

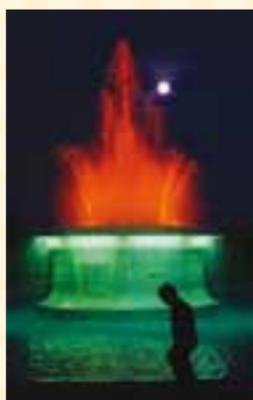


Newcomers' Guide

Hawke's Bay



Welcome to
your new home!



HOW TO USE THIS GUIDE

To use this guide you will need a copy of the Hawke's Bay telephone book. A free copy can be picked up from Post Shops, on the internet or you can ring 0800 803 803.

The telephone book is a great source of information. It contains the 'white pages' and the 'yellow pages'. White pages list essential services, government departments, medical practitioners, hospitals and health services as well as personal listings of people living in our region. Yellow pages are listings for businesses and services. Throughout this guide reference is given to the yellow pages.

If you see the symbol to the right, it means you should find more information from the yellow pages in the phone book. The yellow pages and white pages have online web pages with maps that can help you locate the business or service you are searching for.



Please note that the 0800 numbers mentioned in this guide are free of charge when ringing from a landline. These numbers are not always free if you ring from a mobile phone.

Note: Many providers of services require that you have some form of identification and proof of where you live.

You can use a letter from your landlord, phone or electricity account, driver's licence, credit card or bank statement; all must have your residential address on it.



CONTENTS

HOW TO USE THIS GUIDE	
ABOUT NAPIER	1
ABOUT HASTINGS	3
YOUR COUNCILS	5
• Central Hawke’s Bay District Council	5
• Hastings District Council	6
• Napier City Council	6
• Wairoa District Council	6
• Hawke’s Bay Regional Council	6
POPULATION	7
MAORI LANGUAGE & KIWI ACCENT	8
NATIONAL ANTHEM & NEW ZEALAND FLAG	9
NEWCOMERS’ GET-TOGETHERS & HAWKE’S BAY MAP	10
VISITOR CENTRES	11
IMPORTANT THINGS TO DO	12
• Personal IRD (Tax) Number	13
• Bank Account	14
• Place to Live	16
• Insurance	19
• Disputes	19
• Preschool & School for your Children	20
• Employment	22
• Learn English	24
• Driver’s Licence	25
• Public Library	26
• Family Doctor	27
• Dental Health Services	28
• Alternative Health Care	28
IMPORTANT THINGS TO KNOW	29
• Immigration New Zealand	30
• Doctors & Hospitals	30
• Interpreting Service	32
• Language Assistance	32
• Emergency Information	33
• Police Advice	36
• Civil Defence Emergency	38

HOUSEHOLD INFORMATION	39
• General Information	40
• Telephone Services	41
• Electricity & Gas Services	42
• Water	42
• Rates	43
• Noise Control	44
• Pets	45
• Rubbish Collections	46
• Recycling	47
• Postal Services	49
GENERAL LIVING	50
• Births, Deaths & Marriages	51
• NZ Governance & Electoral System	53
• Making a will	54
• Budgeting & Money Management	54
• Legal Problems	55
• Gambling Problems	55
COMMUNITY	56
• Free Help and Advice	57
Citizens Advice Bureau (CAB)	
Community Law Centre	
• Volunteering Hawke's Bay	57
• Community Facilities	58
• Older Adults	58
• Youth	59
• Transport	60
LEISURE & RECREATION	63
• Leisure Activities	64
• Public Swimming Pools	65
• Rivers & Beaches	66
• Parks & Gardens	67
• Shopping Areas	67
• Sports Parks	68
CONTACTS	BACK PAGE

ABOUT NAPIER CITY

Napier is a compact coastal city with a population of approximately 58,800. Its boundaries are the Esk and Tutaekuri Rivers to the north and south; the western hills to the west; and Hawke Bay to the east.

The city offers a mixture of hill areas and large areas of flat land with reserves and beaches providing everyone easy access to both green space and water.

Key features of Napier include:

- Its unique art deco heritage and infrastructure.
- Other important heritage locations in the city (e.g. Marine Parade, Ahuriri and Meeanee areas).
- MTG (Museum, Theatre, Gallery) Hawke's Bay, including an extensive Maori/Ngati Kahungunu taonga collection.
- Faraday Centre and Holt Planetarium facilities.
- Municipal Theatre - the base for a wide range of performing arts in the city.
- Eastern Institute of Technology (EIT) Hawke's Bay, in particular its art and design, Maori studies and tourism/hospitality sections.
- City galleries and theatres.
- Wineries, restaurants and cafés.
- City arts trail and the 'Creative Napier' community arts organisation.
- Public libraries (over half of the city's population are library members).
- The community/social infrastructure of service clubs and arts/craft organisations.
- Public reserve and recreational areas, including the Botanical Gardens and the pathways network.

HISTORY OF NAPIER CITY

Napier has a well established Maori history with Ngati Kahungunu being the dominant iwi in the area and one of the first tribes to come into contact with European settlers. The area was first sighted by Europeans in 1769.

Napier was established as a borough in 1874. Napier steadily developed, primarily as a result of the port's expanding activities.

The 1931 earthquake raised 4,000 hectares of seabed within the city, which was used progressively for residential, industrial and commercial development.

The city's progress has been heavily influenced by the performance of regional pastoral farming, horticulture, forestry, wine, processing and tourism.

Napier has evolved into a modern and attractive city, providing a high-class lifestyle with a wide range of services, and many social and economic opportunities for its citizens.

Napier's historical development and cultural identity have been influenced by a number of interrelated factors, including its coastal location and associated economic and social activities, attractive climate, the enduring impact of the major 1931 earthquake, the wine industry and complementary arts and café sectors, and its ideal living environment.



ABOUT HASTINGS DISTRICT

The Hastings District covers 5,229 square kilometres (2018 square miles) and surrounds Napier City except along the coast. The 2013 census places the district population at 73,245 making it the 11th largest council area in New Zealand. The district is made up of three main centres, Hastings City, Havelock North, and Flaxmere and 38 rural and coastal settlements are found throughout the District including Clive, Haumoana, and Bridge Pa. Hastings City is the main service centre for the district.

Key features and activities of Hastings District include:

- View the region from the top of Te Mata Peak.
- Enjoy nature in the parks, beaches, local heritage trails, and walkways including the world's only mainland gannet colony.
- Wine and dine along the wine trail with many award-winning wineries and restaurants.
- Taste local fruit; the district is New Zealand's largest producer of apples, pears, and peaches.
- Have a play at New Zealand's biggest water theme park, Splash Planet.
- Many kilometres of pathways which form Hastings iWay walking and cycling network.
- Spanish Mission architecture which can be found on many buildings in Hastings CBD.
- The Hawke's Bay Opera House.
- Hastings City Art Gallery for top quality exhibitions of a broad range of work by national, international and renowned regional artists and craftspeople.
- Three public libraries offering a wide range of books, eBooks, DVDs, talking books, CDs, magazines, newspapers, online databases and more.
- More than 55 hectares of sportsfields, 185 hectares of reserves, 160 hectares of gardens and shrub beds and some 8000 trees.
- The Osmanthus Garden in Cornwall Park is a traditional Chinese garden born out of Hastings' sister city relationship with Guilin in Southern China.



HISTORY OF HASTINGS

HASTINGS AND THE SURROUNDING DISTRICT

From the earliest settler days, an urbanised, industrial-age society grew and flourished in both town and country.

People looked to the city of Hastings for services and facilities regardless of where they lived; and people in both town and country relied on employment or enterprise to earn money for buying the food, medical facilities and other services needed to survive.

FIRST SETTLEMENT

The first European settlement in Hastings took place in 1864, when Thomas Tanner leased about 7,000 hectares of the Heretaunga Plains from Maori owners. Some years later, a syndicate was formed to purchase this area and the Heretaunga Block was secured by 12 people, often referred to as the “12 Apostles”. The purchase price was stated to have been about 30 shillings an acre.

In 1873, Francis Hicks (a member of the syndicate) presented the Government with a section of land for the site of a railway station and decided to lay out 100 acres near this site for a township to be called Hastings. A total of 144 sections were offered, the average price per acre being 56 pounds.

At that stage, much of the area was still duck shooting swamp. The settlers of the Heretaunga Plains decided that Havelock North was to be the future city. It was only with the advent of the railway in 1874 that Hastings was chosen as the town site.

YOUR COUNCIL

LOCAL GOVERNMENT - COUNCILS

New Zealand has a system of local democracy where locally elected representatives at local councils make decisions about what needs to happen in their communities. They also deliver day-to-day functions and services that help communities run smoothly. Elections are held in October every three years (2016, 2019, etc.). Local Government's ability to provide for local needs means services can differ from place to place.

To find out more visit www.localcouncils.govt.nz

DISTRICT AND CITY COUNCILS

Each District or City Council has councillors and a mayor elected by the local community. The Council provides services that are mostly focused on land use, urban development and community development. Services include local roads, water supply, wastewater, stormwater, solid waste, parking, public libraries, swimming pools, reserves, playgrounds, museums, cemeteries and crematoria.

Community development activities include grants, advice, civil defence planning, local economic development, tourism promotion, community housing and neighbourhood safety.

Environmental functions and regulations include land use and development, animal control, building control, environmental health, liquor licensing and rural fire control.

