



Southern Cross
Healthcare

Settling in New Zealand

Updated August 2023



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Emergency Services

If you have an emergency and need a quick response from the Police, the Fire Service, Ambulance or Search and Rescue, **dial 111**. This is a free phone call if you are in New Zealand. More information on when to dial 111 can be found here:

[111 Emergency Service](#)

If you feel unsure about your health, you can call Healthline for a free consult – dial 0800 611 116. They are availability 24/7. Ask for an interpreter if you need language support.

More information on Emergency Services can be found here:

[New Zealand Emergency Information and Contacts](#)

Accommodation

In New Zealand housing options include:

- [Rental housing or temporary accommodation](#)
- [Buying a house](#)
- [Shared accommodation/ boarding](#)

Local Links (Tauranga/ Western Bay of Plenty):

- [Quinovic](#)
- [Tauranga Rentals](#)
- [Western Bay of Plenty \(rentals\)](#)
- [Trademe](#)
- [Facebook](#)

Useful links:

General information about finding rental accommodation, tenancy agreements and costs: [Renting a house \(live and work New Zealand\)](#)

These may be different from other countries. For example, New Zealand rental properties are usually unfurnished and may not have features like central heating or double glazing. Migrants from some countries may expect these features to be more widely available than they are in New Zealand homes.

Include information about what sort of accommodation is available in your area and contact details for local property managers or rental agencies.



Rentals or Temporary Accommodation

Rental properties in New Zealand are often unfurnished and may not have features like central heating or double glazing.

If these are/aren't included in the rental property, it should be stated in the advertisement for the property.

Useful links:

Rental website: [Find a Property for Rent in New Zealand \(Trade Me Property\)](#)

What to expect from a tenancy agreement: [Starting a Tenancy \(Tenancy Services\)](#)

Market rent prices: [Market Rent \(Tenancy Services\)](#)

Hotels and Motels:

Compare availability and cost between hotels, motels and backpackers – [Wotif](#)

Houses/holiday home rentals – [Bookabach](#), [Airbnb](#), [Holiday houses](#)

Buying a house

Generally only New Zealand Citizens or residents can buy a house in New Zealand, but there are some exceptions.

You can find out more details on this on the sites listed under 'Useful links'

Useful links:

Eligibility to buy a house: [Buying a house in New Zealand \(guide for migrants\)](#)

Important information if you are looking to buy a house: [Buying property in New Zealand](#)

Finding a Lawyer: [New Zealand Law Society \(Te Kāhui Ture o Aotearoa\)](#)

Finding a conveyancer: [New Zealand Society of Conveyancers](#)

Property Websites: [Realestate.co.nz](#), [TradeMe](#), [Harcourts](#)

Transportation options

In New Zealand there are two main Transportation options – Driving and Public Transport

There is more detail on each options on the following two slides.

Useful links:

General information about transportation in New Zealand:

[New Zealand Transport System](#)

Information about driving on New Zealand road:

[Driving on New Zealand roads \(Waka Kotahi NZ Transport Agency\)](#)

Driving

In New Zealand, vehicles are driven on the left-hand side of the road. Driving is a popular choice as we are a small country, and it is an easy way to travel to the specific places you wish to visit.

It is law that you can drive for up to 12 months per visit using your current license and an International Driving Permit. If you wish to drive for longer, you will need to convert your license to a New Zealand license.

More information can be found on the NZTA website listed under 'Useful Links'.

Useful Links:

Road rules and vehicle types:

[DriveSafe \(New Zealand Driving for International Visitors\)](#)

Check who can drive and documentation required:

[Driving on New Zealand roads \(Waka Kotahi NZ Transport Agency\)](#)

Convert your license to a New Zealand License:

[Converting to a New Zealand driver licence \(Waka Kotahi NZ Transport Agency\)](#)

Rental Car Companies:

[New Zealand Rental Cars](#)

Buying a car – What you need to know:

[Buying a vehicle \(Waka Kotahi NZ Transport Agency\)](#)



Public Transport

New Zealand has a range of public transportation options, depending on the City you are in. These can include trains, buses, or ferries. In the Tauranga/ Western Bay area the public transport system is by bus.

