advice Bureau (CAB)

They provide free, independent information and advice. Volunteers help people know and understand their rights and responsibilities and find community services. It is open Monday to Friday, from 10 am to 1 pm. You'll find them based in Community House (44 Cass Street, Ashburton) their phone number is 03 928 8761.



The CAB has introduced a new language support system to help clients use their services in their preferred language. You can use this service anywhere in the country by calling CAB or visiting your nearby bureau.

They hold an Immigration Clinic on the first Friday of the month from 12 to 2 pm at Community House (44 Cass Street) To book an appointment contact them at 03 928 8761

Anglican Advocacy Ashburton

Anglican Advocacy offers personalised support for stressful events, with volunteer advocates ready to help you take action and regain control. Their advocacy approach is tailored to the individual's needs. Support requests are addressed through a four-step process.



1. The coordinator will contact you to assess your need.

2. An advocate will be assigned to you and will meet to learn your story.
3. The advocate will help you prepare for the situation you are facing and attend any meetings or appointments as your support person.
4. If needed, they will follow-up with a debrief to plan what to do next.

Anglican Advocacy can support with issues covering, Work and Income, employment, tenancy, family disputes, ACC, health practices and organisations. Any meeting or appointment where you need a support person.

They are based at Community House (44 Cass Street) or contact them via email advocacyashburton@anglicancare.org.nz or phone 027 220 0400.

Community Law Canterbury (CLC)



Community Law Canterbury is a non-profit organization dedicated to reducing and eliminating barriers to legal access. They offer accessible, high-quality legal assistance to individuals in Canterbury and the West Coast who encounter obstacles in obtaining justice.

CLC offer appointments during the day face-to-face, phone or zoom. Their address, phone number and hours of work are:

- 198 Montreal St (corner of Walker St) Christchurch

- 9.30am – 7.00pm Monday to Thursday and 9.30am to 12.30am Saturday.
- To book an appointment or to seek information over the phone, call 03 3666 870.



FENZ at Ethnic Communities Fun Day 2023

Emergency Information

NATIONAL EMERGENCY PHONE NUMBER: 111 This is always a free call, it will work even if you don't have credit on your phone, and will connect you to the fire service, police and ambulance.

If you would like an emergency poster to stick on your fridge, you can find them at the Ashburton Library (2 Baring Square East) or at the Hakatere Multi Cultural Council (255 Moore Street, Ashburton). These posters have been translated into nine different languages.

English	Te Reo Māori	Spanish / Español
Nepali / नेपाली	Farsi/Dari / فارسی	Tongan / Lea Faka-Tonga
Samoan / Gagana Sāmoa	Tagalog	Hindi / हिंदी

EMERGENCY INFORMATION

In An Emergency You Need To CALL FREE 111
 An Operator Will Ask Whether You Need **FIRE, AMBULANCE OR POLICE.**

CALL 111
 If you see smoke or fire and believe there is a risk to people or property ask for 'Fire' immediately.

CALL 111
 If there is a medical or health emergency ask for 'Ambulance' immediately.

CALL 111
 If you are afraid for your safety or others, ask for 'Police' immediately.
CALL 105 - NON EMERGENCY
 About theft, damage or threatening behaviour

IN AN EARTHQUAKE, DROP, COVER, HOLD.

DROP **COVER** **HOLD**

My Home address:.....

My Language Spoken:.....

Emergency Contact name:.....

Phone Number:

FOR SUPPORT SERVICES PLEASE TURN OVER

In case of a disaster (earthquake, flooding, cyclone, etc.) you may need to look after yourself for at least seven days before the emergency services can reach you. Make sure you have enough water and food stored for you and your family.

You can find more information about preparing for an emergency in this link.



<https://www.ashburtondc.govt.nz/services/civil-defence-and-emergency-management>

If you have a mobile phone, you will automatically be sent an Emergency Mobile Alert if it is a serious risk, you can also text your postal code to "4196" to receive local information as soon as possible. This service is free, and you can opt out whenever by texting STOP.

Ambulance

In a medical emergency, call 111 and ask for "Ambulance".

Call *Healthline* on 0800 611 116 if you are unsure.



For the hearing or speech impaired, you can register for *111 TXT*.

When you call 111 you will speak to a professional who will make sure you or the person you are calling for receives the right care at the right time.

What to do when your 111 call is answered

Ask for Ambulance. Say which service you need – Police, Fire or Ambulance. Ask for Ambulance. Your call will then be transferred to them.

Give the address of the emergency. Tell the call handler exactly where the emergency is taking place. Give as much information as you can including the house number and street name, or the name of the business.

Give the phone number you are calling from. They will ask you to give the phone number you are calling from; in case they need to call you back.

Describe what has happened. Tell the call handler what has happened. They will ask you questions like “Are you with the patient?” “How old is the patient?” “Is the patient awake?” “Is the patient breathing?”.

Listen to what to do next. While you talk to the call handler, someone called a ‘dispatcher’ will be arranging help. The call handler will tell you what to do next. If necessary, they will stay on the line to help you until an ambulance or other help arrives.

Stay on the call. Do not hang up the call until the call handler tells you to. They will make sure that you have the help you need first.

Hato Hone St John has Stations in Mayfield, Methven & Ashburton containing Ambulances that are manned by both Volunteers & Paid staff.

For non-emergency general inquiries regarding Hato Hone - St John, visit the Hato Hone St John website <https://www.stjohn.org.nz/> or call 0800 785 646.

Their local office at 241 Tancred Street - Ashburton is open from 9 am - 2 pm Monday - Friday (except public holidays) Phone 03 307 4221.



<https://www.stjohn.org.nz/what-we-do/st-john-ambulance-services/about-emergency-ambulance-services/what-happens-when-you-call-111/>

The government funds 90% of the ambulance service, but there is a cost if you use the ambulance. This is about \$100 for citizens, residents and people on work visas eligible to stay in New Zealand for at least two years.

Fire and Emergency

If you see smoke or fire and believe there's a risk to people or property, call 111 and ask for 'Fire' immediately. If you're not sure whether it's a real emergency or not, call 111 and ask.



When in doubt, call 111.



What you need to tell Fire and Emergency

When you call 111, an operator will ask whether you need Fire, Ambulance or Police.

Ask immediately for 'Fire'. Ambulance and Police may also attend but the first priority is to get a fire engine on the way. Always call 111 if you need a fire engine. Don't call your local fire station.

You'll need to give the operator the following information to help us find the fire:

- House number
- Street name
- Nearest intersection
- Suburb and city
- Rural Address Property Identification (RAPID) number if you have one.

Once they know the location of the fire, they'll ask about the nature of the emergency. They'll probably ask if anyone is injured or trapped. This will help them ensure the first responders are ready to act when they arrive.



<https://www.fireandemergency.nz/contact-us/>

Police

Call 111 and ask for Police when:

- People are injured or in danger; or
- There is a serious, immediate, or imminent risk to life or property; or
- A crime is being or has just been committed and the offenders are still at the scene or have just left.
- If you can't decide if it's a real emergency and you're still worried, call 111 and ask the operator. They will help you work out what to do.