- **Central Hawke's Bay District Council**

28-32 Ruataniwha Street, Waipawa

Postal address: PO Box 127,

Waipawa 4240

Phone: 06 857 8060

Fax: 06 857 7179

www.chbdc.govt.nz

info@chbdc.govt.nz



*Central Hawke's Bay
District Council*

• **Hastings District Council**

Civic Administration Building
207 Lyndon Road East, Hastings 4122
Postal address: Private Bag 9002,
Hastings 4156
Phone: 06 871 5000
Fax: 06 871 5100
www.hastingsdc.govt.nz
council@hdc.govt.nz



Hastings District Council

• **Napier City Council**

231 Hastings Street, Napier
Postal address: Private Bag 6010,
Napier 4142
Phone: 06 835 7579
Fax: 06 835 7574
www.napier.govt.nz
info@napier.govt.nz



Napier City Council

• **Wairoa District Council**

Coronation Square, Queen Street,
Wairoa
Postal address: PO Box 54,
Wairoa 4108
Phone: 06 838 7309
Fax: 06 838 8874
www.wairoadc.govt.nz
administrator@wairoadc.govt.nz



Wairoa District Council

• **Hawke's Bay Regional Council**

The Regional Council has elected councillors and a chair elected by the councillors. It manages broad environmental and other large-scale issues for the region as a whole. This includes water use control, air and water quality, river and coastal management, pest control and management, regional parks and tracks, public transport, regional land transport strategies, harbour master functions, monitoring environmental effects of wastewater, stormwater and solid waste, regional emergency management and regional economic development.

159 Dalton Street, Napier 4110
Postal address: Private Bag 6006, Napier 4142
Phone: 06 835 9200 or 0800 108 838
Fax: 06 835 3601
www.hbrc.govt.nz
info@hbrc.govt.nz



Hawke's Bay Regional Council

POPULATION

2013 CENSUS ETHNICITY AS DEFINED BY THE BIRTHPLACE OF MIGRANTS IN HAWKE'S BAY

Country of Birth	Migrants	Country of Birth	Migrants
Australia	1,956	Philippines	405
Austria	39	Poland	33
Bangladesh	33	Romania	18
Brazil	51	Russia	69
Cambodia	60	Samoa	1,221
Canada	249	Scotland	819
Chile	45	Serbia & Montenegro	6
China	573	Singapore	78
Cook Islands	393	Somalia	15
Croatia	12	South Africa	1,038
Denmark	39	Sri Lanka	81
Egypt	15	Sub-Saharan Africa	75
England	6,990	Sweden	33
Fiji	345	Switzerland	81
France	99	Taiwan	48
Germany	405	Thailand	201
Hong Kong	57	Tokelau	24
Hungary	18	Tonga	204
India	1,173	Tuvalu	27
Indonesia	87	Ukraine	18
Iran	18	United States of America	525
Iraq	48	Vietnam	84
Ireland	222	Wales	210
Italy	39	Zambia	24
Japan	162	Zimbabwe	198
Kenya	51	North & South America (other)	102
Korea	120	North Africa & Middle East (other)	168
Malaysia	126	North-West Europe (other)	48
Netherlands	711	Pacific Islands (other)	60
Niue	3	South-East Asia (other)	64
Northern Ireland	159	Southern & Central Asia (other)	30
Pakistan	24	Southern & Eastern Europe (other)	189
Papua New Guinea	27	UK & Ireland (other)	315
	2013 Census	Total	20,860

MAORI LANGUAGE

GREETINGS informal

Maori

English

Kia ora	Hello, stay healthy
Ata marie	Good morning
Po marie	Good night
Haere mai	Welcome

DAYS OF THE WEEK

Maori

English

Mane	Monday
Turei	Tuesday
Wenerei	Wednesday
Taite	Thursday
Paraire	Friday
Hatarei	Saturday
Ratapu	Sunday

'KIWI' ACCENT

It may take some time to get used to the New Zealand accent, so you may have to ask people to talk more slowly and to repeat what they have said. Do not be shy about this. Most people are happy to help. To help you on your way, here are some typical words that are used by New Zealanders, also known as kiwi slang:

- **Bro or mate** - Friend
- **Dairy** - convenience store/corner shop
- **Sweet** - perfect, great
- **Flick** - deliver/send (as in "Flick you an email...")
- **Far out!** – Crikey! (Surprise)
- **Bach** - Holiday home. Pronounced 'Batch'
- **Chips/chippies** – crisps
- **She'll be 'right** - everything will be ok/ it will be alright
- **Hard case** - joker/witty person
- **OE** - overseas experience (the Kiwi working holiday abroad)
- **Smoko** - break or rest period during work
- **Tramping** - walking or hiking through bush

NATIONAL ANTHEM

Our National Anthem

(Maori Version)

E Ihoa Atua
O nga iwi matou ra
Ata whakarongo na
Me aroha noa
Kia hua ko te pai
Kia tau to atawhai
Manaakitia mai
Aotearoa

God Defend New Zealand

(English Version)

God of Nations at Thy feet
In the bonds of love we meet
Hear our voices, we entreat
God defend our free land
Guard Pacific's triple star
From the shafts of strife and war
Make her praises heard afar
God defend New Zealand



NEW ZEALAND FLAG



The Union Jack represents New Zealand's British Commonwealth heritage. The blue background symbolises the sea and sky. The four stars symbolising the constellation 'the Southern Cross', represent the stars Alpha, Beta, Gamma and Delta. The Southern Cross is a prominent constellation in the southern hemisphere, and represents New Zealand's geographical position to the rest of the world.

NEWCOMERS' GET-TOGETHERS

NEWCOMERS' LUNCHES

If you would like to meet other people who have moved to the area, you can attend the Newcomers' Lunches which are organised every fortnight on a Wednesday at 12 noon. It is a great social and informal time to meet new people. Everybody is welcome.

For further information please contact:

Bhavna on 022 084 3095, bhavna@alivepsych.co.nz, or Lynda on 06 929 0033, lyndablandford51@hotmail.co.uk

MULTI-CULTURAL POT LUCK DINNERS

The Multicultural Association organises a Pot Luck Dinner every two months on a Saturday evening. Please bring a plate of food to share and your own (non-alcoholic) drinks. Please bring a gold coin donation (a one or two dollar coin) to cover the hall hireage.

For further information please contact:

Shirley on 027 93 55 787, shirleynorton@gmail.com or Vietta on 027 2959110, vie_tta@hotmail.com

MULTICULTURAL ASSOCIATION

The Hawke's Bay Multicultural Association promotes and protects the interests of the many different international groups in Hawke's Bay. You are welcome to join the group and attend the meetings which are held every first Monday evening of the month.

Contact Tanya Jain, Secretary on 021 024 22948 or tanyaajain0711@gmail.com

HAWKE'S BAY



VISITOR CENTRES

As you travel around New Zealand, look for the sign you can trust. i-SITE is New Zealand's official network of visitor centres dedicated to providing you with free, friendly and objective information on local attractions, transport and accommodation.

For all you need to know on what to see, where to go and how to get there, see your local i-SITE office.



SITE



I-SITE VISITOR CENTRES

Napier i-SITE

100 Marine Parade
06 834 1911 or 0800 VISITUS
www.napiercity.co.nz

Hastings i-SITE

cnr Russell & Heretaunga Street
0800 427 8467 or 0800 HASTINGS
www.visithastings.co.nz

Havelock North Information Centre

@ the Roundabout
Havelock North
06 877 9600

Wairoa i-SITE

Cnr State Highway 2 & Queen Street
(06) 838 7440 or 0800 WAIROA
wairoainfo@wairoadc.govt.nz

Central Hawke's Bay Info Centre

Railway Esplanade
Waipukurau
06 858 6488
info@centralhawkesbay.co.nz

IMPORTANT THINGS TO DO

PERSONAL IRD (TAX) NUMBER

BANK ACCOUNT

PLACE TO LIVE

INSURANCE

DISPUTES

PRESCHOOL & SCHOOL
FOR YOUR CHILDREN

EMPLOYMENT

LEARN ENGLISH

DRIVER'S LICENCE

PUBLIC LIBRARY

FAMILY DOCTOR

DENTAL HEALTH SERVICES

IMPORTANT THINGS TO DO

PERSONAL IRD (TAX) NUMBER

If you work or are in business, you must pay tax. To do this you need an IRD (Inland Revenue Department) number.

With your IRD number application (IR595) you will need two original identity documents as well as photocopies of these documents.

The following forms of identification are acceptable:

- Birth certificate (if issued in NZ from 1998)
- Passport (must show page with passport number and personal details)
- Overseas passport (with NZ immigration visa/ permit)
- 18+ card issued by the Hospitality Association
- Certificate of New Zealand Citizenship
- NZ photo identification such as a driver's licence
- International Driver's Permit
- Overseas Driver's licence (accompanied with English translation)
- A letter confirming registration as a student in NZ
- NZ Certificate of Identity
- An 'offer of employment' letter on company letterhead

PAYE (Pay As You Earn)

This is the tax that employers must deduct from their employees' salary/wages to ensure tax obligations are met when working in NZ.



Inland Revenue
Te Tari Taake

To apply for an IRD number, call the Inland Revenue Department (IRD) 0800 227774 or

visit the www.ird.govt.nz

IMPORTANT THINGS TO DO

BANK ACCOUNT

It is a good idea to open a bank account as soon as possible. To find a bank look under 'Banks' in the yellow pages. Banks usually ask for three forms of identification, one of which should have a photo on it, for example, your passport or your overseas driver's licence.



PIN (Personal Identification Number)

Your bank will give you a PIN number that you will need for electronic banking. Do not disclose your PIN to anyone, including the bank. If you lose your bankcard or think someone else has your PIN, contact your bank immediately on their 0800 number, which you can get from the telephone book.

