

Citizens Advice Bureau



Te Pou Whakawhirinaki o Aotearoa

New to Upper Hutt?



New Settlers Guide

Citizens
Advice
Bureau



Migrant

Connect



Te Kaunihera o
Te Awa Kairangi ki Uta
Upper Hutt City Council

Contents

Introduction	5
Citizens Advice Bureau.....	5
Welcoming Communities.....	5
Upper Hutt City Council	6
Rates	6
Parks.....	6
Activation.....	6
Maidstone Max - Tō Tātou Papa Tākaro.....	6
Whirinaki Whare Taonga, Arts & Entertainment Centre	6
H2O Xtream	6
Dog Registration	6
Upper Hutt City Council Contacts.....	7
Animal Control Services.....	7
Cemetery Akatarawa	7
Whirinaki Whare Taonga, Arts and Entertainment Centre	7
H2O Xtream	7
Refuse Disposal Area, Silverstream	7
Upper Hutt City Council.....	7
Upper Hutt City Library.....	7
Upper Hutt i-SITE Visitor Centre	7
Churches and Religious Organisations.....	8
Churches in Upper Hutt.....	8
Religious Organisations serving Upper Hutt	9
Maraes in Upper Hutt	9
Education	10
Types of Schools	10
Schools in Upper Hutt Area for Residents of Upper Hutt.....	11
Contributing Primary Schools.....	11
Full Primary Schools	11
Intermediates	12
State Colleges	12
Integrated Colleges	12
Private Schools	12

Finances.....	13
Tax System.....	13
Social Assistance.....	13
Kainga Ora – Homes and Communities	13
Ministry of Social Development	13
Study Link.....	13
Work and Income	13
Inland Revenue – Social Assistance	13
Banking.....	14
Banks in Upper Hutt	14
Online only banking.....	14
Health.....	15
Primary Healthcare.....	15
After Hours Care.....	15
Secondary Healthcare	15
Maternity Services.....	15
Private Healthcare	15
Dental Care.....	15
GP Surgeries in Upper Hutt	16
Hospital.....	16
Accident Compensation (ACC)	16
Community Services Card	16
Healthline	16
Emergency.....	16
Prescriptions.....	17
Pharmacies in Upper Hutt	17
Housing in NZ.....	18
Renting	18
Tenancy Agreements.....	18
Bond	18
Insurance, council taxes and costs	18
Sharing accommodation or 'flatting'	18
Boarding Houses.....	19

Buying or building a house	19
The purchase process	19
Cost of housing	19
Finding a property	19
Borrowing	20
Insurance	20
Rubbish Collection	20
Private wheelie bin	20
Community recycling station	20
Kerbside recycling	20
Speaking English	21
English Language Partners	21
ETC English Teaching College - Lower Hutt Campus	21
KiwiClass - Multicultural Learning & Support Services	21
Support Services	21
Upper Hutt Multicultural Council	21
Working in NZ	22
Pacific Work Connect	22
Finding a Job	22
Newspapers	22
Professional Journals	22
Agencies	22
Work and Income	22
Applying for a Job	22
Curriculum Vitae (CV)	22
Covering Letter	22
Starting a new business	22
Volunteering	22
Qualifications	23
New Zealand Qualifications Authority (NZQA)	23
EMERGENCY Services	24

Introduction

Welcome to Upper Hutt

The purpose of this booklet is to provide you with information that will help settle you into your new life in Aotearoa/New Zealand.

The information is about living in Upper Hutt, and we hope this will help you to quickly find your feet and focus on enjoying everything Kiwi.

More detailed information is available on the Immigration NZ website

www.newzealandnow.govt.nz

Citizens Advice Bureau

Citizens Advice Bureau (CAB) is run by friendly volunteers who can provide independent, free, and confidential advice to everyone. We take the time to listen to you and equip you with the information, options, and support to suit your needs.

We can make settling into your new home easier by helping you find out what you need to know, whether it is how the school system works here, how to sign up with a General Practitioner, and who provides English language courses.

We can help you to understand your employment rights, assist you in resolving a tenancy issue, or help you to sort out a problem with goods or services you have bought. If you're looking for a social or sports club to join, we can help you with that too.

At the CAB we have resources that cover a wide range of topics. You can also find the information on our website www.cab.org.nz, which has links to advice about your legal rights and a comprehensive database of local and nationwide services.

For more information call or visit us:

Citizens Advice Bureau

2 Sinclair Street

Upper Hutt

04 528 9040 or 0800 367 222

www.cab.org.nz

E: upperhutt@cab.org.nz

Mon – Thu 9am – 4:30pm

Fri 9am – 12pm

Sat 10am – 12:00pm

Welcoming Communities

We're committed to providing a welcoming environment for newcomers.

Upper Hutt City Council joined this programme led by Immigration NZ, as commitment to multiculturalism, diversity, and connection. The programme enables recent migrants, former refugees, and international students to thrive.

"Welcoming Communities" is about creating inclusive environments in which all residents can participate. If you want to know more about the programme and how to get involved, contact coordinator Sole Moyano 021740583.

Email: welcomingcommunities@uhcc.govt.nz



This booklet is available online

<https://tinyurl.com/UH-New-SettlersGuide>

Written and produced by Citizens Advice Bureau, Upper Hutt. Please let us know of any omissions, changes, or updates.

Disclaimer: Every effort has been made to ensure that the information provided in this booklet is accurate at the time of publication. However, Citizens Advice Bureau, Upper Hutt assumes no responsibility or liability for any unforeseen errors or omissions.