2024 Ethnic Communities Fun Day

Reporting options for non-emergency situations are available via the Police Non-Emergency service.

Alternative Police contacts for non-emergency situations can be accessed on the Police website or by calling 105.



<https://www.police.govt.nz/use-105#online-report-options>



Senior Constable Bob Katene and attendees at Ethnic Communities Fun Day 2024



Safety

Ashburton District is proud to be recognised as part of the Safe Communities programme, but we still recommend that you take a few steps to keep yourself, your family and your belongings safe.

Don't give your full name, address, personal details or bank account information to people that you do not know or trust, especially over the phone, text or via e-mail.

Consider getting insurance – most people have car insurance, contents insurance and home insurance (if they have a property).

Police

Call 111 and ask for Police when:

- People are injured or in danger; or
- There is a serious, immediate, or imminent risk to life or property; or

- A crime is being or has just been committed and the offenders are still at the scene or have just left.

If you can't decide if it's a real emergency and you're still worried, call 111 and ask the operator. They will help you work out what to do.

Reporting options for non-emergency situations are available via the Police Non-Emergency service.

Alternative Police contacts for non-emergency situations can be accessed on the Police website or by calling 105.



<https://www.police.govt.nz/use-105#online-report-options>

Neighbourhood Support

You can also contact Neighbourhood Support this organisation aims to reduce crime and isolation through encouraging connections between neighbours. It also helps to share information from police to help neighbours work together to keep their properties safe. For newcomers or those living alone, Neighbourhood Support can help to reduce feelings of isolation and loneliness. It helps develop a sense of safety and friendliness.





<https://www.neighbourhoodsupport.co.nz/member/ashburton-district-neighbourhood-support>

Road safety

Failing to comply with Road Safety regulations can incur penalties like imprisonment, loss of licence and/or disqualification and fines.



Keep in mind that getting charged with driving under the influence (this includes drugs or alcohol) can affect your eligibility to renew your work visa, your residency, permanent residency and citizenship application.

For more information visit Waka Kotahi, NZ Transport Agency website.



<https://www.nzta.govt.nz/safety/driving-safely>

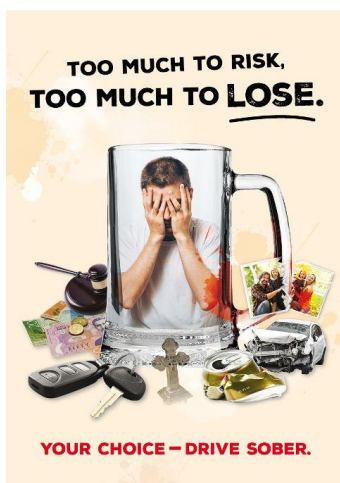
Speed limit

This is the maximum legal speed that you can travel at on a road in perfect conditions. **Keep an eye on changes in traffic** (high number of cars on the road, pedestrians, cyclists,

holidays, parked cars), if there is **road** (bumpy or narrow areas, wet, icy or gravel surfaces, and signs) **and weather conditions** (rain, snow and ice, wind, fog and bright sunlight) **and reduce your speed accordingly.**

Alcohol, medication and illegal drugs

If you're over 20 years of age, you can have no more than two to three servings of alcohol if you are a man, and no more than one to two for a woman. If you're under 20, you can't have any alcohol when driving.



ACADS Poster Campaign

Always keep in mind:

- Plan not to drive if you plan to drink.
- Ask bartenders for help getting home.
- Don't be influenced by others.
- Drinking and driving risk more than just losing your license. Stay safe, don't drink and drive.

- Driving under the influence of medication or illegal drugs is dangerous and illegal. It can affect your perception and reaction time, cause fatigue, and put yourself and others at risk.
- Don't drive when physically or emotionally impaired.

If you need support to stop drinking or consuming drugs, you can contact **ACADS**. All their services are free and confidential including counselling, support groups, health promotion, information and advice.

ACADS Youth Mental Health Service works with young people experiencing anxiety or low mood to set their own goals to make positive changes to mental health and wellbeing.

Get in touch via their website, by email acads@xtra.co.nz or by phone 03 308 1270



<https://acads.co.nz/>

Fatigue

This can be described as feeling exhausted. You might lose alertness, and this affects your mood, driving and the way you respond to risks.

If you feel drowsy, you might briefly fall asleep without realising it. Even these short “micro-sleeps” can be dangerous while

driving. Imagine nodding off for a moment behind the wheel—it could lead to a collision if you don't break in time.

Shift workers are at a greater risk of being affected by fatigue while driving. People who work long hours or irregular shifts are six times more likely to be in car accidents compared to those with regular schedules.

If you feel exhausted, you can reduce the risk of fatigue when driving by:

- Taking a power nap of 15 to 30 minutes. It can be at work, before driving home or pull over somewhere safe, ensure the car is off and apply the handbrake.
- Call a friend or family member to collect you from work.
- Call a taxi.

Water safety

Do not get in the water if you do not know how to swim. There are swimming lessons for infants, children and adults available at the EA Networks Centre (Sports facility). Find out more information on their website.



<https://www.eanetworkscentre.co.nz/learn-to-swim>

Keep an eye on your children if you are heading to a river or the sea, and if there are ponds around, like at the Domains in town or if you work on a farm.



If you are getting on a boat, in a kayak, or are going paddle boarding, you must wear a life jacket.

Ashburton River

Unfortunately, the water quality of the Ashburton River is not suitable for humans or dogs to swim in, as there is a moderate to high risk of illness for swimmers and pets.

Rainwater may flush contaminants from urban and rural land into the waterways and this affects the quality of the river. You can find more information about warnings in place on the Land Air Water Aotearoa (LAWA) website.



<https://www.lawa.org.nz/explore-data/canterbury-region/swimming/ashburton-river-at-sh1/swimsite>

Wakanui Beach

Wakanui beach is a no-swimming beach, because of the steep slope close to the shore, there's a powerful current of water moving in a different direction than the surface. This current can pull you out into the sea.

It is a rocky and beautiful spot to see dolphins and, if lucky, penguins or seals, so keep your dogs on a lead and watch them from afar.



Newcomer Support

Help in other languages.

When dealing with the Ashburton District Council, Citizens Advice Bureau or a government department, like Immigration New Zealand, ACC, Ministry of Health, Department of Internal Affairs, Ministry of Justice, etc. you can ask for interpreting services to get help in your language.

Hakatere Multi Cultural Council (HMCC)



Hakatere
Multi Cultural Council

For free, friendly and local help with understanding life in Ashburton District, we recommend talking to the Hakatere Multi Cultural Council. It operates the Mid Canterbury Newcomers Network and organises events, movie nights, workshops and other social activities. They are also in charge of the Migrant Centre and offer one-on-one support for migrants and newcomers who need help enrolling with a doctor, processing an IRD number, and queries about immigration, employment, banking, driver's licenses, etc.