ELECTRONIC BANKING

Internet banking, automatic teller machines (ATMs), EFTPOS and telephone banking are the common forms of electronic banking. You can do your banking without visiting a local branch and use banking services 24 hours a day, seven days a week.

INTERNET BANKING

This service allows customers to check their account balances, transfer funds between different accounts and pay your bills. Your bank can explain how it works.

ATM (Automatic Teller Machines)

These machines are available and allow you to withdraw or deposit money and check your account balance at any time of the day or night. You can also use ATMs not owned by your bank. There is usually a fee to use other Bank's ATMs, check it out with your bank.

EFTPOS (Electronic Funds Transfer at Point Of Sale)

EFTPOS is available in most shops in New Zealand to pay for your purchases.

IMPORTANT THINGS TO DO

BANK ACCOUNT

TELEPHONE BANKING

Telephone banking allows customers to check account balances and make payments without going into the bank. Your bank will set up this service for you. You can then ring the number provided by the bank and a message will tell you what to do.

AUTOMATIC PAYMENT (AP)

If you want to pay someone the same amount of money on a regular basis, such as your rent, or paying a salary, you can set up an Automatic Payment Authority at your bank.

DIRECT DEBIT (DD)

With Direct Debit you give permission to a bank or business to take money out of your account. The amounts can be the same or different each time. If the amount changes, the business taking out the funds must give you 10 days notice and tell you how much money is coming out of the account and the dates when this will take place. People often use DDs to pay their phone or power bills.

OTHER BANK SERVICES

Banks offer many other services including personal loans, home loans (mortgages), business finance, insurance, investments, safe deposit, credit cards, debit cards and some banks even have 'migrant banking services', especially for migrants.

COMPLAINTS

All banks, by law, must have a process that allows customers to make complaints. If you have a problem, you can ask to speak to the complaints officer. If you are not happy with the way your complaint has been handled, you can ask the Banking Ombudsman for help. This service is free.



IMPORTANT THINGS TO DO

PLACE TO LIVE

Many newcomers decide to rent a house when they arrive. This gives them time to decide where they want to live.

RENTING A PRIVATE HOUSE OR FLAT

Properties for rent are advertised in newspapers, real estate companies and websites. Usually under category headings like 'houses to let', 'accommodation vacant' or 'rental properties'.

Places to look for rental properties are:

- www.trademe.co.nz
- www.realestate.co.nz
- Wednesday Mover and Friday Trader which can be purchased from petrol stations and food stores.
- Hawke's Bay Today (Wednesday and Saturday).

Generally, landlords like a reference from a previous landlord or some kind of character reference that can prove you will be a reliable tenant.

TENANCY AGREEMENT

This is a written, legal contract between you and the landlord, and the law says you must have one. You should not sign any contract unless you fully understand everything, and agree with what is written in it, as it is a legal binding document once it has been signed.

You may have to pay rent in advance (usually two weeks rent) and a bond (agreed between you and the landlord, but usually between two and four weeks rent). The bond is held by Tenancy Services. It will be paid to the landlord if there is any unpaid rent, damage to the property or other claims when you move out. You should keep a record of all payments you make to the landlord. If you pay your rent in cash, your landlord must give you a receipt.

If you have any questions about what you have to do or what the landlord has to do when you are renting, contact Tenancy Services for free advice.

- 0800 836 262
- www.tenancy.govt.nz
- Ask at your local Citizens Advice Bureau or Tenancy Service Office for 'A Guide for Tenants'.

IMPORTANT THINGS TO DO

PLACE TO LIVE

BUYING A HOUSE

There are many things to think about when buying such as

- Location – do you need to be near work or school? (see ‘Find a School’ in this guide);
- Size – more family means more rooms needed!
- Price – Although buying a house seems expensive, it does happen that mortgage payments can be less than rent.

You can buy a house only if you can pay the full price of the property or arrange a long-term loan or mortgage from a lender, such as a finance house or bank. The finance house or bank will look at your income, what you own, your debts, and your credit rating. Most banks will ask you to pay a deposit of at least 10% of the cost of the house before allowing you to have a mortgage.

Mortgages are available from banks, credit unions, finance houses, insurance companies, and savings and loan associations. Make sure you choose the mortgage that is most suitable for you. Help can be had from a Mortgage Broker. It is their business to find the best loan for you, and usually it is free (the banks pay the broker).

LAWYER

The conveyancing, which is the legal process of transferring a property into your name, must be done by a lawyer or conveyancer under New Zealand law. It is generally a good idea to get a Property Lawyer involved before you sign any documents. He or she will advise you about the contract and the various conditions and clauses that can be put in the contract to protect your interests. Also it is better to find out about potential problems before you commit yourself.

CHECKING OUT THE HOUSE

Obviously you will inspect the house before buying. You can also go to your local council and read the file on the property. You may also be able to speak with a building inspector. Getting an expert in, such as a builder, could save you from buying a house with hidden defects.

Real estate agents, property lawyers, mortgage brokers and building inspectors can all be found in the yellow pages.



IMPORTANT THINGS TO DO

PLACE TO LIVE

HOUSING NEW ZEALAND CORPORATION

Housing New Zealand provides a range of housing services, including rental houses, for people on low to moderate incomes, or those with special needs.

For migrants to be eligible to apply for a Housing New Zealand house they must have been a permanent resident for two years or receive an emergency benefit, due to hardship. Eligible applicants are placed on a waiting list and priority is given to those with the greatest housing need, rather than to those who have waited the longest.

Quota refugees are automatically eligible to apply for a Housing New Zealand house.



Once the application for housing is lodged with Housing New Zealand, you are assessed to determine your housing need. The assessment considers things like your current living arrangements and social, medical and personal needs. This ensures that those with the greatest need receive help first.

Tenants and applicants who are not confident speaking English can access Language Line – a free telephone interpreting service. Ask a Housing New Zealand staff member for Language Line help.

Housing New Zealand tenants pay either an income-related rent or a market rent. Tenants whose income is below a set threshold pay an income-related rent of no more than 25 percent of their income. Tenants who earn more than this threshold pay up to the maximum market rent for the property.

Housing New Zealand contact details:

0800 801 601

www.hnzc.co.nz

If you have a hearing impairment, you can fax:

0800 201 202

IMPORTANT THINGS TO DO

INSURANCE

There are many companies that can provide insurance. Insurance protects people and things that you value in the case of accidents or emergencies. Insurance is important if you have property or belongings of value that could be damaged during an accident or emergency. This is particularly important if you own a car or a house and it also applies to the items in your house. An insurance policy requires you to pay premiums (regular payments). When your property and belongings are damaged or destroyed, you will receive money equal to their value.

There are several insurance companies operating in New Zealand and they can be found in the Yellow Pages of the telephone directory. Information can also be found on the website of the Consumers Institute (see below).



DISPUTES

There may be times when you feel you have been treated unfairly. If you believe you have not received a fair deal either with a business, a shop or a particular person, there are several options available to you.

THE CONSUMERS INSTITUTE is an organisation that represents consumers in NZ. It covers a wide range of activities relating to consumer protection and information. www.consumer.org.nz. These include: tests and surveys of consumer goods and services, research into and advice on financial, food, health, safety, welfare and environmental matters, representation at parliamentary committees and public enquiries and an interest in consumer education and complaints advisory work.

THE DISPUTES TRIBUNAL is a Government agency that will mediate between two people who have a dispute about money or agreements. This can range from money owed for buying something to work not carried out as agreed between two parties.

THE TENANCY TRIBUNAL is another Government agency that deals with disputes between tenants and landlords. If you have a disagreement with your landlord about the house you are renting or the rent you are paying, you can contact the tribunal for advice.

IMPORTANT THINGS TO DO

PRESCHOOL & SCHOOL FOR YOUR CHILDREN

All children in New Zealand must go to school from the age of six to 16. However, most children start school when they are five years old. Compulsory education is divided into primary, intermediate and secondary schooling. Most parents enrol their children in Early Childhood Education centres when the children are younger than five. Your child may qualify for up to 20 hours of free early childhood education. All schools are assessed by the Education Review Office. To see these reports visit www.ero.govt.nz.

DECILE RATING

A school's decile indicates the extent to which it draws its students from low socio-economic communities. Decile 1 schools are the 10% of schools with the highest proportion of students from low socio-economic communities.

Decile 10 schools are the 10% of schools with the lowest proportion of these students. The lower the school's decile, the more funding they receive.

HOME ZONES

Schools have an enrolment zone where only those children living in the zone can attend that school. Check the school zones before enrolling your child in a school. If you live out-of-zone you should find out if your preferred school has any other type of enrolment schemes.

SCHOOL TERMS

Term 1: End of January until mid April

Term 2: Late April until beginning of July

Term 3: Mid July until late September

Term 4: Mid October until mid December

The exact dates vary from year to year.

TYPES OF SCHOOLS

State School: Funded through taxation.

Private School: Parents pay fees for the students to attend.

Special School: State schools that provide education for students with special physical, sensory, emotional or intellectual needs.

Boarding School: Students usually live at the school all week and may come home at weekends.

Correspondence School: They provide distance learning facilities to students who may live a long way from their nearest school.

IMPORTANT THINGS TO DO

PRESCHOOL & SCHOOL FOR YOUR CHILDREN

Home Schooling: Available for parents and caregivers who want to educate their children at home.

Tertiary Study: After secondary school, students can enrol in a tertiary institution for further study. The careers adviser at secondary school or a careers consultant at Careers New Zealand will help with decisions about tertiary study. www.careers.govt.nz

Use the Yellow Pages for the list of Hawke's Bay schools.