Upper Hutt City Council

The Upper Hutt City Council is the local authority responsible for the area stretching from Silverstream to the Remutaka Hill summit, encompassing an area of 540 square kilometres. This is a huge area for a territorial authority, and with the rolling hills, expansive rural areas, the bustle of the urban landscape, and the trail of the Hutt River and State Highway 2, Upper Hutt is very diverse.

Rates Upper Hutt City Council collects rates from every home owner in the city. These are used to provide services to the ratepayers and community.

Parks Upper Hutt has world class parks and a number of locations were used in filming Lord of the Rings films.
www.upperhuttcity.com/Sport-and-recreation

Activation is the sport and recreation team within Upper Hutt City Council. Our main goal is to get more Upper Hutt residents more active, more often. www.activation.org.nz

Maidstone Max - Tō Tātou Papa Tākaro
Upper Hutt's award winning adventure play space, after a \$5 million redevelopment, has won Recreation Aotearoa - Te Whai Oranga, Playground of the year 2022. Railway Ave, Upper Hutt.

Whirinaki Whare Taonga, Arts & Entertainment Centre 836 Fergusson Drive, Upper Hutt is a vibrant arts centre where you can go to enjoy art, culture, history and entertainment. There is a public car park behind the Centre.
www.whirinakiarts.org.nz/

H2O Xtream Corner of Brown & Blenheim Streets, Upper Hutt. (Closed on 7 February 2023 for approx. 12 months for upgrade.)
www.h2oxtream.com

Upper Hutt Libraries has four branches: Central, Pinehaven, the Pūrehurehu Mobile Library (bus) and Mangaroa (EV van). The Central branch is at 844 Fergusson Drive and is a hub of activities, alongside traditional book borrowing services.

www.upperhuttlibrary.co.nz/Library-services

The Central branch has 18 Chromebooks for the public to use with FREE internet and Wi-Fi access. A FREE duplex document scanner is also available to scan documents directly to an email address or save them on a memory stick. Library membership is FREE and gives you access to several online databases and services, which includes current magazines and newspapers from around the world. For more information, visit the library or www.upperhuttlibrary.co.nz or call 04 527 2117.

Pinehaven Library is located at Cnr Jocelyn Crescent and Pinehaven Road. It offers a selection of books, DVDs and magazines, and also has FREE internet and Wi-Fi access.

The mobile libraries Pūrehurehu and Mangaroa are purpose-built vehicles for the community and visit different areas of Upper Hutt to enable greater access to library services for residents and schools. To find out about their current timetable, please call 04 527 2117.

www.upperhuttlibrary.co.nz/Library-services/Branches-and-hours

Dog Registration Your dog must be registered with the Upper Hutt City Council by the time it is three months old. Dog registration is then due for renewal by 1 July each year. All dogs are required to be micro chipped. Reduced registration fees are available to those dog owners who meet the responsible owner status criteria.
www.upperhuttcity.com/Services/Pets-and-animals

Upper Hutt City Council Contacts

Animal Control Services

Impounded Dogs
Tel: 04 527 2169

Cemetery Akatarawa

1058 Akatarawa Rd, Akatarawa, Upper Hutt
Tel: 04 526 7030
027 249 4836
After Hours: 04 971 9453 (Akatarawa Cemetery Sexton)
Hours: Mon – Sun, 8am – 6pm (8pm during daylight saving)
www.upperhuttcity.com/Services/Akat%C4%81rawa-Cemetery

Whirinaki Whare Taonga, Arts and Entertainment Centre

836 Fergusson Drive,
Upper Hutt 5140
Tel: 04 527 2168
www.whirinakiarts.org.nz/
Hours: Mon–Sun, 9am–4pm

H2O Xtream

Corner of Brown & Blenheim Streets,
Upper Hutt
Phone: 04 527 2113
Email: h2oxtream@uhcc.govt.nz
www.h2oxtream.com
Closed for approx. 12 months from 7 February 2023 for upgrade.

Refuse Disposal Area, Silverstream

Silverstream Landfill,
Reynolds Bach Drive
Tel: 04 563 6155
Hours: Mon-Fri 7:30am – 5pm, Sat 8am – 5pm, Sun 9am – 5pm. Daylight Saving Sat 8am – 6pm, Sun 8am – 6pm.

Upper Hutt City Council

Civic Administration Building
838–842 Fergusson Drive,
Private Bag 907,
Upper Hutt 5140
Tel: 04 527 2169
www.upperhuttcity.com
Hours: Mon, Tues, Thu, Fri, 8am–5pm. Wed 9am – 5pm.

Upper Hutt City Library

844 Fergusson Drive,
Upper Hutt 5140
Tel: 04 527 2117
www.upperhuttlelibrary.co.nz
Hours: Mon–Wed, 9.30am–6pm, Thu, 9:30am – 7pm, Fri 9:30am - 6pm, Sat & Sun, 9:30am–4pm

Upper Hutt i-SITE Visitor Centre

Whirinaki Whare Taonga, Arts and Entertainment Centre,
836 Fergusson Drive,
Upper Hutt 5140
Tel: 04 527 2168
Hours: Mon–Sun, 9am–4pm

Churches and Religious Organisations

Our society is multicultural so there are many different religions. Church communities often offer practical support and help to newcomers. You may find your religion listed in the telephone book or under “Churches and Religious Organisations” in the Yellow Pages.