You'll find them based in Safer Mid Canterbury (255 Moore Street, Ashburton) their phone number is 027 220 8791, and can find out more on their Facebook page Mid Canterbury Newcomers Network.



<https://hakateremulticultural.org/contact>



<https://www.facebook.com/NewcomersMidCanterbury>

Citizens Advice Bureau (CAB)

They provide free, independent information and advice. Volunteers help people know and understand their rights and responsibilities and find community services. It is open Monday to Friday, from 10am to 1pm. You'll find them based in Community House (44 Cass Street, Ashburton) their phone number is 03 928 8761.



The CAB has introduced a new language support system to help clients use their services in their preferred language. You can use this service from anywhere in the country by calling CAB or visiting your nearby bureau.

They also have a Community Directory where you can find information about services, early childhood education centres (ECE), community agencies and halls available for hire.



<https://ashburton.cab.org.nz/>

Community House Mid Canterbury

Community House is located at 44 Cass Street, Ashburton, it serves as a hub for social services, facilities, and activities in Ashburton community. They provide meeting room rentals, a community van for hire, and Justice of the Peace (JP) services every Tuesday and Friday from 12 pm to 2 pm, with no appointment required.



If you want to get in touch their phone number is 03 308 1237.

You can find out more information on their website.



<https://www.communityhousemc.co.nz/>

Safer Mid Canterbury

Safer Mid Canterbury is the largest locally driven provider of community services in the Ashburton District. They are a non-profit organisation that has been operating for more than 25 years, providing free and confidential services that focus on a healthier, stronger and safer community for all.



They have several programmes available to the community free of charge. To find out more about them, you can visit their website or their office on 255 Moore Street, Ashburton or give them a call 03 308 1395.



<https://www.safermidcanterbury.org.nz/what-we-do/>

Tangata Atumotu Trust (TAT)

TAT is an organisation that offers Health and Social Services to the Pasifika communities.



Their services include:

- Mobile Nursing Services – Supporting people with long-term medical conditions who need assistance at home.

- Tamaiti Health Homes – Helping eligible families to live in houses which are warm, dry, and healthy.
- Island Wealth - A financial capabilities programme which covers budgeting, KiwiSaver, understanding debt, pathways to home ownership and more.
- Healthy Lifestyles Advisors – Creating individual plans to help you get active, eat well, and look after your well-being and that of your family.
- Quit Smoking – Providing support for anyone who would like to stop smoking.
- Community Support Workers – Assisting to navigate clients through the health system whether through transportation, translation and/or support.
- Vaccination Support – We provide a wide range of vaccines through our mobile clinics and home visits.
- Social Activities – Island Breeze – traditional crafting, Island Dance Beats, Digital Literacy classes – and many more!

To get in touch, you can find them at 132 Burnett Street, Ashburton or give them a call at 027 329 3802 or 0800 727 343.

Wellbeing Ōpuke

This organisation creates opportunities for rural communities in **Mayfield, Mt Somers, Staveley, Methven, Rakaia, Dorie, and Chertsey.**



They use a community-led development approach to encourage the rural communities to build resilience. Their

events, workshops, and gatherings help locals learn about their community, widen their social networks, and find new ways to get involved.

They are always open to ideas and encourage people to reach out if they have a project, initiative or event.

You can connect with them via their Facebook page or call them on 027 302 5702.



<https://www.facebook.com/wellbeingopuke/>

Justice of the Peace (JP) – Notary type services

Justice of the Peace are people from our community who offer notary-type services **free of charge**.

- They can certify that copies of your documents match the originals.
- Witness signatures on documents.
- Perform declarations, including statutory declarations, affidavits or affirmations.

Some Justices of the Peace (JPs) have undergone specialized training to perform additional duties, which include the following:

- Hearing summary offenses.
- Imposing fines and some driving penalties.

- Hearing bail applications and requests for remand and adjournment.
- Issuing search warrants and some arrest warrants.



Thelma Bell, at the A&P Show 2021

Migrant and ethnic communities in the district

Ashburton is a diverse area where more and more people from different backgrounds are moving to because of job opportunities and housing prices.

Various migrant and ethnic groups call Ashburton home. Here's a list of these groups, **which are all reachable via Facebook.**

Hakatere Marae

Hakatere Marae is a mātāwaka (pan-tribal) marae and community centre servicing the needs of other iwi Māori and the wider Ashburton community.

Hakaterere Marae hosts regular health and community events open to the public, their venue is available for hire.

Pāpāho pānui o Hakaterere

This group was established to share information about what is happening in Ashburton.

United Filipinos of Mid Canterbury (UNIFIL)

They organise social, educational, health and sports events for the Filipino and wider Ashburton Community to enjoy.

Mid Canterbury Fijian Community Group

They organise social and health events for the Fijian community in Ashburton.

Ashburton Pacific Islanders and Associates (APIA) Trust

This group is for all the Pasifika Community in Mid Canterbury.

Filipino Dairy Workers in New Zealand (FDWNZ)

They organise social, sports and educational events for the Filipino community working in the agricultural sector.

Canterbury Latin American Association (CLAA)

They organise educational and social events for the Latin American Community in Canterbury. They are based in Ashburton.

Samoans in Ashburton

This is a community group for Samoans who live in Ashburton, to find out about events and other useful information.

Kainga Tonga Mid Canterbury

The Tongan Community also has a group on Facebook called Kainga Tonga Mid Canterbury. In it, they share important information in Tongan language.

Mid Canterbury Nepalese Association (MCNA Ashburton)

The Mid Canterbury Nepalese Community in Ashburton is a very well-organised community that hosts social and religious events in the district. You can find them as MCNA Ashburton on Facebook.

South Africans Living in Ashburton

If you would like to get in touch with other South African families, you can find them on their Facebook group South Africans Living in Ashburton.

Ashburton Indian Multicultural Charitable Trust

They are a very active group, that organises cultural and social events for the whole Ashburton community. Check out their Facebook page to find out more information about coming events.



Getting around and Driver's Licenses

Public Transport

There is currently no public bus service operating in our district but there are other options:

In Ashburton, taxis can be ordered by phone. Contact Ashburton Taxis on 03 308 2288. it is a door-to-door service.

The Mid Canterbury Connector is operated by a trust and provides transport for people who don't drive/no longer drive, from around Ashburton District into Ashburton Township, for medical/dental appointments, doing business with Council, seeing friends and family, shopping, attending WINZ appointments etc.

The service operates Monday to Friday between 9 am and 4.30 pm, on demand. Passengers need to book at least 2 days in advance – phone 03 9288164.



<https://communityvehicletrust.org.nz/vehicle-trusts-across-canterbury/ashburton-mid-canterbury-connector/>

Travelling around New Zealand

Bus companies provide services from Ashburton and Methven to Christchurch, Timaru and Dunedin.