CHART OF EDUCATION SYSTEM IN NEW ZEALAND						
	MODEL AGE	TYPE OF INSTITUTION	QUALIFICATION			
Tertiary Education		Type Of Institutes: Universities Colleges Of Education Polytechnics Private Institutions	Doctorate Master's Degree Post Graduate Diploma Bachelor's Degree Diploma Foundation Programmes Certificate Course			
	Secondary Education	Year 13	Secondary School	Ncea - National Certificate Of Educational Achievement		
		Year 12				
		Year 11				
		Year 10				
		Year 9				
	Primary Education	Year 8	Intermediate School			
		Year 7				
		Year 6	Primary School			
		Year 5				
Year 4						
Early Childhood Education	Year 3					
	Year 2					
	Year 1					
	0 - 4	Early Childhood Education (Ece) Kindergarten, Childcare, Play Centre				

COMPULSORY EDUCATION YEARS

IMPORTANT THINGS TO DO

EMPLOYMENT

QUALIFICATION

It is important to have your educational qualifications approved by the New Zealand Qualifications Authority (NZQA) www.nzqa.govt.nz.

If you want to practice a profession in New Zealand you may need to apply for registration or membership of a professional body.

JOB SEARCH

Finding employment can be difficult. Many employers in Hawke's Bay want to see New Zealand references or work experience. Having an open mind and showing initiative can make a difference when looking for work.

For information about employment, New Zealand-style curriculum vitae (CV)/ resume, job hunting and interview techniques go to

- Careers New Zealand: phone 0800 222 733 or www.careers.govt.nz
- New kiwis: www.newkiwis.co.nz

Work and Income New Zealand has some good resources about finding a job as well as some job listings www.workandincome.govt.nz

NEWSPAPERS

Look under 'situations vacant' or 'job vacancies' of the Hawke's Bay Today (daily newspaper). You can find a free copy in the local library or visit www.hbtoday.co.nz

Other useful websites:

www.seek.co.nz www.newkiwis.co.nz

www.jobcafe.co.nz www.jobs.govt.nz

www.trademe.co.nz

SELF EMPLOYMENT

If you are planning to start your own business, you can contact the local Hawke's Bay Chamber of Commerce on (phone) 876 5938 or have a look at their website on www.hawkesbaychamber.co.nz. Another interesting website is www.businesshawkesbay.co.nz for information on local businesses.

OTHER POSSIBILITIES

Sometimes the traditional way of finding employment (e.g. responding to advertisements in the paper) does not lead to a job. Or there are simply no vacancies around that suit your qualifications. Perhaps you need to accept a job that you are overqualified for while still looking for something else. And there are still a few things that you can do:

NETWORKING

Hawke's Bay is a rural, provincial area with many small business. Vacancies are often not officially advertised but they are given to people that employers already know. That is why you need to make as many connections as you can because it may just lead to getting a job.

Some examples of networking are:

- Get involved in the community.
- Ask friends or acquaintances if there are vacancies where they work.
- Introduce yourself to employers and find out about the job market. They may know of other employers who are looking for staff too.

VOLUNTEERING

Volunteering is a good way to get New Zealand references and learn about New Zealand workplaces. Volunteering might be a way into getting paid work. The local volunteering organisation can help you find a position. (see page 57).

IMPORTANT THINGS TO DO

LEARN ENGLISH

Knowledge of English is crucial in New Zealand. If you need help with your communication skills, you can enrol for English classes to improve your English.

PROGRAMMES IN HAWKE'S BAY

English Language Partners HB

974 8000 extn 6034

www.englishlanguage.org.nz

You need to hold your Permanent Residency to be eligible for free English lessons.

New Horizon College of English

06 835 6423

www.nhce.ac.nz

Learning Innovations

06 870 9281

www.learninginnovations.co.nz

You need to have a social benefit to be eligible for free English lessons.

Eastern Institute of Technology (EIT)

06 974 8000 extn 6902

www.eit.ac.nz

The Kiwi English Space

06 870 3534

www.thekiwienglishspace.co.nz



IMPORTANT THINGS TO DO

DRIVER'S LICENCE

You can drive using a current overseas licence or an international driving permit for a maximum of one year after you arrive. You must then get a New Zealand driver's licence.

Depending on the country you have come from, you may have to pass a theory and/or practical driving test. New Zealand Transport Agency and its driver licensing agents can supply you with an application form for an overseas licence conversion.

In New Zealand you must carry your driver's licence or permit at all times when you are driving.

Drivers who are new to this country, people learning to drive and people wanting to gain a new licence class need to refer to the ROAD CODE (Road Rules). You can buy a copy at book stores or read one at your public library.

www.nzta.govt.nz
0800 822 422

AUTOMOBILE ASSOCIATION (AA)

The AA can assist with any questions regarding automobiles, licences, maps and travel information.

www.aa.co.nz
Hastings: 06 878 2018
Napier: 06 834 2590

INFRINGEMENT TICKET

If you have been issued with an infringement ticket for any offence, such as illegal parking, speeding, or not having a current warrant of fitness or registration, you need to make the payment or resolve the matter before the due date. If you do not take any action before the due date, your fine may be passed to the court for collection and further costs.

CHILD SAFETY AND CARS

You can buy approved child seats or hire them.

Age appropriate child restraints are compulsory, as are seat belts for all drivers and passengers.

See Plunket Society in the Hawke's Bay phone book
www.plunket.org.nz

IMPORTANT THINGS TO DO

PUBLIC LIBRARY

HOW TO BECOME A LIBRARY MEMBER

Membership is free to residents. Visitors may also join on payment of a bond. To become a member, visit your nearest library and fill out a membership form. You will need to provide documents showing your name and current address and signature.

BORROWING

Books, magazines, videos, DVDs, CDs, large print books and talking books. Hastings Library has books in other languages, bilingual language books for children, IELTS, English and foreign language kitsets, foreign language dictionaries.

ELECTRONIC FACILITIES

Include photocopying, printing, Internet, e-books email, fax and Eftpos.

COMMUNITY SPACE

Notice boards, displays, exhibitions, events, meetings, talks and tours, petitions and 'Friends of the Library'.

NEWSPAPERS FROM YOUR HOME COUNTRY

By using the barcode of your library card on the internet, you have access to wide variety of information, such many international newspapers.

NAPIER LIBRARY

22 Station Street, Ph 06 834 4180

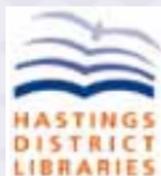


TARADALE LIBRARY

24a White Street, Ph 06 845 9005
www.library.napier.govt.nz

HASTINGS CENTRAL LIBRARY

Cnr Eastbourne & Warren Street South,
Ph 06 871 5180



HAVELOCK NORTH LIBRARY

30 Te Mata Road, Ph 06 877 7878

FLAXMERE LIBRARY

Swansea Road, Ph 06 879 6792
www.hastingslibrary.co.nz

IMPORTANT THINGS TO DO

FAMILY DOCTOR

FAMILY DOCTOR

Your first point of contact with the health system will probably be your GP (General Practitioner) also known as your family doctor. To find a doctor in your local area look in the green section of the white pages under 'Medical Practitioners & Medical Centres.' You can register with a doctor of your choice even if that doctor is not in your suburb. Registering with a GP is free.



If you decide to change your doctor, it is important to tell your new doctor about previous registration, so your medical files can be transferred to your new doctor.



WHEN AND HOW TO ENROL

You need not wait until you are sick or require treatment. Every three years your doctor or practice group will ask you to confirm that you still want them to be your doctor or primary health provider.

To enrol you need to go into a doctor's practice and fill in an enrolment form.

COMMUNITY SERVICES CARD (CSC)

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 doctor fees. Call 0800 999 999 to see if you are eligible.

HIGH USER HEALTH CARD (HUHC)

People who visit their doctor 12 times or more in 12 months (face-to-face visits) because of continuing health problems and who do not have a Community Services Card, can apply for a High User Health Card. It gives the cardholder a higher subsidy on visits to the doctor and on prescription charges.

If you think you have made 12 visits in the last 12 months, ask your doctor to check your records.

For regular health and medical care it is advisable to find a General Practitioner (GP) or Doctor after your arrival.

IMPORTANT THINGS TO DO

FAMILY DOCTOR

PHARMACEUTICAL SUBSIDY CARD (PSC)

This card allows the cardholder and named family members to pay a lower amount on government prescription charges. The purpose of the card is to help people who face high prescription costs but who do not have a CSC or a HUHC. A pharmacist can issue a PSC to you.

DENTAL HEALTH SERVICES

CHILDREN

Up to the end of school year 8 (usually 12 years of age), children are eligible for free dental care from the School Dental Service. Children can be enrolled at the School Dental Service from one year of age. It is important that preschool children receive dental checks and treatment as early as possible.

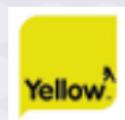
ADOLESCENTS

From school year 9 (usually 13 years of age), until their 18th birthday, adolescents can receive free dental care from all general dentists in Hawke's Bay. Please note that orthodontic treatment is not a free service. Details of general dentists are available from the District Health Board School Dental Service on 06 834 1815.

ADULTS

Dental treatment is at your own expense. There is a hospital dental service, which can be accessed by referral from a medical general practitioner and you will need to have a Community Services Card. Eligibility applies.

A list of Hawke's Bay dentists can be found in the Yellow Pages of the phone book.



ALTERNATIVE HEALTH CARE

In New Zealand, Chinese medicine, naturopathy and alternative forms of health care are available. See Yellow Pages - Natural Therapy.