Churches in Upper Hutt

Awaken Church Community Centre

1048 Fergusson Drive
Upper Hutt
Tel: 04 526 9677
www.awakencity.nz/

Heretaunga Christian Centre

51 Lane Street,
Upper Hutt
Tel: 04 527 0949
<https://www.heretaunga.com/>

Lane Park Church

16 – 22 Lane Street,
Upper Hutt
Tel: 04 528 6515
<https://laneparkchurch.nz/>

Our Lady of Grace

5 Palmer Crescent, Heretaunga
Tel: 04 972 4282
<https://olov.org.nz/>

Reformed Church of Silverstream

8 Blue Mountains Road, Silverstream
Tel: 04 528 8988
<https://silverstreamrcnz.co.nz/>

Rimutaka Baptist Church

2 Akatarawa Road, Brown Owl
Tel: 04 526 8708
rimutakabaptist.org

Riverstones AOG Church

713 Fergusson Drive,
Upper Hutt
Tel: 04 528 6617

www.riverstones.org.nz

St Hilda’s Anglican Church

35 Cruickshank Road, Upper Hutt
Tel: 04 939 1659
www.sthildasuh.co.nz/

St John’s Anglican Church

563 Fergusson Drive, Trentham
Tel: 04 528 5588
www.stjohnstrentham.org.nz

St Joseph’s Catholic Church

1 Pine Ave, Upper Hutt
Tel: 04 528 2028
www.stjosephsuh.com

St Margaret’s Church

4- 6 Dunns Street, Silverstream
stmargaretschurch.net.nz

St Mary’s Anglican Church

13 Terminus Street, Silverstream
Tel: 04 977 1984
www.stmarysilverstream.org

The King’s Arms Church

10 Racecourse Rd, Trentham
Tel: 04 528 2074
www.thekingsarms.co.nz

The Salvation Army Church

659 Fergusson Drive
Upper Hutt
Tel: 04 528 6745
www.salvationarmy.org.nz

Upper Hutt Baptist Church

1 Milton Street
Upper Hutt
Tel: 04 528 3454
www.uhbc.org.nz

Upper Hutt Samoan Worship Centre Christian Church

659 Fergusson Drive, Trentham,
Upper Hutt 5018
Tel: 020 4146 8248

Upper Hutt Spiritualist Church

King Lion Hall,
12 King Street,
Upper Hutt
Tel: 04 526 4036

Upper Hutt Uniting Parish

2 Benzie Avenue, Elderslea
Upper Hutt
Tel: 04 528 8915

Religious Organisations serving Upper Hutt

Bodhinyanarama Buddhist Monastery

17 Rakau Grove,
Stokes Valley
Tel: 04 563 7193

www.bodhinyanarama.net.nz

First Church of Christian Scientist

109 Woburn Road,
Lower Hutt
Tel: 04 569 7368

Jehovah's Witnesses

3 Pearl Grove,
Upper Hutt
Tel: 04 526 4623

<https://www.jw.org/en/jehovahs-witnesses/contact/new-zealand/>

Jewish Progressive Congregation

147 Ghuznee Street, Te Aro
Wellington
Tel: 04 385 0720

www.sinai.org.nz

Upper Hutt Islamic Centre

71 Merton Street, Trentham
Tel: 021 079 6393

www.upperhuttislamiccentre.com

Wellington Gurudwara Sahib

4-10 Vogel Street, Naenae, Lower Hutt
Tel: 04 577 2446

Maraes in Upper Hutt

Orongomai Marae

1-5 Railway Ave
Upper Hutt
Tel: 04 528 9639



Education

There are lots of different schools in New Zealand. Where you live may influence which schools you can access. You don't have to go to a school just because it's near to where you live.

You must enrol your child from their 6th birthday although most parents enrol on their 5th birthday. Your child must remain in education until their 16th birthday. Students can study at school until the age of 19, or 21 for special education students with disabilities.

Education in state schools is free in NZ. However, Government funding is limited, and schools generally request a voluntary donation from parents to cover the gap between funding and actual cost of running a school. If you donate to the school, you can claim some of this back as a tax credit.

In addition, fees can be charged for activities including technology, arts, school trips, etc. Most colleges, and some primary schools, have a uniform. You will be required to buy your children's stationery as per the list given out by the school.

Some schools have waiting lists and enrolment policies.

Some schools are zoned for a particular area, and you must live in this area to enrol.

Children younger than six may attend an early childhood centre such as a kindergarten, play centre or day care.

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

www.playcentre.org.nz/find-your-centre

Tertiary education refers to the educational level following secondary school.

Types of Schools

Contributing Primary Schools – These are schools that take students from years 1 to 6. Many children who enrol when they are 5 go into a “New Entrant” class and then proceed to year 1. A student at these schools usually progresses to an Intermediate School.

Intermediate Schools – These are schools that cater for students in years 7 and 8. A student would normally progress to college at the end of year 8.

Full Primary Schools – These schools take students from new entrant through to intermediate and then a student progresses on to college. Most of the schools in this category are attached to a Church of a particular denomination.

Colleges – These are schools that take students from year 9 to 13. There are a variety of different types of colleges. Some take students from year 7 but the majority start at year 9. There is a mix of co-educational, i.e., male, and female students, and single gender schools.

Integrated Colleges – These take students from year 9 to 13. They get some Government funding for their special character but also charge fees to meet costs over and above the funding. Most have an application process and criteria to maintain the “Special Character” of the school. These are generally single gender schools.

Private Colleges – These take students from all years and you must pay a fee for the full cost of education for your child to attend.

Boarding Schools are either private or part of a state-funded school. They charge boarding fees. Students usually live at the school all week but may go home for weekends.

Correspondence School provides distance learning education.

