

NEW ZEALAND INFORMATION/HELPFUL RESOURCES



All the info you need to know

Adjusting to a new country can be a challenge but having the right resources and information can help set you up for success.

The below information pages will give you some helpful tips and websites to help you start your life in New Zealand.

- Health Care
- Banks and Bank Accounts
- Tax and IRD information
- Housing in New Zealand
- Cars and Drivers Licencing
- Schooling
- Supermarkets
- Citizens Advice Bureau
- Employment Relations Authority
- New Zealand Customs
- Relocation support and assistance
- Telecom and Broadband providers



TELECOM AND BROADBAND PROVIDERS

Mobile phone providers include Vodafone, Spark and 2°. Call & Data plans are very competitive and can be accompanied by free offers for Spotify & TV streaming services.

Basic handsets are very cheap, with high-end manufacturers such as Apple & Samsung being the most expensive. For around \$45 a month you would expect to receive a reasonable phone plan that gives you sufficient data, unlimited calls & texts. This can be discounted further if you have additional services such as broadband and landline through the same provider. This is just an example, and cheaper and more expensive options are available.

In terms of broadband speeds, there is Fibre Optic available in high-density areas, with ADSL in the more remote regions. There is rural broadband available in those particular areas, but those speeds and reliability will not be as good.

NEW ZEALAND CUSTOMS

Before you arrive in New Zealand it's a good idea to look into what you can and can't bring in, as well as any rules and regulations you will have to comply with.

The New Zealand Customs Service provides up to date information on everything from sending and receiving items, prohibited and restricted imports, duty and GST through to bringing pets and animals, tools and other personal and household items to NZ.

You can find more out here:

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



RELOCATION SUPPORT AND ASSISTANCE

There are a wide variety of companies ready to assist you with your move to NZ with different options and packages available. Using a relocation company can be a good idea to take the additional stress and worry out of the move. You want to know your items are in safe hands and will arrive seamlessly to your new destination.

From small pallets through to full containers there are options available to suit all.

The following are just some of the may relocation companies available to assist you and please contact them directly for further information:

- Crown Relocations <https://www.crownrelo.co.nz/>
- New Zealand Movers <https://www.newzealandmovers.co.nz/>
- Conroy Removals <https://www.conroy.co.nz/>
- Allied <https://www.allied.com/nz/>

CITIZENS ADVICE BUREAU

The Citizens Advice Bureau (CAB) helps people understand their rights and obligations and is a helpful organisation in New Zealand that provides legal and commercial assistance to individuals, businesses and other organisations. If you are new to New Zealand or are needing support, then the Citizens Advice Bureau can be a great start.

They are particularly focused on education and advice around legal rights and accessing services as well as support with basic consumer rights, income support, housing disputes and law enforcement. In addition to this they also have over 30 migrant connect sites which provide information and services specifically for new migrants.

The Citizens Advice Bureau provides free, confidential, independent information and advice to anyone. They help people know what their rights are and how to access services they need.

You can reach out to the Citizens Advice Bureau on any of the below:

- Visiting your **local branch**;
- Calling your local branch on the phone at 0800 FOR CAB (0800 367 222);
- **Emailing** the CAB with specific questions; or
- Talking with the CAB through their website [Citizens Advice Bureau \(cab.org.nz\)](https://cab.org.nz)

EMPLOYMENT RELATIONS AUTHORITY

Migrant workers have the same minimum employment rights as New Zealand workers. You can make complaints, seek advice and review information on topics such as hours and wages, workplace policies, leave and holiday entitlements on the Employment Relations Authority webpage.

Under New Zealand employment law, employers and employees both have rights and responsibilities. These rights apply to everyone and cannot be taken away.

The ERA is an independent authority and can also help resolve relationship problems between an employer and employee. They can provide a safe space for mediation and workplace resolutions and work through a fair process with all parties.

For more information, please visit the employment relations authority website here: <https://www.employment.govt.nz/>



HEALTHCARE

There are a number of Health Insurance providers in NZ however we also encourage you to get medical insurance from your home country. In addition to this New Zealand has a public health system that is low cost and, in some instances, free. Some work visa holders' benefit from New Zealand government subsidies.

Further information can be found at <https://www.newzealandnow.govt.nz/living-in-nz/healthcare>

Accidents - For injuries resulting from an accident, treatment is free. That covers any accident, not just road crashes, and even if the person who is injured caused the accident.

HEALTHCARE CONT.

Emergencies – If you need emergency medical help, call 111. You can call this number on a mobile phone even if the phone is out of credit.

You can also visit the emergency department of your nearest hospital's emergency department. They can assess and treat patients who have serious injuries or illnesses.

Finding a doctor (GP) – It's important that when you arrive in NZ you register at a local general practitioner (GP). GPs are located in most towns and cities and typically work from a practice or medical centre. You will need to enrol you and your family with a GP to avoid paying more expensive fees and its usually free to enrol. If you don't enrol with a GP you can still seek medical attention however will end up paying a lot more.

Healthline – If you are not sure if you should see a GP or if you don't have one, you can phone Healthline. Healthline provides free advice from experienced health advisers, paramedics and registered nurses and is available 24 hours a day, 7 days a week on 0800 611 116.

For more information on all other healthcare information including dental care, child health, wellness programs and mental health care see

<https://www.newzealandnow.govt.nz/live-in-new-zealand/healthcare/healthcare-services>



CREATING A BANK ACCOUNT

The process of opening your account should be simple enough. However, it's worth noting the documents you'll need to get started.