IMPORTANT THINGS TO KNOW

IMMIGRATION NEW ZEALAND

DOCTORS & HOSPITALS

INTERPRETING SERVICE

LANGUAGE ASSISTANCE

EMERGENCY INFORMATION

POLICE ADVICE

CIVIL DEFENCE EMERGENCY



IMPORTANT THINGS TO KNOW

IMMIGRATION NEW ZEALAND

IMMIGRATION NEW ZEALAND

There is no immigration office in Hawke's Bay. You can contact Immigration New Zealand on free phone 0508 558 855 or look online on www.immigration.govt.nz.

You can contact Citizens Advice Bureau for assistance (see page 56).



DOCTORS & HOSPITALS

ACCIDENT AND SUDDEN SICKNESS

In the case of a sudden sickness or accident, you can visit:

Hawke's Bay Hospital (06) 878 8109 ext 2623

After Hours Medical Centres:

The Doctors:

- Napier (06) 835 4696
- Hastings (06) 876 8445
- Waipawa (06) 857 8507

Taradale Medical Centre (06) 844 6831

Tamatea Medical Centre (06) 843 9048

Hastings Health Centre (06) 873 8999

City Medical Napier (06) 835 4999

For local Registered Medical Practitioners look in the green section of the white pages.

**In an emergency call the
Ambulance Service by ringing 111**



IMPORTANT THINGS TO KNOW

DOCTORS & HOSPITALS

PREGNANCY

Once you know you are pregnant, you need to choose a Lead Maternity Carer (LMC) who will support your choices.

Your LMC can be a Midwife, a General Practitioner (Doctor) or a Specialist Obstetrician.

You can phone 0800 MUM 2 BE (0800 686 223) for names and phone numbers of Lead Maternity Carers in your area. All maternity care is free. Once you have registered with an LMC, your LMC is responsible for your maternity care throughout your pregnancy and until four to six weeks after the birth of your baby, when your baby's care will be transferred to your chosen Well Child provider.

WELL CHILD CARE

Your baby and preschoolers have the right to free Well Child Care. Well Child Care is different from the medical care you receive when your child is ill. Talk to your Doctor or Lead Maternity Carer (if you are pregnant) about who provides Well Child services locally. Some examples of Well Child providers are Plunket, and some Maori Health Providers.

COUNSELLING

There is a range of counselling services available if you are under emotional stress. In some cases you might be eligible for a number of free counselling sessions. Your GP will be able to advise you and refer you. For more information look under 'Personal Help Services' in the front of the White Pages.



IMPORTANT THINGS TO KNOW

INTERPRETING SERVICE

The Hawke's Bay District Health Board (HBDHB) Interpreting Service 06 878 8109 or fax 06 878 1691.

Call the number to arrange for a trained and confidential interpreter in the language you require.

The service is available at all times of the day and night at **NO CHARGE FOR HOSPITAL PATIENTS**. Otherwise any person, agency or business can access the service and pay an hourly fee.

For other enquiries or more information you can contact the service coordinator on 06 878 8109 ext 2862 or email interpreting@hawkesbaydhb.govt.nz.

LANGUAGE ASSISTANCE

A government service, Language Line, can help people who speak little or no English to access some services.

The service, established by the Office of Ethnic Affairs, is available in over 36 languages and is **FREE** to users.

Language Line operates between 10am and 6pm, Monday to Friday.

To connect with Language Line by telephone, contact the Government Department you want to speak to, ask for Language Line, tell them the language you speak and they will contact an interpreter for you.

www.ethnicaffairs.govt.nz, Ph (04) 494 0586.



The Citizens Advice Bureau have a multilingual service called CAB Language Link. Please see page 57 for more information.

IMPORTANT THINGS TO KNOW

EMERGENCY INFORMATION

An emergency is a situation in which you require the services of either Fire, Police or Ambulance urgently. For all other situations contact your local police station or doctor (page 29).

NON-EMERGENCY PHONE NUMBERS

Hastings Police Station 06 873 0500

Napier Police Station 06 831 0700

Havelock North Police Station 06 877 4299

Waipukurau Police Station 06 858 9140

Wairoa Police Station 06 838 8345

ST. JOHN AMBULANCE

If you have a family or ongoing medical problems it is a good idea to join St. John Ambulance (in the phone book under St. John). There is a charge for using the ambulance if you are not a member.

To join St. John's supporter scheme phone 0800 785 646.

Information about police services in 12 languages

www.police.govt.nz

Counselling and victim support services

www.victimsupport.org.nz

0800 842 846

Community based crime prevention programmes

www.neighbourhoodsupport.co.nz

www.communitypatrols.org.nz

TALKING TO EMERGENCY SERVICES

It is a good idea to pin your current address above your telephone so you can read it out in the case of an emergency. If you are ringing for an ambulance or police, tell them about landmarks near the accident site, such as shops, malls, restaurants or intersections. They will then be able to find you more easily. On the following pages learn how to talk to emergency services.

1 1 1

In an emergency try to remain calm and explain briefly what has happened.

IMPORTANT THINGS TO KNOW

EMERGENCY INFORMATION

DIALLING 111 FROM A LANDLINE (Ordinary Telephone)

Make sure the phone has a dial tone to dial an outside line.

DIAL 111

The operator will ask what service you need: Fire, Ambulance or Police. When you answer, the operator will connect you to that service.

DIALLING 111 FROM A CELLULAR PHONE (Mobile Phone)

Make sure your power is on and car ignition is on for a car phone. Push 111 and send.

The operator will ask what service you need: Fire, Ambulance or Police. When you answer, the operator will connect you.

RINGING THE AMBULANCE - DIAL 111

AMBULANCE:

Hello, Ambulance Service

YOU: Street number _____

Street name _____

Suburb _____

City _____

Any landmark _____

(e.g. by the Taradale Town Clock).

The ambulance service may ask you the following questions:

What has happened?

Is the person conscious? (awake)

Is the person breathing?

Is the person in pain, where is the pain?

Is the person bleeding, where?

Give a brief explanation of the current situation to explain what is wrong: e.g. high fever, breathlessness, dehydration.

IMPORTANT THINGS TO KNOW

EMERGENCY INFORMATION

RINGING THE FIRE SERVICE - DIAL 111

FIRE SERVICE:

Hello, Fire Service

YOU: _____
(Explain why you are calling fire service)

FIRE SERVICE: What is the address?

YOU: Street number _____

Street name _____

Suburb _____

City _____

Any landmark _____

(e.g. by the Taradale Town Clock).

It is very important to give the correct address to the emergency services so they can come to help you quickly.

RINGING THE POLICE- DIAL 111

POLICE:

Hello, Police

YOU: My name is _____

Street number _____

Street name _____

Suburb _____

City _____

POLICE: What has happened?

YOU: _____

(Explain the emergency)

If you have a problem speaking English, tell them the language you speak.

IF YOU HAVE DIFFICULTY ANSWERING OTHER QUESTIONS, CLEARLY TELL THEM YOUR ADDRESS, SO THAT EMERGENCY SERVICES CAN REACH YOU QUICKLY.

IMPORTANT THINGS TO KNOW

POLICE ADVICE

Hawke's Bay is a safe place to live, but there will always be some crime in the community. If you are new in Hawke's Bay, making use of the tips below will help reduce your chances of becoming a victim of crime.

MOTOR VEHICLE CRIME

- Lock your car and remove the keys before you leave your car, even if at a petrol station or shop.
- Lock all doors and windows and do not leave any valuables in the car that can be seen from outside.
- Do not leave purses, handbags or important documents such as credit cards, ownership papers and insurance papers in an unattended car.
- Look for well-lit areas in which to park the car at night.
- If your car is stolen, report this immediately to the police.
- Mark auto accessories with your driver licence number. Accessories such as wheels and wheel covers can be engraved.



*Neighbourhood Support
New Zealand*



NEIGHBOURHOOD SUPPORT

In Hawke's Bay there are a number of groups of people that live in the same area who are in contact with each other to prevent crime from happening. It is always helpful if your neighbour keeps an eye out on your property if you are away and it is a nice way to get to know the people who live in your street. Ask your local council about neighbourhood support groups in your street or you may want to start your own. For more information have a look at www.ns.org.nz.

IMPORTANT THINGS TO KNOW

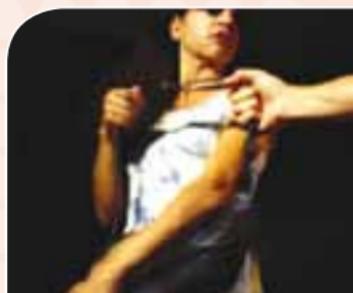
POLICE ADVICE

WHILE YOU ARE SHOPPING

- Do not carry large sums of cash when shopping. If you must, then divide it between purse and pockets.
- Do not leave your purse or wallet on the seat beside you when you drive.
- Do not leave your purse open or unattended in a shopping trolley while you are shopping.
- Do not carry a lot of credit cards together. Keep a record of the account numbers of all your credit cards at home. If you have lost your credit card and someone rings you saying that they have found it and are asking for identification details and a PIN number, do not provide any details
- Avoid isolated or dark areas at night, or travel in groups to avoid risk.
- Do not carry valuables, such as jewellery, in your bag.
- Be careful while taking out money from cash machines.

TIPS FOR CHILDREN

- Do not take sweets or money from a stranger.
- Never accept a ride in a car or go with a person you don't know.
- Do not go to isolated places alone.
- Always tell your parents where you are going.
- Never tell anyone over the phone that you are home alone.
- If you are away from home and need help, ring the police.
- If you find yourself lost in a mall, inform the checkout operator in a shop or customer service centre about it.