Home Schooling is available for parents and caregivers who want to educate their children at home. (Criteria is set by the Ministry of Education)

If you would like more information about a particular school, you can look at individual school reports at www.ero.govt.nz

For more information on education including term dates www.education.govt.nz

Schools in Upper Hutt Area for Residents of Upper Hutt

Contributing Primary Schools

Birchville School,
16 Gemstone Dr, Birchville,
Upper Hutt 5018
Tel: 04 526 2103
www.birchville.school.nz

Fraser Crescent School
16 Redwood St, Elderslea,
Upper Hutt 5018
Tel: 04 528 5412
www.frasercrest.school.nz

Mangaroa School
93 Flux Rd, Mangaroa,
Upper Hutt 5371
Tel: 04 526 7948
www.mangaroa.school.nz

Oxford Crescent School
5 Oxford Cres,
Upper Hutt 5018
Tel: 04 528 5843
www.oxfordcrest.school.nz

Pinehaven School
Forest Rd, Pinehaven,
Upper Hutt 5019
Tel: 04 528 4365
www.pinehaven.school.nz

Plateau School
Molloys Rd, Te Marua,
Upper Hutt 5018
Tel: 04 526 9909
www.plateau.school.nz

Silverstream School
Whitemans Road, Silverstream,
Upper Hutt 5019
Tel: 04 528 2596
www.silverstream.school.nz

Te Kura o Hau Karetu
32 Hillside Dr, Maoribank 5018
Tel: 04 526 9552
<http://tekuraohaukaretu.weebly.com/>

Totara Park School
16 California Dr, Totara Park,
Upper Hutt 5018
Tel: 04 526 6286
<https://totarapark.school.nz/>

Trentham School
2 Moonshine Rd, Trentham,
Upper Hutt 5018
Tel: 04 528 6485
www.trentham.school.nz

Upper Hutt School
49 Martin St,
Wallaceville 5018
Tel: 04 939 6634
<https://www.upperhutt.school.nz/>

Full Primary Schools

St Brendan's School
56 Palmer Cres, Heretaunga,
Upper Hutt 5019
Tel: 04 939 1909
www.stbrendans.school.nz

St Joseph's School
1 Pine Ave, Upper Hutt 5018
Tel: 04 528 4910
www.stjosephsuh.school.nz

Intermediates

Fergusson Intermediate

Hikurangi St, Trentham,
Upper Hutt 5018
Tel: 04 528 7023
www.fergusson.school.nz

Maidstone Intermediate

Redwood St, Elderslea,
Upper Hutt 5018
Tel: 04 528 3094
www.maidstone.school.nz

State Colleges

Heretaunga College

Ward Street, Wallaceville,
Upper Hutt 5018
Tel: 04 939 9370
www.heretaunga.school.nz

Upper Hutt College

Moonshine Rd, Trentham,
Upper Hutt 5018
Tel: 04 527 8749
www.upperhutt.school.nz

Integrated Colleges

Hutt International Boys School

Boys Years 7 to 13
Granville St, Trentham,
Upper Hutt 5018

Tel: 04 528 6227

www.hibs.school.nz

Sacred Heart College

Girls Years 9 to 13
65 Laings Road,
Lower Hutt 5010
Tel: 04 566 1089
www.sacredheartcollege.school.nz

St Oran's College

Girls Years 7 to 13
550 High Street, Boulcott,
Lower Hutt 5010
Tel: 04 939 1260
www.storans.school.nz

St Patrick's College

Boys Years 9 to 13
207 Fergusson Drive, Silverstream,
Upper Hutt 5018
Tel: 04 939 4224
www.stream.school.nz

Private Schools

Chilton St James School

Girls New Entrant to year 13
124 Waterloo Rd, Lower Hutt 5010
Tel: 04 566 4089
www.chilton.school.nz



Finances

Tax System

Inland Revenue (IRD) is the government department that collects taxes. The New Zealand tax year runs from 1 April to 31 March. You must pay tax if you work or have a business. Employers deduct tax on salary and wages. This is known as PAYE (Pay As You Earn).

The current tax rates for individuals are as follows:

Up to \$14,000	10.5 cents in the dollar
\$14,001 to \$48,000	17.5 cents in the dollar
\$48,001 to \$70,000	30 cents in the dollar
\$70,001 to \$180,000	33 cents in the dollar
Over \$180,000	39 cents in the dollar

Everybody who works or owns a business in New Zealand must have an IRD number. If you are going to ask for financial support from Work and Income, your children will also need to have IRD numbers.

You may qualify for temporary tax exemption on foreign income as a “new migrant” for up to 4 years.

Social Assistance

The Ministry of Social Development (MSD) is the government agency given the responsibility of administering government benefits; this is achieved through Work and Income New Zealand (WINZ)

Kainga Ora – Homes and Communities

164 Main Street
Upper Hutt
0800 801 601
www.kaingaora.govt.nz

Ministry of Social Development

Upper Hutt Office
162-164 Main St, Upper Hutt
0800 559 009
www.msd.govt.nz

Study Link

0800 889 900
www.studylink.govt.nz

Work and Income

164 Main Street
Upper Hutt
General Enquires 0800 559 009
New Zealand Superannuation 0800 552 002
www.workandincome.govt.nz

Inland Revenue – Social Assistance

Inland Revenue Department (IRD) administers social assistance for working families on low to middle incomes.
www.ird.govt.nz/working-for-families

Social Assistance is available to people who work as well as those receiving government benefits and includes families on low income. To find out more go to their website or call into the Citizens Advice Bureau in Upper Hutt to pick up leaflets that may apply.

This booklet is available online
<https://tinyurl.com/UH-New-SettlersGuide>

Banking

To open a bank account, you will need three forms of identification (ID). One of these forms of ID must contain a photograph, such as a passport. You will also need a valid IRD number. There are different kinds of bank accounts, and you can learn more about the different types by talking to the bank directly. Many banks have multilingual call centres to help customers who speak English as a second language.