The Mid Canterbury Shuttle Services travels to Christchurch daily, we suggest you get in touch with them to confirm their hours of work and prices. Visit their website to find out more.



<https://midcanterburyshuttleservice.co.nz/>

For further information on these services, contact the Methven i-hub at 03 302 8955 or visit their website.



<https://midcanterburynz.com/services/methven-shops-services/methven-i---hub-community-information-hub/>

Cycling and walking

If you live in the urban area of Ashburton, cycling or walking can be great, healthy, and affordable ways to travel. Distances in town are relatively short and you can bike or walk to work or school.

Check the weather conditions and prepare for them. Wear layers and sunscreen.

Follow these tips from NZ Transport Agency | Waka Kotahi to stay safe:



When biking

- Wear a helmet.
- If you are on a shared path, give people around you some space and slow down.
- Make yourself visible, wear fluorescent or reflective clothes and ensure you have a white light pointing slightly downwards on the front, and a red one at the back of your bike. Ensure you turn them on when it is dark.

When walking

- Use pedestrian crossings or cross at traffic signals.
- Check for moving vehicles at every driveway.
- Walk on the footpath if there is one.

- Hold children's hands if you are walking near roads or in car parks.
- Be kind when passing others on the footpath, especially if you're moving faster than them. Give enough space to avoid scaring them or causing danger.

Before driving

You must have a driver's licence. You can use an international driver's licence or permit for up to 12 months, after which you will need to convert to a New Zealand driver's licence.

The road rules are explained in the Road Code which is available at the Ashburton library, online at the Waka Kotahi NZ | Transport Agency website or you can buy one at most bookshops.

By law, everyone in the car must wear a seat belt and children under the age of seven must be in a car seat. If your child is seven or older, they will need a booster seat. It is recommended for kids to ride in the back seat, to keep them safe.



<https://www.nzta.govt.nz/roadcode>



Getting a driver's licence

To drive in New Zealand, a person must have a valid driver's licence, obtained in three stages:

- Learner licence (Must be 16 years old).
- Restricted licence
- Full licence

If you have a valid or current overseas driver's licence or international driving permit, you can drive using this permit for a maximum of 12 months from the date of your arrival in New Zealand, then you will have to convert your overseas licence to a New Zealand one.

Information on getting a New Zealand driver's licence can be found on the Waka Kotahi NZ | Transport Agency website.



<https://www.nzta.govt.nz/driver-licences>

Additionally, some programmes support people to process their restricted or full licences.

Salvation Army

Find out more about the Driving Mentoring Programme they offer. This service is specifically for citizens and residents.



<https://www.cab.org.nz/community-directory/KB00041556>

The Y

Find out more about their Y-Drive Driving School packages. This service is specifically for citizens and residents.



<https://ymcasc.org.nz/ydrive/>

Rural Drivers' Programme

This programme offers free support, tuition and subsidised driving tests to assist rural-based people to learn to drive. It is specifically for people living or working rurally, and **it is available to people on work visas.**



<https://www.cab.org.nz/community-directory/KB00040627>

Own a car? (Registration and Warrant of Fitness)

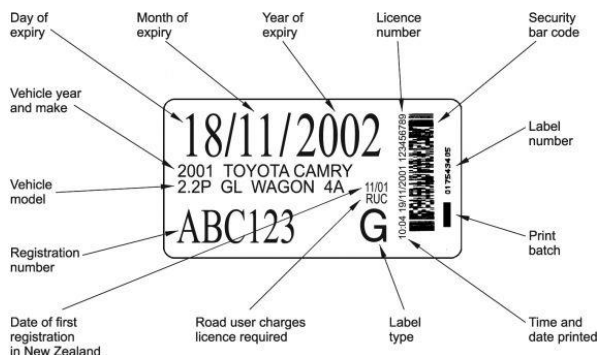
Registration

When you own a car, you need to keep it licensed to be able to circulate on the road.

There is a fee you will pay regularly (every 3, 6 or 12 months). This is known as "rego".

To find out whether the rego is expired or still valid, you can check the date on the card on the lower corner of the windshield.

It looks like this:



NZTA website

To process your rego, visit the closest Automobile Association (AA) located inside Paper Plus (212 East Street, Ashburton) or process it online through the first link below.

To find out how much you have to pay for your car visit the Right Car link below.



<https://transact.nzta.govt.nz/transactions/RenewVehicleLicence/entry>



<https://rightcar.govt.nz/rego/>

Warrant of Fitness

A warrant of fitness (WoF) is a regular check to ensure your vehicle meets safety standards. For example, the condition of the tyres and brakes, structural condition (no rust in certain areas), lights, windscreen, and more. Check out this link to find out what a warrant inspection covers.



<https://www.nzta.govt.nz/vehicles/warrants-and-certificates/warrant-of-fitness/>

Check your vehicle regularly to ensure it is safe to drive, don't wait until the WoF to check it.

A WoF will be required annually, unless you buy a car first registered before 1 January 2000, then it has to be inspected every 6 months.

The WoF label looks like this and can be found on your windscreen.



To process your WoF, you can make an appointment at your preferred garage and the cost goes from \$50 to \$70.

Own a car? (Insurance)

It is recommended to get insurance when you buy a car.

Car insurance can provide coverage if:

- Your car is damaged or stolen.
- You damage someone else's property or car.

The coverage and the amount your insurance company will pay depends on the type of coverage and policy you have.

There are different types of policies:

Third party:

- Which covers you if you damage someone else's car either when it is parked or if it is a traffic accident.
- You lose control of the vehicle and damage a fence.

If you have third-party insurance and someone else hits your car and admits fault, their insurance should cover the repair costs. If the at-fault person doesn't have insurance, your insurer may seek compensation for you.

Third Party, Fire, and Theft:

- Which covers damage you cause to someone else's property or car.
- Also if your car is stolen or catches fire.

Comprehensive:

- Which covers accidents you cause or are caused by someone else.
- Damage to your property or car and someone else's property or car.
- Additional costs like towing fees if your car breaks down or is in an accident.

Comprehensive insurance is usually more expensive but covers a wider range of situations, including damage to your car.

Compare insurance prices and read carefully the policies to ensure they provide you with the coverage you need. With a simple search on the internet, you will find different insurance companies.

Road safety

Speed limit

This is the maximum legal speed you can travel on the road in perfect conditions. **Keep an eye on changes in traffic** (high number of cars on the road, pedestrians, cyclists, holidays, parked cars), if there is **road** (bumpy or narrow areas, wet, icy or gravel surfaces, and signs) **and weather conditions** (rain, snow and ice, wind, fog and bright sunlight) **and reduce your speed accordingly.**



Alcohol, medication and illegal drugs

If you're over 20 years of age, you can have no more than two to three servings of alcohol if you are a man, and no more than one to two for a woman. If you're under 20, you can't have any alcohol when driving.

Always keep in mind:

- Plan not to drive if you plan to drink.
- Ask bartenders for help getting home.
- Don't be influenced by others.

Drinking and driving risk more than just losing your license. Stay safe, don't drink and drive.