You can find out what your options are on the relevant transport list under 'Useful links'.

You can find general information on other public transport options, such as public transport and sightseeing/tour busses and bookings for transport at an iSite - [isite, NZ's official visitor information network](#)

Useful links:

[Tauranga City Council \(bus travel information\)](#)

[Bus Routes \(Tauranga and Western Bay \)](#)

[Intercity Buses](#)

Cost of Living

In New Zealand we have high costs when it comes to goods and services, especially electricity, internet, groceries and heating.

The [Cost of Living Calculator](#) can help give you an idea of what your costs will be, based on a range of different factors.

You can find advice on budgeting here - [Getting help with your budget \(New Zealand Government\)](#)

Healthcare Services

AEWV holders who are issued visas for two years or longer are eligible for publicly funded health services in New Zealand.

If you are injured while at work, Southern Cross Healthcare takes responsibility for the employee's injury management program and cost from the time of the injury. More information will be provided regarding this process during your induction

In New Zealand we have the Accident Compensation Corporation (ACC), which provides compulsory insurance cover for personal injury for everyone in New Zealand, whether a citizen, resident or visitor. This means if you are injured by an accident in New Zealand, ACC may pay some of your medical and rehabilitation costs. Find out more here - [ACC - Helping to meet the costs of personal injury \(immigration.govt.nz\)](#)

General information about Health Care and ACC in New Zealand - [New Zealand Healthcare System \(immigration.govt.nz\)](#)

If you require a translator to assist with health care interactions, you can contact [Newcomer Settlement Support List Tauranga/ Western Bay](#) or [Ezispak](#) or [Language Assistance Services \(LAS\)](#)



Accessing a General Practitioner (GP)

To get cheaper rates when you see a General Practitioner, make sure you enroll yourself and your family. When you enroll you can also request a male or female practitioner.

GP and Accident and Urgent Care (After Hours) services in your area can be found through Health Point website listed under 'Useful links'.

If you feel unsure about your health, you can call Healthline for a free consult – dial 0800 611 116. They are availability 24/7. Ask for an interpreter if you need language support.

Useful links:

Find your local GP or After-Hours Clinics:

[Accident and HealthCare Tauranga](#)

[The Doctors Bayfair Mount Maunganui](#)

[Doctors - Accident & Urgent Medical Care - Healthpoint](#)

Enrolling with a GP:

[Visiting a doctor or nurse \(Ministry of Health NZ\)](#)

[Medications \(Ministry of Health NZ\)](#)

Getting Medication in New Zealand:

[Medications \(Ministry of Health NZ\)](#)

Medical Emergencies

Medical emergencies when you should **dial 111** and ask for an Ambulance are when:

- Someone has difficulty breathing.
- Someone has chest pain. This can feel like a ‘weight’ or a ‘squeezing feeling’ in your chest.
- Someone fainting or being unconscious.
- Someone may have had a stroke. They may have suddenly gone weak, their vision has changed, they are dizzy or have difficulty talking.
- Someone has severe pain anywhere.
- Someone has bleeding that won’t stop.
- There’s been a car crash and people are injured.

There are usually charges for using an ambulance, even if you do not call it yourself (some exceptions apply) – you can find out more on the useful links.

Useful links:

St Johns Ambulance information:

[Hato Hone St John - Here for Life](#)

[Ambulance Charges \(St John\)](#)

[St John Ambulance \(charges explained\)](#)

Defining a Medical Emergency:

[Medical Emergency \(New Zealand Police\)](#)

Citizens Advice Bureau (CAB) services

CABs offer information for migrants about settling in New Zealand and the settlement services available in local communities at 30 locations throughout New Zealand. CAB has a walk-in settlement service and offers workshops and seminars for new migrants.