There are a number of ways to bank in New Zealand. As well as branches, there are numerous automatic teller machines (ATMs) in or near banks or shopping malls around the country. They allow you to withdraw or deposit money and check your account balance at any time of the day or night. You may also be able to use internet or telephone banking, which allow you to manage your accounts without visiting a branch. If you use electronic banking or an ATM (Automatic Teller Machine), you will have a PIN (personal identification number) for your bankcard. NEVER disclose your PIN to anyone.

Banks in Upper Hutt

ANZ Bank New Zealand Ltd

124 Main Street,
Upper Hutt
Tel: 0800 269 296
www.anz.co.nz

ASB Bank Ltd

The Mall, 185 Main Street, Upper Hutt
Tel: 04 472 6640
Fax: 04 528 5136
www.asbbank.co.nz

BNZ

102 Main St, Upper Hutt
Tel: 0800 275 269
www.bnz.co.nz

KiwiBank

Upper Hutt Paper Plus
The Mall
4/207 Main Street, Upper Hutt
Phone: 04 528 5277
Fax: 04 527 7691
www.kiwibank.co.nz

Kiwibank -Trentham

Trentham Post Shop
9 Camp Street, Silverstream, Upper Hutt
Tel: 04 939 6776
Fax: 04 939 0399
www.kiwibank.co.nz

The Co-operative Bank

151 Main St, Upper Hutt 5018
Tel 04 529 1500
www.co-operativebank.co.nz

Westpac

168 Main St, Upper Hutt
Phone: 0800 400 600
Branch Tel: (04) 5276986
Branch Fax: 04 5276999
www.westpac.co.nz

Online only banking

Rabobank

0800 500 933
www.rabobank.co.nz

TSB Bank Ltd

General & Account Enquiries: 0800 TSB BANK
(0800 872 2265)
Home Loan Enquiries: 0800 231 232
www.tsbbank.co.nz

Health

Dependent on your visa you may be entitled to free or subsidised healthcare in New Zealand. There are different levels of healthcare in New Zealand. The information in this booklet is aimed at new migrants who have a resident's visa and therefore can access free/subsidised healthcare. A table of eligibility is available at

<http://www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services/resources-service-providers-check-eligibility/eligibility-checklist>

Primary Healthcare

This is provided by a doctor called a General Practitioner (GP). You will need to register with a GP to get access to this level of healthcare. The government subsidises the cost of visiting a GP but not the whole cost. The GP surgery can charge you a fee over the government subsidy.

Children aged 12 and under get free GP appointments and all age-related immunisations are free of charge. Young people aged 13-18 pay less than the adult cost of visiting a GP if they are in full-time education. Some free services may be available to young people.

If you are female and aged 45-69 years old, you are entitled to have free mammograms at a service provider. Contact Breast Screen Aotearoa on 0800 270 200 to register.

www.timetoscreen.nz/

You are encouraged to have a cervical smear test every 3 years. (Most General Practices charge for this service but there are free clinics.)

After Hours Care

Some GPs run an after-hours service for their enrolled patients but there is a higher fee. If you are not enrolled, you may still be able to

attend but you will pay a higher fee than an enrolled patient. If your GP doesn't provide an after-hours service, then you may go to the nearest after-hours clinic which will incur a higher fee than registered patients. It is useful to find out what after-hours service your GP provides.

Secondary Healthcare

From 1 July 2022 Te Whatu Ora – Health New Zealand Capital, Coast and Hutt Valley has replaced Hutt Valley DHB. The local hospital is Hutt Hospital. Services provided at a hospital are usually free. For more information www.huttvalleydhb.org.nz/

Maternity Services

Maternity Services are routinely provided by community midwives.

Private Healthcare

Many people choose to have some form of private healthcare. If you want to get private cover, it is worth checking out what providers offer, particularly if you have any pre-existing conditions. Private healthcare enables you to access private clinics for tests, results, and treatment earlier than in the state system. It is important that you declare pre-existing conditions as not doing so may invalidate your policy in the event of a claim resulting from a pre-existing condition. Some policies will cover pre-existing conditions at a higher rate and usually after 2-3 years.

Dental Care

Basic oral health services from birth to 17 years of age (until their 18th birthday) are free for eligible children. To enrol call 0800 Talk Teeth (0800 825 583).

Adult dental care is provided on a user pays basis. Ask the fee for your treatment and 'shop' around. If your dental treatment is needed as a result of an accident, it may be partly funded by ACC. To find a dentist www.dcnz.org.nz

GP Surgeries in Upper Hutt

Gain Health Centre
723A Fergusson Drive
Upper Hutt 5018
Tel: 04 528 5353

Queen Street Medical
37-39 Queen Street
Upper Hutt 5018
Tel: 04 528 3048
www.queenstreetmedical.co.nz

Silverstream Health Centre
Shop 1
Silverstream Village Shops
Cnr of Kiln Road and Whiteman's Road
Silverstream
Upper Hutt 5019
Tel: 04 527 7376
thedoctors.co.nz/silverstream-health-centre

Upper Hutt Health Centre
Queen's Street Carpark
Upper Hutt
Tel: 04 920 1800
www.uhhc.co.nz

Hospital

Hutt Hospital
638 High Street
Lower Hutt 5010
All departments
Tel: 04 566 6999
www.huttvalleydhb.org.nz

Accident Compensation (ACC)

Accident Compensation Corporation (ACC) provides comprehensive, no-fault personal injury cover for all New Zealand residents and visitors to New Zealand. ACC may help with treatment and medicine costs. In addition, ACC could cover lost earnings if you have to stop working as a result of an accident.

www.acc.co.nz

0800 101 996

Community Services Card

Permanent residents who are on a low to middle income may be eligible for a community services card from Work and Income to help with the cost of prescriptions and doctors' fees.