Driving under the influence of medication or illegal drugs is dangerous and illegal. It can affect your perception and reaction time, cause fatigue, and put yourself and others at risk.

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If you need support to stop drinking or consuming drugs, you can contact **ACADS**. All their services are free and confidential including counselling, support groups, health promotion, information and advice.

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Get in touch via their website, by email acads@xtra.co.nz or by phone 03 308 1270.



<https://acads.co.nz/>

Fatigue

This can be described as feeling exhausted. You might lose alertness, and this affects your mood, driving and the way you respond to risks.

If you feel drowsy, you might briefly fall asleep without realising it. Even these short “micro-sleeps” can be

dangerous while driving. Imagine nodding off for a moment behind the wheel—it could lead to a collision if you don't break in time.

Shift workers are at a greater risk of being affected by fatigue while driving. People who work long hours or irregular shifts are six times more likely to be in car accidents compared to those with regular schedules.



If you feel exhausted, you can reduce the risk of fatigue when driving by:

- Taking a power nap of 15 to 30 minutes. It can be at work, before driving home or pull over somewhere safe, ensure the car is off and apply the handbrake.
- Call a friend or family member to collect you from work.
- Call a taxi.

Failing to comply with Road Safety regulations can incur in penalties like imprisonment, loss of licence and/or disqualification and fines.

Keep in mind that getting charged with driving under the influence (this includes drugs or alcohol) can affect your eligibility to renew your work visa, your residency, permanent residency and citizenship application.



<https://www.nzta.govt.nz/safety/driving-safely/>



Education and English classes

By law, parents must send their children to school from ages six to 16, unless they have obtained permission from the Ministry of Education to homeschool.

You can enrol your child from age five, but keep in mind that once they are enrolled, they must go to school.

Contact your school to talk about uniforms and devices (laptops, tablets, etc.) your child may need and let them know if you require some economic support to acquire these, they will give you options.

Pre-school

Pre-school-age children (under six years old) can be enrolled at kindergartens, play centres and childcare facilities. Between the ages of three and five, your child may be eligible for 20 hours per week of free early childhood education.

Talk to staff at your early childhood education centre to find out more.

To find a list of these centres, have a look at the Early Childhood Education tab on the Citizens Advice Bureau community directory.



<https://ashburton.cab.org.nz/search?Category=Early%20childhood%20education&page=1>

Primary School

There are 19 primary schools located throughout Ashburton District, ranging from large to small, town and rural. Some schools are full primary which offer education from Years 1 to 8 and others offer education from Years 1 to 6 only. Children are legally required to begin primary school by age six.

Primary schools in Ashburton are zoned, which means that your child is guaranteed to get a place at your nearest school. If you want your child to go to a school outside the area where you live, you may have to apply, and a place isn't guaranteed.

Get in touch with schools at least six months before your child turns six, to ensure they visit the school and are ready to start after their sixth birthday.

For a list of schools visit CAB's directory.



<https://ashburton.cab.org.nz/search/primary%20schools?page=1>

Intermediate School

Ashburton Intermediate School covers Years 7 and 8 of primary education. If your child's primary school doesn't have Years 7 and 8, your child should attend Intermediate School.

To get in touch, visit their website.



<https://www.ashinter.school.nz/>

Secondary School

There are three secondary schools in Ashburton District. Ashburton College is a co-educational secondary school for Years 9 to 13 located in Ashburton.



<https://www.ashburtoncollege.school.nz/>

Mount Hutt College is a co-educational secondary school for Years 7 to 13 which is located in Methven.



<https://mounthuttcollege.co.nz/>

Ashburton Christian School is a state-integrated school taking children to Year 13 and is un-zoned. They give preference to children whose parents have established a particular or general religious connection. Get in touch with them to book an interview.



<http://www.acs.school.nz/>

The National Certificate of Educational Achievement (NCEA) is the secondary school qualification in New Zealand for students in Year 11-13. It is widely accepted by employers in New Zealand and internationally.

To learn more about NCEA and how it works, visit the Ministry of Education's website.



<https://parents.education.govt.nz/secondary-school/learning-at-school/ncea/>



Hijab Talk at the Ashburton Library, organised by Hakatere Mult Cultural Council

Adult and Community Education

If you have a child who wants to study at tertiary level, and you are on a work visa and not eligible for the 2021 Resident Visa, they may need to apply for a 'Fee Paying Student Visa' instead.

With this visa, they will need to pay the full cost of their courses and enrol with an approved education provider. Find more information on the Immigration website.



<https://www.immigration.govt.nz/new-zealand-visas/visas/visa/full-fee-paying-student-visa>

Student Allowances and Loans

To be eligible for a Student Allowance and Student Loan you need to meet the residency requirements.

This means you need to be either:

- a New Zealand citizen, or
- an Ordinarily Resident* in New Zealand and have:
 - lived in New Zealand for at least 3 years, and
 - hold a residence class visa for at least 3 years.

* Ordinarily resident means you normally and lawfully live in New Zealand, intend to stay here and consider New Zealand to be home.

If you meet the residency requirements, before you apply, find out what you will need in the Studylink website.



<https://www.studylink.govt.nz/online-services/apply/index.html>

Tertiary Education

ARA Institute of Canterbury | Te Pūkenga has a campus in Ashburton offering a wide range of subjects with National Certificates and Diplomas.



<https://www.ara.ac.nz/>

Other nearby tertiary educational institutes are the University of Canterbury – Te Whare Wananga o Waitaha in Christchurch and Lincoln University – Te Whare Wānaka o Aoraki, in Lincoln.



<https://www.canterbury.ac.nz/>



<https://www.lincoln.ac.nz/>

English classes

English for Speakers of Other Languages (ESOL)

ESOL classes are available for people who want to improve their English. Education providers will have ESOL available for school children. English classes are free for residents and citizens.

Ashburton Learning Centre

ESOL classes for adult learners are run by the Ashburton Learning Centre. The Centre is located on the corner of Park and Havelock Streets, Ashburton.

They also offer support for:

- Neurodiverse learners. (people with dyslexia, dyscalculia, dyspraxia, ADHD, ADD and in the spectrum).
- Reading, writing and math.
- Computing classes.
- Driver's licence support.



<https://www.ashburtonlearningcentre.co.nz/>

ARA|Te Pūkenga

They are a tertiary institute, offering practical, industry-recognised qualifications. ARA offers a range of programmes that provide students with English for general purposes, exam preparation or preparation for further academic study. They also offer customised group programmes for groups of students with specific areas of interest.

To get in touch you can visit their website, email schoolofenglish@ara.ac.nz call 03 940 8000 or visit them at 37 Alford Forest Road, Ashburton.



<https://www.ara.ac.nz/>

English Language Partners

They offer online classes, and you can learn English for work, everyday life and academic study. They offer part-time classes and cater to all levels.

To get in touch you can visit English Language Partners's website or call 03 688 9030.