More information can be found on the following sites:

[Newcomer Settlement Support List \(Tauranga local area\)](#)

[Citizens Advice Bureau \(cab.org.nz\)](#)

[Help & Support for New Migrants | Live and work New Zealand \(immigration.govt.nz\)](#)

Community Groups

Reaching out to other people and feeling welcomed in return is an important part of settling into a new country. Find information for migrant workers on becoming part of the local community, including relevant family and community networks, children's activities, sporting and cultural activities, places of worship and learning English.

Ways to Meet People

[Ways to Meet People in New Zealand | Live and work New Zealand \(immigration.govt.nz\)](#)

Welcoming Communities Initiative

[Newcomer Settlement Support List - Tauranga local area](#)

[Welcoming Communities | Immigration New Zealand](#)

Local Events

[What's On - My Tauranga](#)

[What's on - Western Bay of Plenty](#)

If English is a second language for your employee or their family members, they may be interested in learning options.

[Understanding New Zealand English](#)

[Learn English](#)

Obtaining an IRD number from Inland Revenue

Before you start working, you will be required to get an Inland Revenue (IRD) number to meet your tax obligations. Without one, you will be taxed at the default/highest tax rate.

You can apply for an IRD number for free on the IRD Website

- [New arrival to New Zealand - IRD number application](#)

Learn more about the Tax System in New Zealand

- [Money & Taxes in New Zealand | Live and Work New Zealand \(newzealandnow.govt.nz\)](#)

Setting up a bank account

To set up a bank account in New Zealand, you need an IRD number ([get an IRD number](#)).

In New Zealand you will normally be paid straight into your chosen New Zealand bank account, so it helps to get this set up as soon as you can.

Useful links:

What you need to do to open an account:

[How to open a Bank Account](#)

Main New Zealand banks:

[ASB](#), [ANZ](#), [BNZ](#), [Kiwi Bank](#), [Westpac](#)

[List of all banks registered in New Zealand](#)

New Zealand Customs & Culture

Māori Culture

Māori are the original (indigenous) people of New Zealand (Aotearoa). Their ancestors were the first people to settle in New Zealand.

Māori culture is an important part of daily life in Aotearoa. It influences our food, our language, our attitudes, what children learn at school and how the Country is governed.

Customs and Communication

New Zealanders often refer to themselves as 'Kiwis'. Kiwis are great travelers and understand that adjusting to somewhere new can be different.

Useful links:

More about Māori Culture:

[Māori Culture](#)

[Māori History](#)

Useful Apps

[Te Aka Māori Dictionary](#)

[Te Kete Ararau](#)

[Hautū](#)

More about customs, culture and communication:

[Customs & Social Culture in New Zealand](#)

Education & Schooling

Education & Schooling:

If you have children, finding a good school and getting them settled in will be a priority for you.

In New Zealand, it is compulsory for children between 6 and 16 years old to attend school.

You will need to enrol your children in a school that is in your 'zone', this is normally determined by your home address.

Useful links:

School Zones and Enrolment:

[Practical information about education for parents and carers](#)

Education System:

[New Zealand Education System](#)

Local Area

Local area activities:

- [Tauranga City Council \(exploring, parks, reserves\)](#)
- [Western Bay of Plenty \(parks, reserves, pools\)](#)
- [What's On - Tauranga](#)
- [What's on - Events Tauranga District](#)
- [What's On - Western Bay of Plenty](#)
- [Markets - Western Bay of Plenty District](#)
- [Markets in the Bay](#)
- [Places to visit in the Bay of Plenty](#)

Supermarkets:

The main supermarkets in the area are

- [PAK'nSAVE](#), [Countdown](#) and [New World](#)

Postal Services:

- [NZ Post \(includes I NZ Couriers\)](#)
- [Aramex courier service](#)