0800 999 999

Healthline

For free health advice call Healthline manned day and night, seven days a week, phone **0800 611 116**. You will speak to a trained nurse who will be able to give you general advice and let you know if you need to see a GP (at your own cost) or go to Emergency Department (ED) at the local hospital.

Emergency

If you need help for a health-related Emergency, Upper Hutt is covered by the Wellington Free Ambulance service. Dial 111 and ask for the ambulance.

Prescriptions

You pay for prescriptions either as an individual or as a family. The current charge is \$5 per prescription item (if you have two or more medications on your prescription you have to pay for two or more items). You need to take your prescription to a pharmacy to get the medications dispensed.

A prescription subsidy card is available once your family has paid for 20 prescription items in the year starting 1 February. (This happens automatically if you use the same pharmacy with each prescription.) Let the pharmacy know the names of family members to link. The pharmacist can check on request if you or family members have had prescriptions at another pharmacy. Children 13 and under are free and don't count towards 20 family total.

With a prescription subsidy card, prescriptions are usually free. The prescription subsidy card is available from your pharmacy. See www.health.govt.nz/your-health/conditions-and-treatments/treatments-and-surgery/medications/prescription-subsidy-card

Pharmacies in Upper Hutt

Bargain Chemist

11 Queen Street
Upper Hutt
Tel: 04 5955848
Hours: Mon – Sun 9am – 6pm

Lagans Pharmacy

10 Main Street
Upper Hutt
Tel: 04 528 2540
Hours: Mon-Fri 9am- 5.30pm,
Sat 9am – 1pm, Sun Closed

Queen Street Pharmacy

35 Queen Street
Upper Hutt
Tel: 04 528 5858
Hours: Mon – Sun 9am – 9pm

Silverstream Pharmacy

2 Whitemans Road
Silverstream
Tel: 04 528 3320
Hours: Mon-Wed 8:30am -7pm, Thu - Fri
8:30am – 6pm,
Sat 9am-7pm, Sun Closed

Unichem Maidstone Pharmacy

53 Main Street
Upper Hutt
Tel: 04 528 4808
Hours: Mon-Fri 8am – 6pm,
Sat – Sun 9am-3pm

Unichem Upper Hutt Pharmacy

723 Fergusson Drive
Upper Hutt 5018
Tel: 04 528 4405
Hours: Mon – Fri 8.30am – 6.30pm,
Sat – Sun 9am-5pm

Unichem Pharmacy

Upper Hutt Health Centre
Queen's Street Carpark
Upper Hutt
Tel: 04 528 7440
Hours: Mon-Fri 9am – 6pm,
Sat 9am – 12:30pm

Housing in NZ

In New Zealand there are a number of housing options, these include renting privately or through an agency, buying a house, or buying land and building a house.

Renting

You will find rental properties through letting agents such as real estate agents, or by contacting landlords directly. A popular privately operated website where you'll find lots of rental properties advertised is TradeMe Property. Browsing around this website will give you an excellent overview of rents and the types of property available in the area you are considering.

There is high demand for good properties, so it pays to make contact quickly.

"Renting and You" is a publication that outlines the landlord and tenants responsibility in private rentals. Available at the Citizens Advice Bureau.

www.cab.org.nz/article/KB00001308

The **Aratohu Tenant Advocacy** is a comprehensive online resource that provides support and guidance to tenants and their advocates.

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

Market Rent in your area

www.tenancy.govt.nz/rent-bond-and-bills/market-rent

Tenancy Agreements

Tenancy Services gives advice and guidance about all aspects of rental tenancies in New Zealand.

Bond

Bond is money that a landlord can ask tenants to pay as security when they move into a property.

The Bond is held by Tenancy Services and can be used to cover unpaid rent, damage to the property (if it is the tenant's fault) or any claim relating to the tenancy.

If you are a tenant and you look after your property properly, and pay your rent in full, you should get your bond refunded after you move out.

Tenancy Services

TENANCY INFORMATION

0800 836 262

(0800 TENANCY)

Overseas: +64 4 238 4695

www.tenancy.govt.nz

Insurance, council taxes and costs

If you are renting, the landlord is responsible for insuring the building. Tenants are responsible for getting cover for their own possessions and liability for any damage they may cause to the property.

Taxes imposed by the local council (in New Zealand they are called Rates) are paid by the landlord. Day-to-day running costs like electricity or gas are paid by you, the tenant.

Some homes have water meters, in which case tenants must also pay for the water they use.

Sharing accommodation or 'flattening'

Sharing a house or 'flattening' is common in New Zealand, especially if you are younger and do not have a family.

Flattening has the advantage of moving in with people who know the local area and reducing the need to buy furniture and appliances.

It is good practice to ensure all people moving into a flattening arrangement are named tenants on the rental agreement as this gives each tenant more rights and shares the responsibilities. Equally, all service

contracts e.g., power and telephone should name all tenants.

Boarding Houses

Another option for shared accommodation is boarding houses. They offer rooms with shared kitchens, bathrooms and living areas.

Buying or building a house

Once you are ready to make a more permanent move, you will find the buying process is well organised and well-regulated to ensure a fair process for both sides.

In New Zealand it can take as little as three to four weeks to complete a house purchase once you've found the place you want. When a bid is formally accepted, last minute offers cannot be considered which makes buying here a lot less stressful than it is in some parts of the world.

If you choose to buy a section (a block of land) there are a number of options for building a home tailor-made for your needs.

Most houses in New Zealand are standalone buildings on a section that you purchase with the building. However, there are different types of land ownership, so it is important to understand what you are buying.