<https://www.englishlanguage.org.nz/centres/timaru>

Literacy Aotearoa

They offer several programmes and deliver them privately, one-to-one or small group tutoring for adults. Service is free for Residents and Citizens.

ILN - Intensive Literacy and Numeracy: This programme supports students with reading, writing, communication and math skills.

WLN - Workplace Literacy and Numeracy: Gets you up-to-standard for work and the environment you are working in. this course helps you with Health and Safety terms, to understand numbers and reports, etc.

ACE - Adult and Community Education: Supports people who want to learn the road code to sit their learner's licence, budgeting, basic computer skills, among other courses. Visit their website to find out more or contact them on 027 721 2002 or email info.c9@literacy.org.nz.



<https://www.literacy.org.nz/what-we-offer/learn-with-us>

Ashburton Library

The Ashburton Library offers a free tool called Clarity English to practice and improve your English skills. All you need is your library card and headphones, if you have them, or buy a pair from the library counter for a small fee. You can bring your own laptop or use the free computers available at the library. It is located at 2 Baring Square East, Ashburton. Follow their Facebook page.



<https://www.facebook.com/ashburtonpubliclibrary/>

Keep Learning

It is an organisation that offers a programme with about 40 educational events during the year, and created a website where you can find learning events happening in the

district. The aim is that through the programme and website all residents in the district can easily find opportunities to 'Keep Learning'.

These events are open to the whole community, usually run by professionals or volunteers with expertise and a willingness to share their passion. They are often free or have a small fee to cover expenses.

Visit their website to find out more.



<https://keeplearningmc.nz/>



Health services

EMERGENCIES

For life-threatening health emergencies free phone **111** for an ambulance.

Ka ora Telecare is a service provided to people living in rural areas, like Ashburton, and it connects you with a health care professional for **afterhours medical advice and treatment**. It is available from 5pm to 8 am on weekdays and 24 hours in weekends and public holidays.

You can call **0800 252 672**, talk to a nurse or schedule an appointment online through their website www.kaora.co.nz or by phone.

Find out more information about prices on their websites.

For non-life threatening or after-hours health situations phone your local (General Practice, or GP) or you can phone Healthline on **0800 611 116** to speak to a registered nurse.



<https://kaora.co.nz/app/>

If you are a visa holder and it allows you to stay in New Zealand for two or more years, you may be eligible to enrol with a medical centre. If this is not the case, you will have to pay full price when using health services.

This is an important step in your relocation process. We recommend taking care of it as soon as possible.

Finding a General Practice (Doctors Clinic)

For regular health and medical care, it is a good idea to register the whole family with a general practice. The doctor is also known as a general practitioner, or GP. Most general practices are part of a Primary Health Organisation (PHO) which allows patients to receive cheaper doctor's visits and reduced costs of prescription medicines. You can ask your local general practice if they are part of a PHO. Children under the age of 14 years can visit the doctor for free.

In Ashburton town, we have five clinics, one in Methven and one Rakaia. To get support enrolling with a GP, contact the clinic directly or ask for help from the Hakatere Multi Cultural Council.



<https://hakateremulticultural.org/contact>

Hospital

Ashburton Hospital provides secondary level emergency, which means when you need urgent care after hours. They also offer general surgical and maternity services with a range of inpatient, day patient, outpatient and community health services. Tertiary level care or emergency services are provided by Christchurch or Timaru hospitals.

The Ashburton Hospital is located on 28 Elizabeth Street and their phone number is 03 307 8450.

Ambulance

In a medical emergency, call 111 and ask for "Ambulance".

Call *Healthline* on 0800 611 116 if you are unsure.

For the hearing or speech impaired, you can register for *111 TXT*.

When you call 111 you will speak to a professional who will make sure you or the person you are calling for receives the right care at the right time.

What to do when your 111 call is answered

Ask for Ambulance. Say which service you need – Police, Fire or Ambulance. Ask for Ambulance. Your call will then be transferred to them.

Give the address of the emergency. Tell the call handler exactly where the emergency is taking place. Give as much information as you can including the house number and street name, or the name of the business.

Give the phone number you are calling from. They will ask you to give the phone number you are calling from; in case they need to call you back.

Describe what has happened. Tell the call handler what has happened. They will ask you questions like “Are you with the patient?” “How old is the patient?” “Is the patient awake?” “Is the patient breathing?”.

Listen to what to do next. While you talk to the call handler, someone called a ‘dispatcher’ will be arranging help. The call handler will tell you what to do next. If necessary, they will stay on the line to help you until an ambulance or other help arrives.

Stay on the call. Do not hang up the call until the call handler tells you to. They will make sure that you have the help you need first.

Hato Hone St John has Stations in Mayfield, Methven & Ashburton containing Ambulances that are manned by both Volunteers & Paid staff.

For non-emergency general inquiries regarding Hato Hone - St John, visit the Hato Hone St John website <https://www.stjohn.org.nz/> or call 0800 785 646.

Their local office at 241 Tancred Street - Ashburton is open from 9 am - 2 pm Monday - Friday (except public holidays) Phone 03 307 4221.



<https://www.stjohn.org.nz/what-we-do/st-john-ambulance-services/about-emergency-ambulance-services/what-happens-when-you-call-111/>

The government funds 90% of the ambulance service, but there is a cost if you use the ambulance. This is about \$100 for citizens, residents and people on work visas eligible to stay in New Zealand for at least two years.

Accident Compensation Corporation (ACC)

The Accident Compensation Corporation (ACC) provides personal injury cover for all New Zealand citizens, residents and temporary visitors to New Zealand.

This means that if you have an accident or injure yourself, the cost of visiting a doctor may be partially covered by the government.

To make a claim to ACC, you need to be treated by a doctor, physiotherapist, or emergency provider and they will help you fill in the right form to register your claim.



<https://www.acc.co.nz/>

Dental Health

Dental care is free for people under 18 years of age. Children have to be citizens, permanent residents or have a parent or primary caregiver on a 2-year work visa (consecutive), to be eligible for free dental care.

Call 0800 Talk Teeth (0800 825 583) for help with:
Enrolling your child into the free dental care programme and
finding a dentist near you who has a contract with Te Whatu Ora (if your child is past primary school age).

If you are over 18 years of age you will need to pay for dental care.

Community Services Card

New Zealand citizens and residents on low or moderate incomes may qualify for a 'Community Services Card' which makes doctors' visits cheaper.



www.workandincome.govt.nz



Having a baby?

Maternity care is provided at no cost to New Zealand citizens, permanent residents, and individuals with a two-year work permit. Specialist maternity care is also available free of charge unless the woman opts for a private obstetrician.

Visitors and individuals on work visas permitting a stay of less than two years are required to cover the full costs of pregnancy, labour, and birth care.

Refer to the New Zealand Government website to find out more.



<https://www.govt.nz/browse/family-and-whanau/having-a-baby/while-youre-pregnant/>

If your GP says there will be a charge for the maternity care he/she provides, ask them to refer you to one that does not charge, or contact the 0800 MUM 2BE number (0800 686 223) for a list of Lead Maternity Carers in your area.