IMPORTANT THINGS TO KNOW

CIVIL DEFENCE EMERGENCY

A Civil Defence emergency is a major incident that is too big for police, fire or ambulance services to manage alone. Disaster threats to Hawke's Bay could include storms, floods, tidal waves (tsunamis), earthquakes, chemical spills or a volcanic eruption.

Civil Defence organisations are based within the local councils. Civil Defence advises people to keep their survival kit ready at all times. It may take more than three days for help to arrive.

Checklist of essential items for a **SURVIVAL KIT**

- Torch • Radio • First-aid kit
- Batteries • Tinned food • Can opener
- Drinking water (3 litres per person per day)

If you have to leave home during an emergency, make sure you can quickly assemble a getaway kit.

- Family documents • Insurance policies • Birth certificates
- Marriage certificates • Essential medicine • Baby needs
- Towels • Toilet items • Blankets • Food • Extra clothing • Pet Supplies

To prepare yourself for a CIVIL DEFENCE EMERGENCY

- Know your Civil Defence warnings.
- In a disaster, turn on your radio and listen for instructions.
- Know where to get help.
- Know how to turn off electricity, water and gas mains.
- Know how to get drinking water.

www.getthru.govt.nz or www.hbemergency.govt.nz
Information about Civil Defence and what to do in a disaster is printed on the inside cover of the Yellow Pages.

Contact:

Napier Civil Defence Manager 06 834 4162
Hastings Civil Defence Manager 06 871 5000



HOUSEHOLD INFORMATION

GENERAL INFORMATION

TELEPHONE SERVICES

ELECTRICITY & GAS SERVICES

WATER

RATES

NOISE CONTROL

PETS

RUBBISH COLLECTIONS

RECYCLING

POSTAL SERVICES

HOUSEHOLD INFORMATION

GENERAL INFORMATION

DAYLIGHT SAVING

Daylight saving begins at 2am Standard Time on the **last Sunday in September** each year. All clocks are put forward one hour.

It ends at 2am Standard Time on the **first Sunday in April** of the following year. All clocks are put back one hour.

SEASONS

Spring: September, October, November
Summer: December, January, February
Autumn: March, April, May
Winter: June, July, August

TELEVISION

New Zealand has a range of television channels; how many you will receive will depend on whether you install Freeview and free to air satellite TV service. You can also subscribe to pay to view satellite systems. Contact a television retailer for more information.

NEWSPAPERS

Dominion Post - available throughout New Zealand. It can be delivered to your home daily on subscription.

Hawke's Bay Today - Monday to Saturday

A variety of community newspapers are delivered free to homes in their areas.

Napier Courier

Napier Mail

Hastings Mail

Hastings Leader

PUBLIC HOLIDAYS

New Year's Day	1 January
Day after New Year's Day	2 January
Waitangi Day	6 February
Good Friday & Easter Monday	In March or April (dates change each year)
ANZAC Day	25 April
Queen's Birthday	First Monday in June
Hawke's Bay Anniversary Day	The Friday before Labour Day
Labour Day	Last Monday in October
Christmas Day	25 December
Boxing Day	26 December

HOUSEHOLD INFORMATION

TELEPHONE SERVICES

New Zealand has domestic, international, cellular and Internet service facilities offered by a range of companies. You can use phone cards to make national or international calls.

HAWKE'S BAY WHITE & YELLOW PAGES

The White Pages and Yellow Pages in the phone book are updated once a year and the book is delivered FREE to every home and business.

www.whitepages.co.nz or www.yellowpages.co.nz



TELEPHONE NUMBERS

Numbers starting with 0800 or 0508 are free of charge. Not all 0800 or 0508 numbers can be called from a mobile phone.

0900 number services provide specialist information and entertainment services which you have to pay for.

INSTALLING A NEW TELEPHONE

There are three main telephone companies in New Zealand: Telecom, TelstraClear and Vodafone. If there is no telephone installed in your house or flat, you will have to buy a new telephone. Use the White Pages to contact the companies or go online.

CALL RATES

Calls from a landline within your local area are free.

For calls to mobiles or to other areas of the country, check the call rates with your phone service provider.



USING A PUBLIC TELEPHONE

There are public telephones available to use. Some require you to use coins and others require you to use cards to make your calls.

MOBILE PHONES

Different companies offer prepaid or fixed term plans for cellular phones.

INTERNET SERVICE PROVIDERS

There are many Internet Service Providers (ISPs) found in the Yellow Pages or online. Each provider has its own rates.



TELEPHONE CARDS

Prepaid telephone cards are available at many shops.

HOUSEHOLD INFORMATION

ELECTRICITY & GAS SERVICES

There are several electricity suppliers in Hawke's Bay providing power to residences and businesses. See 'Electricity Supply-Retail' in the Yellow Pages.



Unison is the electricity powerline network operator in Hawke's Bay, but is not an electricity supplier. Contact them for powerline faults on 0800 286 476.

Several gas suppliers provide piped gas supplies to residences and businesses in some areas of Hawke's Bay. See 'Gas Companies' in the Yellow Pages.



Confirm with the gas retailer whether or not they supply gas to your area.

Ring the electricity or gas company of your choice to start the supply from the date you want to start living in the house. You can arrange this before you move into a new house.

You will be asked for some kind of identification, which is usually your landlord's or agent's name and phone number, your driver's licence number or passport number and the name and phone number of a friend or a relative not staying with you.

Some companies may check your credit rating or ask for a bond which you will pay on your first bill but is refundable if you discontinue this service.

WATER

Water efficiency means less water use, less household cost, less waste discharged into the wastewater system and less cost for wastewater treatment.

You can save water using the following tips:

1. Check for leaks and fix dripping taps and leaking toilets (if you are renting the house, ask your landlord to fix these problems).
2. Reduce the flush volume.
3. Use water efficient appliances.
4. Tune up your plumbing system.
5. Reduce the flow of tap water whenever possible.

Visit the website www.ecowater.co.nz for more information on how you can save water in your house and garden.

HOUSEHOLD INFORMATION

RATES

Residential and commercial property owners pay rates to their local and regional council.

Council rates are calculated by targeted rates for specific services and a general rate based on the land value of the property.

Ratepayers in the Napier City and the Hastings area are billed on a quarterly basis (every three months) by the respective councils.

Residential ratepayers on a low income can apply for a rates rebate annually.

You can pay the rates by mailing a cheque, arranging a direct debit or automatic payment, using telebanking, Internet banking or by paying in person by cheque, EFTPOS or cash at the Council Office of the respective Councils.

Annual rates are also paid by all property owners to the Hawke's Bay Regional Council which are billed once a year and are due each January.

HOUSEHOLD INFORMATION

NOISE CONTROL

Under New Zealand's environmental laws, local councils are responsible for controlling excessive noise in our region, within certain limitations.

It is accepted that a certain amount of noise is part of the normal human environment. Traffic noise, aircraft noise, industrial noise and residential noise form part of the background to everyday life. Generally, noise is not a problem unless it becomes excessive.

MAKING A COMPLAINT

When you contact your Council, a Noise Control Officer is sent out to investigate your complaint. They determine whether the noise is reasonable and within permissible levels. If the noise is deemed to be excessive, they may serve a written direction to reduce the noise. The direction can remain in force for up to 72 hours.

PENALTIES

Failure to obey the notice can result in stereos or equipment being seized and a fine of up to \$10,000 being imposed.

Infringement notices resulting in a \$500 instant fine can be issued in some instances, for example, when noise equipment cannot be seized.

If you are the noise maker and you feel the complaint is unjustified, contact your local Council.

Noise complaints are confidential. The noise maker is not advised of who has complained.

HOUSEHOLD INFORMATION

PETS

All dogs aged three months or more need to be registered annually. Cats should be prevented from hunting native birds. You are not allowed to keep crowing roosters as pets in Napier and Hastings Cities.

The dog registration year is 1 July to 30 June. Registration should be paid in full by a date set each year to take advantage of a reduced fee. The registration tag is issued upon payment of the dog registration fee. If you change your address, or if your dog has a new owner, you must inform the Council in writing within 14 days.

Under new animal bylaws, microchipping is also a requirement when registering new dogs.

To order the registration form:

NAPIER: 06 835 7579 (24 hours, seven days a week) or collect it from: Council's Civic Building, 231 Hastings Street, Napier.

HASTINGS: 06 871 5000 or collect the form from the Council's Main Administration Building, 207 Lyndon Road East, Hastings.

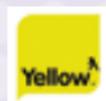
To find a lost pet contact:

- Your council
- SPCA 06 835 7758, 06 878 8733
- Local Veterinarians



To purchase or adopt a pet contact:

- Your local council pound
- SPCA
- Local pet shops



HOUSEHOLD INFORMATION

RUBBISH COLLECTION

NAPIER

Napier prides itself on the clean image the city presents. Litter bins are placed throughout the city and emptied daily. Council provides a refuse collection service for domestic material from both residential and commercial properties within the city.

DOMESTIC

A maximum of two bags per household will be collected from outside the property once a week. Bags may be plastic or paper and no more than 60 litres in volume and 10kg in weight. The collection is for domestic refuse only (no garden refuse etc). Bags need to be put out by 6:30am on the day of collection or can be put out the night before.

COMMERCIAL

Commercial premises may have two bundles of flattened cartons collected in addition to the two bags of the domestic collection.