The purchase process

Most home and land sales are completed using a real estate agent, with a smaller number of sales made privately. In either case it is wise to get independent advice from a lawyer experienced in home buying ('conveyancing') before you make an offer and sign a contract.

You can find a lawyer using the website of the New Zealand Law Society. Under 'area of practice' click on 'Property'.
www.lawsociety.org.nz/for-the-public/get-legal-help/

The Real Estate Authority has a guide to the house buying process, including what to expect from a real estate agent.

www.rea.govt.nz

Help to inform and guide you through the process from when you're thinking of buying or selling, right through to when you're moving in or out.

www.settled.govt.nz

Cost of housing

Bartering over price is common when purchasing property.

Property advertisements usually show an RV (rateable value), GV (government valuation) or CV (capital valuation) figure. These figures refer to the valuation used by the local council to calculate rates (council tax) for the property. They are not registered valuations and they often do not reflect the property's true market value.

You can find an overview of values based on actual sales on the website of 'Quotable Value'. It has district-by-district profiles covering general sales information, population, and local weather. You can also buy more detailed reports about previous sales in the area or even for a specific address. www.qv.co.nz

Finding a property

A good place to start looking for properties is online at www.trademe.co.nz or other property websites. They have listings from real estate agents as well as private vendors. Remember however that some properties are only listed on the agent's own websites or brochures available in the local area.

Residential property | www.trademe.co.nz

Houses for sale | www.realestate.co.nz

Borrowing

Home loans (mortgages) - are available from all the major trading banks in New Zealand, you may contact them directly. Many banks have a migrant banking service with multilingual staff. You may also work through mortgage brokers who negotiate with the banks on your behalf.

As a new arrival, you will not have a credit history so make sure you bring some evidence of your credit history from your home country.

You will need a good deposit to get a home loan, as there are currently restrictions on how much of a property's value banks will lend to you. It is called the loan-to-value ratio requirement (LVR) and it determines what percentage of the house value you need for a deposit.

Insurance

In New Zealand, home insurance is now usually calculated on a 'sum insured' basis. This means that if your home needs to be rebuilt, the insurer will only pay out to the maximum sum that you specify when you take out your policy. You may need to get a valuation to decide how much this would be.

Contents Insurance (generally the things in the house that are not fixed to the building) are insured separately. You need to have an idea of the value of existing items e.g., TV, washing machine etc. Note: a good habit to get into is to keep all large ticket item receipts in a file as proof of purchase.

Rubbish Collection

Upper Hutt City Council labelled rubbish bags are coloured green and can be purchased from local supermarkets and dairies. The cost of collection is included in the price of the bag. They are collected once a week, check for your rubbish collection day.

www.upperhuttcity.com/Services/Waste-and-recycling

20

Private wheelie bin

You can take out a contract with a private provider who will deliver a wheelie bin to your home with instructions on collection days.

Wheelie bin providers in Upper Hutt:

Envirowaste

Tel: 0800 240 120

www.envirowaste.co.nz

Low Cost Bins

Tel: 04 528 7666

www.lowcostbins.co.nz

Waste Management

Tel: 0800 888 278

www.wastemanagement.co.nz

Community recycling station

18 Park Street (just outside Council's depot, to the east of Maidstone Park.)

Open 24/7, the recycling station is a great option to drop-off your recyclable materials.

Kerbside recycling

In Upper Hutt (urban and rural), you can recycle your household domestic recyclable material by utilising one of the following private service providers on a user pays basis.

Waste Management: 04 568 3550, visit www.wastemanagement.co.nz or email enquiries@wastemanagement.co.nz

Low Cost Bins: 04 528 7666, visit www.lowcostbins.co.nz or email: info@lowcostbins.co.nz

Both provide a roadside collection and receptacles for collecting the recycling in. Contact them to ascertain the areas of the city they cover, what they recycle, the cost of their service and days they collect on.

Speaking English

Most employers will require that you understand and speak English. The more senior the role the higher the expectation of English literacy. You can get help to improve your English.

English Language Partners

27 Kings Crescent
Lower Hutt 5010
04 570 1335
Mon – Fri, 9am – 4:30pm
www.englishlanguage.org.nz

Provides classes in Upper Hutt.

English Language Partners Lower Hutt is a community-based support service that provides English language and social support for people who come to NZ from non-English speaking backgrounds. They provide one to one tuition in learners' homes, English language groups and driver licence class for migrants. They also offer literacy classes for non-speakers with little education including a work preparation course and English classes for employees. Along with Free NZQA approved training for tutors.

Fee structure:

\$180 per term (8 - 10 weeks) for non-residents. Fees waived for refugees and residents.

ETC English Teaching College - Lower Hutt Campus

Level 3, MacKay House
92 Queens Drive
Lower Hutt 5010
04 974 9984
lowerhutt@etc.ac.nz
www.etc.ac.nz

Provides teaching in general English, academic English and for English Examinations to overseas students throughout the year. Students can start on

any Monday. See website for details and fees. They also provide English courses and programmes for people who have permanent residency or NZ citizenship - most of these courses are free as ETC is funded by the NZ Government.

KiwiClass - Multicultural Learning & Support Services

Russell Keown House
Ground Floor
Cnr Laings Road & Queens Drive
Lower Hutt
04 384 3693
office@kiwiclass.org.nz
www.kiwiclass.org.nz

KiwiClass provides a free service for non-English-speaking refugees and migrants in Wellington, Hutt Valley and Porirua. Services include English for Speakers of Other Languages (ESOL) assessments, pre-employment and workplace language courses, employment coaching and job-search support. Offices where training is held are not always staffed.