You can find more information on:



<https://maternity.org.nz/>



<https://www.cab.org.nz/article/KB00039046>

Whānau Āwhina Plunket Mid Canterbury – Ashburton Plunket Centre

Families with children under five can access nationwide support from Whānau Āwhina Plunket for their health and well-being.

Plunket offers the following services:

- Free Plunket nurse appointments at home, virtually, or at their clinics.
- Free 24/7 advice and support on PlunketLine at 0800 933 922, where you can speak with a nurse.
- Additional support from health workers to help connect families with other needed community services.

- A variety of playgroups and community activities to keep families connected.

Contact them at 0800 933 922, follow their Facebook page or visit them in Community House (44 Cass Street, Ashburton).



<https://www.facebook.com/PlunketMidCanterbury>



Working

There are a number of different employment industries in Ashburton District, from farming and agribusiness to logistics and manufacturing.

CV and cover letter

To apply for a job, you will need to prepare a CV and a cover letter.

When writing your **CV**, it is important to highlight your work experience, skills, qualifications, and personal interests. Additionally, you should provide the contact information of your work and personal references. Don't forget to attach copies of your qualification certificates, passport and visa (if applicable).

If you want to make a good impression when applying for a job, it's important to include a **cover letter**. This letter

should highlight what you can bring to the company and explain why you're interested in the position. To make your cover letter stand out, avoid using a generic template and take the time to personalise it for the specific industry or job you're applying for.

The Ashburton Library offers free help creating your CV and cover letter. You can book an appointment by calling 03 308 7192 or visit the library on 2 Baring Square East, Ashburton.

Finding a job

Most people looking for work start their job search online using websites and programmes such as:

- www.seek.co.nz
- www.trademe.co.nz/jobs

You can also find job vacancies through our local newspapers and Facebook groups:

- The Ashburton Courier (Free newspaper delivered on Thursdays).
- The Ashburton Guardian (Paid subscription published on Tuesdays, Thursdays and Saturdays).
- Snowfed Methven Community Newspaper (Free newspaper out every Thursday).
- Rakaia News is the Community Newspaper for the Rakaia area (They are a free newspaper published fortnightly).
- Ashburton Jobs NZ (on Facebook).
- Ashburton Job Vacancies NZ (on Facebook).

Ashburton District is part of the **Mayor's Taskforce for Jobs** national programme, which links New Zealand citizens and residents with local employers based on their skills, vocation and personality. To get in touch with them email mtfj@adc.govt.nz or call 027 340 1368.

Several recruitment agencies may also help connect you to available jobs.



<https://www.seek.co.nz/jobs/in-ashburton>



<https://www.trademe.co.nz/a/jobs/canterbury/ashburton/search?bof=leYAKuBY>

Employment rights

When working in New Zealand, you have certain rights and responsibilities, which are important to know so that you are treated fairly.

Here are some links that will help you get the most up-to-date employment information:

Current minimum wage



<https://www.employment.govt.nz/hours-and-wages/pay/minimum-wage/minimum-wage-rates/>

Minimum working rights



<https://www.employment.govt.nz/starting-employment/rights-and-responsibilities/minimum-rights-of-employees/>

Minimum working rights in other languages



<https://www.employment.govt.nz/starting-employment/rights-and-responsibilities/minimum-rights-of-employees-translations/#minimum>

Information about young employees and restrictions

For more information about working in New Zealand or to talk to someone about any employment queries, or to

arrange a call in your language, you can visit Citizens Advice Bureau (CAB) on 44 Cass Street, Community House in Ashburton, visit their website or call them at 0800 367 222.



<https://www.live-work.immigration.govt.nz/work-in-new-zealand/employment-rights>



<https://www.cab.org.nz/>

KiwiSaver

Kiwisaver is a work-based savings scheme where you, your employer and the government contribute to a savings fund for your retirement. You can join Kiwisaver if you are a resident, permanent resident or a New Zealand citizen.



<https://www.ird.govt.nz/kiwisaver>

Setting up a business

Establishing your own business in New Zealand is quite a simple process, and there are many resources available to support you.

Check out Business.govt.nz for a range of tools and templates to help you get started.



<https://www.business.govt.nz>

Visit the IRD website for advice about taxes and Canterbury Community Law's website for legal advice.



<https://www.ird.govt.nz/>



<https://www.canlaw.org.nz/>



A taste of Ethiopia cooking class organised by Connecting Mid Canterbury and Hakatere Multi Cultural Council.

Things to do

Follow the Ashburton District Council Facebook page to find out about community events organised by the council.

There are also several community Facebook groups you can follow to find out about other events organised in the community.



<https://www.facebook.com/AshburtonDC>

Ashburton Library

The Library is a free facility to join and use. It is located at 2 Baring Square East, Ashburton. Anyone living in Ashburton can join, just need to present two forms of photo ID and proof of address.

- They offer services like:
- Free Wi-Fi access.
- Free computer use.
- Free children's and youth's activities, Lego station and holiday programmes.
- Learning lab, with high-end computers to learn new skills like Microsoft Office, 3D modelling, graphic design, and coding.
- Recording Studio
- Maker Space with vinyl printer and cutter, laser and craft cutter, and sewing machines. (There's no fee to use the equipment, but charges will apply for the materials you use.)
- Digital drop-in sessions for help using electronic devices and smartphones.
- Free CV help to get a 1 on 1 advice to create your CV, cover letter, printing and online job applications.
- Free adult social activities including Book Club, Knitting Group, Craft & Chatter and Sewing Classes.
- Access E-books, E-Audiobooks, Movies, TV Series, Music, newspapers and magazines free through the many digital resources available to library card holders.
- Books on Wheels -free fortnightly home delivery of books to members who are housebound or cannot easily get to the library.
- Tools to gain skills and improve your confidence in English.
- Children's e-books in other languages.
- Meeting rooms and display space for community use.



<https://www.ashburtondc.govt.nz/community-facilities/library>

Ashburton Art Gallery and Museum

It is a free facility with an interactive, creative and diverse programme of exhibitions with local and national artists. They run activities to suit groups of all ages and run activities during school holidays.

Some of their regular programmes are:

- **Art Addicts:** Weekly art space for children and families after school using various mediums.
- **Kōwhai Mums:** Fortnightly art group for ethnic, migrant and newcomer mums/carers. Sessions provide an environment for mums/carers to relax and socialise, whilst children explore through sensory play and art activities.
- **Drop-in activities for children, families & whānau:** Located in the museum foyer. Stations are set up for a curated task with all materials provided.
- **Artzheimers:** A guided tour of the gallery followed by morning tea, specifically developed for people living with dementia. The goal is to create an experience that re-enlightens memories, as well as to form new ones.

- **In-Colour:** Calm art activities directed by the interest of the group as a whole. Supporting mental health and mindfulness through social connection and art.