For further information, or rubbish collection enquiries phone 06 835 7579 or go to: www.napier.govt.nz

Keyword: Rubbish

HASTINGS

Council provides a weekly kerbside rubbish collection in the urban residential and central business areas of the city. For collection days go to: www.hastingsdc.govt.nz

Keyword: Rubbish and Recycling Collection

The collection service is operated on a 'User Pays' basis which means there is no annual charge on your rates. To use this service the OFFICIAL orange bags can be purchased from the Council Administration Building, libraries and supermarkets.

For your convenience the bags come in two sizes. (Refer to your local Council.)

HOUSEHOLD INFORMATION

RUBBISH COLLECTION

The cost covers all costs associated with bag supply, collection and the disposal to landfill and only the OFFICIAL orange bag will be collected. If you do not have a collection service you can still buy the bags and drop them off free of charge at either of the Councils' Refuse Transfer Stations.

Council operates two Refuse Transfer Stations for the disposal of rubbish that cannot be collected from kerbside. To find out the location of the refuse transfer stations, opening hours, pricing information or for tips on recycling phone 06 871 5000 or go to www.hastingsdc.govt.nz

RECYCLING

A kerbside recycling service for residential properties is provided by Council contractors. A weekly collection is provided in Hastings and a fortnightly collection in Napier. You can recycle all your paper, cardboard, plastic bottles (grade 1 & 2, i.e.: fizzy drink, water, milk, cream, cleaning products), food and drink cans and glass bottles and jars. Please separate into bags or boxes as follows: paper and card, plastic and metals, glass, before placing on your kerbside no later than 7:30am.

To find out the day of your collection contact your Council or visit www.napier.govt.nz or www.hastingsdc.govt.nz. For more information on your recycling collection, Transpacific Allbrite Industries Ltd on 06 843 3103.



HOUSEHOLD INFORMATION

RECYCLING

GREEN WASTE

All Council Refuse Transfer Stations have “Green Waste Drop-off” areas where only green waste can be deposited. Disposal of green waste is also discounted to encourage separation. The green waste is then sent to a composting facility. Alternatively there are three waste companies who now offer ‘Green Waste Only’ collections. Clean Earth Ltd, Bay Environmental Bins and Waste Management all now offer this service. Refer to your Yellow Pages or your ‘A-Z Recycling Guide’ for contact details.



COUNCIL'S RECYCLING GUIDE

If you are not sure how to correctly dispose of an item, look out for your Council's Recycling Guide, a useful directory containing information on what can be recycled, and the relevant contact details.

RECYCLING 'DROP-OFFS'

Missed your recycling collection? There are five drop-off centres for your convenience situated at the following locations:

- Allbrites - Austin Street, Napier
- Martin Place - Havelock North
- Henderson Road Recycling Depot - Flaxmere
- Blackbridge Refuse Transfer Station - Haumoana
- Redclyffe Refuse Transfer Station - Taradale



HOUSEHOLD INFORMATION

POSTAL SERVICES

POSTAL SERVICES

Post Shops provide a wide range of services, as well as the regular postal service. The services include a fax line; private boxes and bags; change of address; and vehicle licensing. You can find out the costs of postage at your local Post Shop.

A wide range of accounts can be paid at your local Post Shop, such as gas, electricity, telephone, insurance accounts and car registrations.

You can use EFTPOS, cheque or cash. There are 330 Post Shops in New Zealand, with many open over the weekend. New Zealand Post has a bank, Kiwibank, which provides competitive personal banking services from more than 280 branches in New Zealand.

HAWKE'S BAY POST SHOPS

Napier

Marewa Post Shop
Napier Post Shop
Onekawa Post Shop
Taradale Post Shop

Hastings

Flaxmere Post Shop
Hastings Post Shop
Havelock North Post Shop
Mahora Post Shop
Stortford Lodge Post Shop

Hawke's Bay

Dannevirke Post Shop
Waipukurau Post Shop
Wairoa Post Shop

For all other information: www.nzpost.co.nz

COURIER SERVICES

Courier operators can deliver packages within the district and throughout New Zealand. For a list of service provider look in the Yellow Pages under 'Courier Services'.



GENERAL LIVING

BIRTHS, DEATHS & MARRIAGES

NZ GOVERNANCE & ELECTORAL
SYSTEM (VOTING)

MAKING A WILL

BUDGETING & MONEY
MANAGEMENT

LEGAL PROBLEMS

GAMBLING PROBLEMS

GENERAL LIVING

BIRTHS, DEATHS & MARRIAGES

By law, every New Zealand birth should be registered as soon as possible. This registration confirms your child as a New Zealand citizen. Once the birth is registered, a birth certificate can be bought as an official record. Birth registration is free. If the child's parents are legally married to each other, either mother or father can sign the birth registration form. If they are not legally married to each other, the mother must sign the birth registration form. If the father's details are recorded, he must also sign.

REGISTERING A DEATH

The law requires that all deaths in New Zealand must be registered within three working days after the burial or cremation of the body. Death registration is free. The Funeral Director or person in charge of the funeral arrangements is responsible for notifying the Registrar about a death.

If there is a death in your family contact a Funeral Director immediately to assist you. Look in the Yellow Pages under 'Funeral Directors'.



REGISTERING A MARRIAGE

There are several different types of marriages in New Zealand.

Church Wedding - where a couple are married in a religious service in a church, with a priest or minister performing the ceremony.

Civil Ceremony - a non-religious ceremony conducted by a marriage celebrant or a Justice of the Peace. These ceremonies are not held in a church.

Civil Union - a non-religious ceremony which is less formal and is a legal recognition of a couple's partnership. Homosexual and lesbian civil unions are legal in New Zealand.

Every marriage must be registered with the Department of Courts. Contact the Department for further information.

It is your choice whether or not to change your last name after marriage. If you change your last name through marriage, a marriage certificate should be obtained for identification purposes, e.g. for when you apply for a passport or driver's licence, etc.

Polygamy is illegal in New Zealand. By law, a man or woman cannot have more than one wife or husband at one time.

CHANGING YOUR NAME

To register a name change you must contact Births, Deaths and Marriages and ask for the appropriate form.

To order the registration forms for Births, Deaths and Marriages, or Change of Name, contact the Registrar of Births, Deaths and Marriages at:

0800 22 52 52
04 474 8150
bdm.nz@dia.govt.nz

Opening hours:

Monday to Thursday 8am - 7pm
Friday 9am - 7pm
Saturday 9am - 2pm
www.bdm.govt.nz

NZ GOVERNANCE & ELECTORAL SYSTEM (VOTING)

CONSTITUTIONAL MONARCHY

New Zealand is a constitutional monarchy. The Queen of England, Queen Elizabeth II, is the Head of State. The Queen's representative in this country is the Governor General, who has all the powers of the Queen with respect to New Zealand.

Although an integral part of the process of government, the Queen and the Governor General remain politically neutral. The Governor General's website is www.gg.govt.nz

PARLIAMENT

New Zealand is a democratic country in which the Members of Parliament (MPs) are chosen in free and fair elections.



New Zealand has a single chamber of Parliament known as the House of Representatives.

Any New Zealand citizen, enrolled as an elector, can stand as a candidate for election as a Member of Parliament.

Further information:

www.parliament.nz

www.beehive.govt.nz

Information about the Prime Minister and Cabinet:

www.dpmc.govt.nz

All government agencies and services:

www.newzealand.govt.nz

Information with regard to legislation:

www.legislation.govt.nz



ELECTIONS

Parliament is elected under the MMP (Mixed Member Proportional) system. Under MMP, each person enrolled as an elector has two votes - a party vote and an electorate vote. All New Zealand citizens, and permanent residents who have resided in New Zealand for 12 months or more, and are aged 18 years or over, are eligible to vote. Voting is not compulsory but if you are eligible to vote you are required to enrol as an elector.

To enrol to vote: www.elections.org.nz/enrolment or www.elections.org.nz/democracy/taking-part

You can also vote in your Local Council elections, see page 5.

GENERAL LIVING

MAKING A WILL

A will enables you to provide for your family and identify how your affairs should be managed after your death. Anyone over 18 can make a will. If you have children, a will is vital.

BEFORE YOU MAKE A WILL

You need to consider what you own, the people who depend on you and who you might want to leave things to. A living will expresses your wishes about your care and welfare before your death. In this will, you can decide on your care and treatment in the case of terminal illness or severe dementia.

To make a will you can contact a lawyer or the Public Trust www.publictrust.co.nz. Initial generation and ongoing administration of your will may vary substantially depending on who you chose to make it with. Find out about initial and ongoing costs, to yourself and your beneficiaries, before you decide where you will make your will. A list of lawyers can be found in the yellow pages.



BUDGETING & MONEY MANAGEMENT

If you have difficulty managing your finances, or if you are behind with payments or have debts, you should ask for help from an advisor from Budgeting Services in your local area before your name goes to a Debt Collection Agency. A budget advisor can help you if you have difficulty negotiating or speaking in English with your creditor. Napier and Hastings both have budgeting advice offices www.familybudgeting.org.nz

The services are free of charge.