Support Services

Upper Hutt Multicultural Council

2 Russell Street,
Upper Hutt
022 182 1452
administrator@uhm.org.nz
uhm.org.nz

The Upper Hutt Multicultural Council is a non-profit organisation established in 2006 to promote cultural diversity in our local community. Encourages vibrant cultural communities in Upper Hutt by strengthening social ties, raising awareness about cultural issues, and supporting new migrants and minority ethnicities.

Working in NZ

If you have not already obtained a job when you arrive in NZ getting your first job can be a bit of a challenge. You may be lucky and get a job at the first attempt but be prepared for things to take a bit longer. It is common for new migrants to have to start a job in NZ on lower pay and grade than in their country of origin. Do not be disappointed as a job at any grade will give you the experience you need in NZ to move on.

Pacific Work Connect

Pacific Work Connect is a free programme to help eligible Pacific migrants become job-ready in the New Zealand job market.

Pacific career consultants deliver workshops and one-to-one career coaching in the 10-hour programme.

It's available anywhere in New Zealand.

More information

www.careers.govt.nz/work-connect/pacific-work-connect

Finding a Job

Newspapers – all daily papers advertise for jobs. Most areas have a free local paper that also carries job adverts.

Professional Journals – Job vacancies are advertised in these journals and you can find the listings online.

Agencies– The use of employment agencies in NZ is relatively high. Most executive and senior management positions are advertised using this method.

Work and Income – The Government social security agency have a free job-seeking service for unemployed residents.

Online – There are a number of websites including www.seek.co.nz ; www.trademe.co.nz/a/jobs

Applying for a Job

Curriculum Vitae (CV) – You will need to put together a CV to show your experience and qualifications. Be prepared to take time over this as you need to be able to back up any qualifications with certificates and work experience with valid references. You should make your CV fit the requirements of the job you are applying for so the prospective employer can see how you meet the criteria for the job. The CareersNZ website has a CV builder section.

www.careers.govt.nz/tools/cv-builder

Covering Letter – Where your CV provides a snap shot of your skills and experience, your covering letter is your opportunity to sell yourself to the employer. Your covering letter should be different for each job you apply for so that you demonstrate an understanding of the role and how you think your experience fits the criteria in more detail than your CV.

Starting a new business

Upper Hutt City Council can provide support for you and your business if you are looking to establish a business here in Upper Hutt. Email sarah.garnham@uhcc.govt.nz for more information.

Volunteering

Volunteering is a great way to meet new people and make connections in your new community.

Upper Hutt Citizens Advice Bureau is always looking for new volunteers from all nationalities; 04 528 9040 or 0800 367 222, 2 Sinclair St Upper Hutt.

www.cab.org.nz/find-a-cab/volunteer-for-cab

Qualifications

New Zealand Qualifications Authority (NZQA)

If you have received educational qualifications in your home country, it is important to have them accredited by the New Zealand Qualifications Authority (NZQA). If you want to practise a profession in New Zealand, you may need to apply for registration or membership of a professional body.

www.nzqa.govt.nz/qualifications-standards/international-qualifications

It is a good idea to find out if your qualification is recognised in NZ and, if it is, what you need to do to get it recognised by the NZ body responsible. Be prepared for this to take a bit of time and in most cases, this incurs a fee.

For some professions registration is compulsory in NZ and you will not be able to practice in your field of expertise until you are a NZ registered profession. The main professions that require NZ registration are listed below with links to their websites where you can find details of how to complete their appropriate registration.

Accountants

Chartered Accountants Australia and New Zealand

www.charteredaccountantsanz.com

Architects

Architects Education and Registration Board

www.nzrab.nz

Barristers and Solicitors

New Zealand Law Society

www.lawsociety.org.nz

Dental Surgeons

Clinical Dental Technicians

www.dcnz.org.nz

Electricians, Electrical Service Technicians and Line Mechanics

Electrical Workers' Registration Board

www.ewrb.govt.nz

Engineers

The Institute of Professional Engineers NZ Inc.

www.engineeringnz.org

Nursing and Midwifery

Nursing Council of NZ

www.nursingcouncil.org.nz

Medical Practitioners

Medical Council of NZ

www.mcnz.org.nz

Pharmacists

Pharmaceutical Society of NZ

www.psnz.org.nz

Physiotherapists

Physiotherapy Board of NZ

www.physioboard.org.nz

Plumbers, Gasfitters and Drain layers

Plumbers, Gasfitters and Drain layers Board

www.pgdb.co.nz

Surveyors

Survey and Spatial New Zealand

www.surveyspatialnz.org

Teachers

NZ Teachers' Council

<https://teachingcouncil.nz/>

Veterinarians/Veterinary Surgeons

Veterinary Council of NZ

www.vetcouncil.org.nz

NZQA

New Zealand Qualifications Authority

www.nzqa.govt.nz

EMERGENCY Services

EMERGENCY dial 111 for Ambulance, Fire and Police.

Police-non emergencies dial 105. For civic emergencies like burst water pipes call Upper Hutt City Council.

Remutaka Fire Station

35 Park Street
Kingsley Heights
Tel: 04 526 3078

Silverstream Fire Station

43 Kiln Street
Silverstream
Tel: 04 528 5220

Upper Hutt Fire Station

545 Fergusson Drive
Upper Hutt
Tel: 04 528 2088

Upper Hutt Police Station

863 Fergusson Drive
Upper Hutt
Tel: 04 527 2300

Upper Hutt City Council

Emergencies
838 – 842 Fergusson Drive
Upper Hutt
Tel: 04 527 2169

Wellington Free Ambulance

10 Keys Street
Elderslea
Tel: 04 499 9909