In the Ashburton Museum area, you will have the opportunity to discover the past and engage with educational experiences to uncover the cultural and social heritage of Mid Canterbury and Aotearoa.

For more information visit their website.



<https://ashburtonartgallery.org.nz/>

Hakatere Multi Cultural Council (HMCC) - Newcomers Network

It operates the Mid Canterbury Newcomers Network and organises free or low-cost events, movie nights, workshops and other social activities. They are also in charge of the Migrant Centre and offer one-on-one support for migrants and newcomers who need help enrolling with a doctor, processing an IRD number, and queries about immigration, employment, banking, driver's licenses, etc.

You'll find them based in Safer Mid Canterbury (255 Moore Street, Ashburton) their phone number is 027 220 8791, and can find out more on their Facebook page Mid Canterbury Newcomers Network.



<https://hakateremulticultural.org/contact>



<https://www.facebook.com/NewcomersMidCanterbury>

Playcentre

Playcentre provides a space for parents, babies, and young children to come together, fostering a strong sense of belonging and flourishing friendships.

In the link below you can find all the Playcentres in the district.



<https://ashburton.cab.org.nz/search/playcentre?page=1>

TimeBank

They help people to Connect, Contribute & Belong through exchanges & social events.

A timebank allows members to earn a time credit for every hour helping others. This time credit can then be used to get help.

People earn and spend credits helping with all sorts of things, e.g. baking, gardening, decluttering, mending, proofreading, pet sitting etc.

Social events organised by TimeBank are open to the wider community and include things like camps, potluck dinners, games nights, cafe catch-ups and mid-winter Christmas parties. Follow the TimeBank Facebook page for details.



<https://www.facebook.com/MidCanterburyTimeBank/>

Keep Learning

They run a programme of about 40 adult & community education events a year and the purpose is that through the programme and website, all residents in the district can easily find opportunities to 'Keep Learning'.

You can find cooking classes, parenting courses, craft workshops, other workshops, exhibitions and much more. You can also set up notifications to be the first one to find out about events you are interested in.



<https://keeplearningmc.nz/>

Parks and outdoor fun

Ashburton District has numerous parks, reserves, playgrounds and walkways for everyone to enjoy.

You can visit the Ashburton Domain, Tinwald Domain, Argyle Park, the Ashburton Hakatere River Trail, Awa Awa Rata Reserve, lots of neighbourhood parks, Ashburton Business Estate and Harris Scientific Reserve.

To find out more information about these parks, you can visit their website below.



<https://www.ashburtondc.govt.nz/community-facilities/parks-in-our-district>

Toy Library

A Toy Library is a place where parents or carers can go to borrow a large variety of quality toys, puzzles and games on a regular basis. It's basically like having an (almost) free shop where you can just grab whatever you like, play with them and then bring them back and start over.

In the district, you can several Toy Libraries, get in touch to find out how to become a member.

Ashburton Toy Library



<https://www.toylibrary.co.nz/ashburton-toy-library.html>

Methven Toy Library



<https://www.toylibrary.co.nz/methven-toy-library.html>

Rakaia Toy Library



<https://www.toylibrary.co.nz/rakaia-toy-library.html>

Ashburton Trust Events Centre

The Ashburton Trust Events centre is the district's premier venue for live music, theatre & performance.

It's a purpose-built conference and entertainment centre with a 500-seat auditorium, a function room, and green room. Visit their website to find out the current live events being performed.



<https://asheventcentre.co.nz/>

Experience Mid Canterbury

Mid Canterbury is one of the great secrets of New Zealand, with an inspiring range of both energetic and relaxing activities. With its stunning snow-capped mountains as its backdrop and bordered by impressive, braided rivers and crystal-clear lakes, the scenery is so magnificent it will take your breath away.

On the Experience Mid Canterbury website you can find places to stay, eat and activities like nearby walks, hot pools, bike tracks, ski fields and so much more.



<https://midcanterburynz.com/>

EA Networks Centre (Sports Facility)

EA Networks Centre is an indoor sport, stadium, aquatic and recreational facility. The centre has four indoor pools, as well as a relaxing spa and steam room, four indoor courts, and two outdoor courts. A broad range of aquatic and fitness facilities, including Les Mills and spinning group fitness classes, AshSwim Swim School, Aquacise classes,

and a fully equipped fitness centre featuring the latest gym and fitness testing equipment.

They also have an 18-hole disc golf course on the Smallbone Drive Reserve. The course is free, and discs are available for hire from the EA Networks Centre, or to buy. Maps of the course and rules are also available.



<https://www.eanetworkscentre.co.nz/>



Sports

EA Network Centre (Sports facility)

This facility has four pools, an outdoor court and the indoor stadium houses four courts, spectator seating and administration space. There is a fully equipped fitness (Gym) room equipped with instructors available. A range of fitness classes and water-based fitness classes, swimming lessons and swim squads are also available.

Has two spaces available for hire, one of which can be used for children's birthday parties. and you can also rent out the indoor courts for a small fee.

They also offer activities like school holiday programmes and activities for children five and under.

Find out more about joining, timetables and programmes offered, on their website by phone 03 308 4020 or visit them at 20 River Terrace, Ashburton.

Sport Clubs

Ashburton is a very active place, practicing sports is a great way for you and your family to connect with your new community. Some of the sports are played during summer, some during winter and some can be played or practiced all year around. The classes available in Ashburton are:

Gymnastics	Ballet, hip-hop and jazz	Rugby
Softball	Hockey	Football
Swimming	Tennis	Indoor bowls
Shooting	Boxing	Badminton
Volleyball	Netball	Pickeball

To find out more about the sport clubs available in our district, have a look at the Citizens Advice Bureau directory or get in touch with Sport Canterbury by emailing Alice Breading at alice.breading@sportcanterbury.org.nz or call 027 232 0145.



<https://ashburton.cab.org.nz/search?Category=Sport&page=1>



Citizenship

Ashburton District Council hosts formal citizenship ceremonies for local residents becoming New Zealand citizens.

Becoming a New Zealand citizen

Applications to become a New Zealand citizen must be made to the Department of Internal Affairs (DIA).

Department of Internal Affairs staff will guide you throughout your application process including letting you know when your citizenship ceremony will be held.

For more information on becoming a New Zealand citizen visit Govt.nz or phone 0800 22 51 51.

Ceremony details

Ashburton District Council hosts the formal citizenship ceremony where new citizens take the Oath or Affirmation of Allegiance and receive their certificate of citizenship.

Ceremonies are held several times throughout the year. The ceremony is around one hour long, followed by light refreshments.

We encourage candidates to come dressed in cultural attire if they are able to and to bring along a camera as there will be an opportunity at the end of the ceremony for a photo with the Mayor or Deputy Mayor and others receiving their citizenship.

Further information

For information on citizenship ceremonies please contact Council by email info@adc.govt.nz or call (03) 307 7700.

For enquiries on the status of your citizenship application, please contact the Department of Internal Affairs on 0800 22 51 51.