For starters, you will need some form of identification – a driver's license, a passport or birth certificate. New Zealand banks will also require you to provide a statement of address. If you're staying in temporary housing, such as a hotel or hostel, you will need to go to the front desk and ask for this document. This will likely be one of the easiest types of statement of address to secure, however, any of the following documents are accepted by most major banks:

- Anything from a government agency that includes your name, address and a unique reference ID (such as Client File Number or Tenancy Bond reference number)
- Property Sale and Purchase Agreement
- Unexpired Rental or Tenancy Agreement
- Letter confirming your address from your NZ employer

ANZ Example

1. You can apply for a bank account with ANZ within 90 days prior to your arrival in New Zealand
2. Apply for bank account online <https://onlinestore.anz.co.nz/get/account/eligibility>
3. You will need to select **Freedom Account**
4. Complete the whole account application
5. Once account application has been submitted, ANZ will email you within 2 working days for any additional requirements
6. Once you have created and opened your ANZ bank account you need to:
 - a. deposit and withdraw money into your ANZ bank account multiple times (you must leave a certain amount of money in your ANZ bank account though)
 - b. activate your ANZ bank account when you arrive in New Zealand by attending an ANZ branch (you will likely need to make an appointment) to complete your identity check. Call 0800 296 269 to set up an appointment

Please note:

- This is just an example of how to open a bank account using ANZ
- Please feel free to look for other approved New Zealand banks or apply for other approved banks in New Zealand provided as per below:
 - <http://www.kiwibank.co.nz>
 - <https://www.bnz.co.nz>
 - <http://www.anz.co.nz>
 - <http://www.westpac.co.nz>

CREATING AN IRD ACCOUNT

Before you apply for IRD Account you must have the below requirements available:

1. Passport
2. Immigration New Zealand Application Number (from your visa approval email or Immigration New Zealand letter)
3. Your tax identification number from your country of origin or a reason why you do not have one
4. New Zealand bank account – You'll need to submit a bank statement showing deposits and withdrawals

Once you have all the requirement ready you can now apply for an IRD Account as per link below:

Apply for individual IRD number - Overview - Inland Revenue

<https://myir.ird.govt.nz/eservices/home>



SUPERMARKETS

Supermarkets in NZ are typically open 7 days a week from early morning with late closing.

Supermarket options in New Zealand include:

- <http://www.paknsave.co.nz>
- <http://www.newworld.co.nz>
- <https://shop.countdown.co.nz>

International foods can be found in most supermarkets, and there are also a number of specialist shops that sell international goods. They can sometimes come at a premium, but there is often a wide selection on offer. There are regularly special offers available in each supermarket, so look out for the mailers that get posted out each week.

HOUSING IN NEW ZEALAND

Having a place to call home is a big part of feeling settled in a new country, and it can take time to find the one that's right for you and your family. Even if you plan to buy eventually, it's best to start off by renting. That way you can take time seeing what's available and where you'd like to live before you make a commitment.

Where to look - You can find rental properties through letting agents such as real estate agents, or alternatively a popular privately operated website where you'll find lots of rental properties advertised is TradeMe Property <http://www.trademe.co.nz/a/property>

Browsing around this website will give you an idea of rents and the types of property available in the area you're considering.

Rental Properties - Make a profile on: <https://www.tpsportal.co.nz/auth/login> - this allows for your application form to be created and associated by all agencies. You are only allowed to view a rental property once you have done an application form online in this portal – then you can start booking appointments.

- <http://www.realestate.co.nz>
- <http://www.oneroof.co.nz>

If that's not what you are looking for, we have a many other sites and options for you to browse: If you want a more personal Kiwi experience there are a variety of homestay options, where you can enjoy living with a Kiwi family while working. The following websites will help you find your Kiwi family:

- <http://www.homestayfinder.com>
- <http://www.hostfamilies.co.nz>

Helpful Temporary Accommodation website links below:

- <https://www.newzealandnow.govt.nz/living-in-nz/getting-started/temporary-accommodation>
- <https://www.bookabach.co.nz/>
- <https://www.holidayhouses.co.nz/>
- <https://www.airbnb.co.nz/>



CARS AND DRIVERS LICENCING

It is highly recommended you have your own vehicle for work – if you don't it can impact the work we have available for you. If you don't want to buy a brand new a car straight from the sales yard, check out the auction website Trademe. You can find everything you'll need, including new and used vehicles for sale. It's a good idea to have a look at it as it will provide a good comparison guide on the prices of vehicles.

<http://www.trademe.co.nz>

A Warrant of Fitness (WOF) is the equivalent of a UK MOT & costs around NZD \$50, but the frequency depends on the age of the car. You have to get a warrant of fitness check every: 12 months if your vehicle was first registered anywhere in the world on or after 1 January 2000; or 6 months if your vehicle was first registered anywhere in the world before 1 January 2000.

The road tax in NZ is called vehicle licensing, although it is often referred to as 'rego'. This can be renewed every 3, 6 or 12 months or stipulated at a number of months of your own choosing, but the cost benefits are made by choosing 12 months. The costs vary on age of the vehicle, fuel type & safety rating, but again it is cheaper when compared to other countries.

Driver Licensing

You can typically legally drive in New Zealand with your current overseas driver's licence for 12 months. After that time, you must convert your licence to a New Zealand driving licence which you can do at any time before the 12 months is up. To do this you will need to visit a specialist overseas conversion site.

For further information please visit: <https://www.nzta.govt.nz/driver-licences/>

SCHOOLING

If you have children, then obviously, you want the best available education for them. All children aged 6 to 16 years in New Zealand must either attend school or be educated at home. Most children start school when they turn 5.

<https://www.newzealandnow.govt.nz/live-in-new-zealand/education-and-schooling/the-school-system> has information on New Zealand's school system.



"My experience with Tradestaff has been exceptional. You have provided so much support and help during my time here."

Tradestaff International Carpenter – Tor



**Questions?
Contact us.**



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