GENERAL LIVING

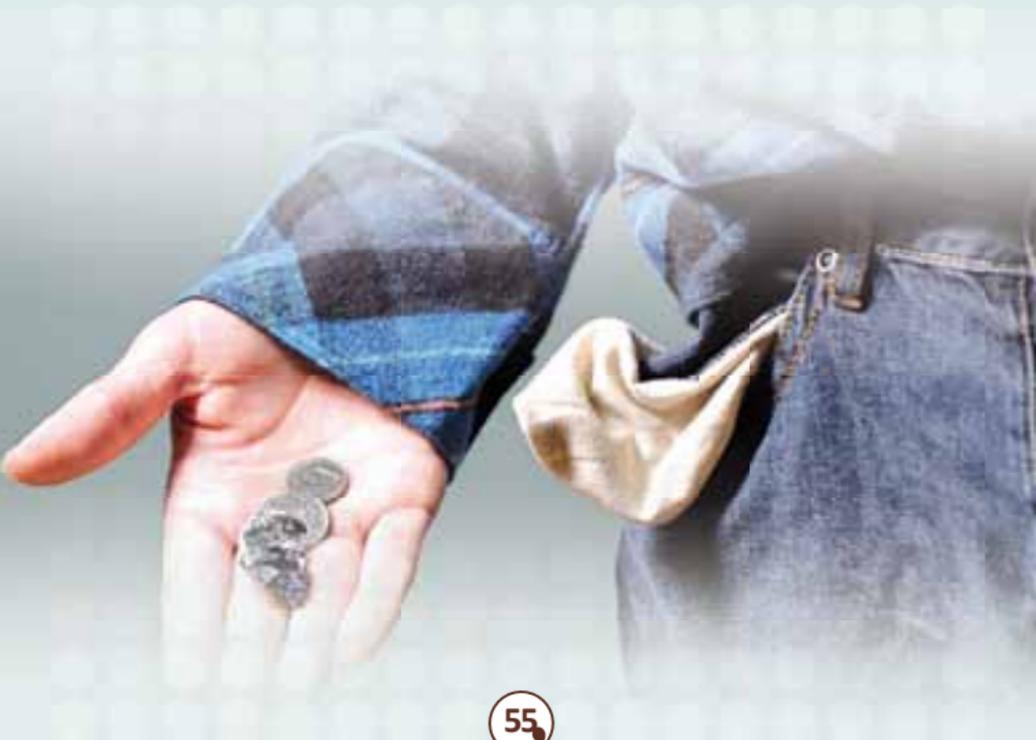
LEGAL PROBLEMS

If you need help to deal with the legal system, contact the Legal Services Agency or Community Law Centre www.lsa.co.nz or www.communitylaw.org.nz. If you have been affected by or are a victim of crime you can get help on 0800 650 654 or at www.victimsinfo.govt.nz



GAMBLING PROBLEMS

If you need help with gambling problems there is a helpline which provides up-to-date information about locations of counselling services. Phone 0800 654 655 or (06) 834 3966 www.gamblingproblem.co.nz or trhoranga@trhor.org.nz



COMMUNITY

FREE HELP AND ADVICE

CITIZENS ADVICE BUREAU (CAB)
COMMUNITY LAW CENTRE

VOLUNTEER HB

COMMUNITY FACILITIES

OLDER ADULTS

YOUTH

TRANSPORT



COMMUNITY

FREE HELP AND ADVICE

CITIZENS ADVICE BUREAU (CAB)

Citizens Advice Bureau is a voluntary organisation providing free, confidential information and assistance on matters such as law, translation services, social welfare, health, education, housing, budgeting, employment rights, consumer rights and personal and family issues. The service is confidential and everybody can use it – you don't need to be a New Zealand citizen.



Language is not a barrier to accessing information. Bureau workers can simply dial up the assistance of CAB Language Link who can translate the information in 24 different languages.

Napier – Community Hub, 62 Raffles Street

Phone: 06 835 9664 Fax: 06 834 1185

0800 367 222

cab.napier@xtra.co.nz

Hastings – 112 Queen Street, East

Phone: 06 878 0525 Fax: 06 876 8423

0800 367 222

cab.hastings@xtra.co.nz

COMMUNITY LAW CENTRE

Community Law Centre offers free legal advice and information (but usually not business problems or buying or selling houses). Contact the Hawke's Bay Community Law Centre to make an appointment on 878 4868. For more information look on www.communitylaw.org.nz.

VOLUNTEERING HAWKE'S BAY

Volunteering gives you the opportunity to get work experience, learn new skills, new ideas and a chance to make a difference in the community. If you are interested in volunteering, phone 833 6691 or have a look at www.volunteeringhb.org.nz for more information and current positions.

COMMUNITY

COMMUNITY FACILITIES

A variety of venues exist for community meetings and events. Councils have halls that you can book. Churches, schools, maraes, and various club rooms may also have space for hire. Parks are also booked via respective Councils for weddings, family gatherings, sports teams, etc.

OLDER ADULTS

Hawke's Bay has a growing elderly population and is considered one of the larger retirement areas in New Zealand. There are a variety of housing options for older adults. Some choose to stay in their own home and get community support as personal care needs grow. Others live in retirement complexes with a continuum of care from independent to full nursing care. Low cost options include Council-owned housing for the elderly.

New Zealand residents who are 65 and older qualify for a Super Gold Card which has a growing number of benefits including free transportation on local bus services during non-peak hours and discounts from a variety of private businesses.

A range of social activities and support services are available. Enliven Connect is a new centralised database provided by Presbyterian Support East Coast and supported by the Hawke's Bay District Health Board, Hastings and Napier Councils, and Eldernet. It is a community focused directory that gives older people details about a range of local groups including: health and disability, community organisations, fitness and recreation, relationship and counselling services, church and religious groups, kaumatua groups, and links to other relevant places of interest. You may also manage your groups details here.

www.enlivenconnect.co.nz
www.ageconcern.org.nz

Hawke's Bay offers a range of facilities and services for youth. www.napieryouth.co.nz or www.facebook.com/HastingsYouthCouncil

Atomic Events Centre

405 – 409 St Aubyn St East, Hastings Tel 870 6951
The Atomic Events centre is open from 3pm-7pm Monday to Friday and 10am-7pm Saturday and Sunday. Operating for more than 10 years now, the Atomic Events Centre works with around 50,000 young people each year. It hosts indoor skate park, café, basketball court, indoor sports centre, playstations/Xboxes, table tennis, air hockey and a dance studio. They run holiday programmes, skate clubs, girls groups, dance parties, sports club and concerts with local and national artists. The Centre is also available for private bookings for school groups, sports teams, birthday parties etc. Have a look at www.atomiceventscentre.com. They have also a facebook page.

Directions Youth Health Centre

305 Omaha Road, Hastings Tel 8715 307
Directions Youth Health Centre is Hawke's Bays 'Youth One Stop Shop'. The centre provides non judgmental, friendly health care services to youth aged 10 – 24.
www.directions.org.nz

Sk8 Zone

186 Marine Parade, Napier Tel 8358188
Sk8 Zone is a skating facility for youth. The facility caters for rollerbladers, skateboarders, scooters and bmx riders.
www.sportsground.co.nz/sk8zone

YMCA

720 Pakowhai Road, Frimley, Hastings Tel 878 3027
www.ymcahb.org.nz. They also have a facebook page.

Youth Council

Both Napier City Council and the Hastings District Council have a Youth Council. These are action focussed groups of young people who advice Council on youth matters. The age range of the Youth Council is 12-24 years (Napier) and 15-20 years (Hastings). Both Youth Councils have a page on facebook.



NAPIER AND HASTINGS BUS SERVICES

The Hawke's Bay Regional Council manages and subsidises the public bus services around the main centres and between Napier and Hastings.

For information on the services, including routes and timetables go to www.hbrc.govt.nz/services/transport. You can also pick up a bus timetable at your local library or ask for a copy from one of the bus drivers.

INTER-CITY TRAVEL

For longer distance bus travel outside Hawke's Bay have a look at page 61. To book your ticket, look at the various bus companies' websites, I-SITE Visitor Centre or ticketing agents.



TAXI AND SHUTTLE SERVICES

See 'Taxis' or 'Shuttle Services' in the Yellow Pages. If you need a child restraint, ask the taxi company when you book your taxi.

Taxi and shuttle services in New Zealand have regulations which they must follow. Your rights as a passenger are that drivers must:

- have a company name on the vehicle
- display a photo identity card
- display a registered fare schedule
- display an address for complaints
- use the shortest or most convenient route to the passenger

- not allow other people to ride in the taxi without the original hirer's permission
- provide fare information or a receipt when asked.

Complaints should be directed to the taxi or shuttle company in the first instance, and then to New Zealand Transport Agency if not satisfied with the company's response.

If the matter is serious, you should contact the New Zealand Police (see page 33) and/or New Zealand Transport Agency: 0800 699 000, info@nzta.govt.nz, www.nzta.govt.nz.

Written complaints can be addressed to: NZTA, Victoria Arcade, 44 Victoria Street, Private Bag 6995, Wellington 6141.

HAWKE'S BAY AIRPORT

This facility is jointly owned by the Crown 50%, Napier City Council 26% and Hastings District Council 24%.

It is the main commercial airport for the region and is situated on State Highway 2 at Westshore, approximately 10 minutes from Napier and 20 minutes from Hastings.

Air New Zealand provides frequent daily direct services, using modern turbo-prop aircraft, to Auckland, Wellington and Christchurch, with connections for other centres and international destinations, while Sunair has services to Gisborne, Tauranga and Hamilton.



BUS SERVICES AND AGENCIES

Information for all bus companies is available at the local I-Site, details on page 11

Ticketing Agents	Napier	Hastings	Waipukurau
Intercity www.intercity.co.nz	135 Dalton Street 06 8354326 also  site 	 site 	 site 
BayXpress/ Karamu Coachlines www.bayxpress.co.nz Phone: 0800422997 or 06 8734984	House of Travel 70 Emerson Street 06 8344355	Holiday Shoppe 320 West Heretaunga Street 06 8788113	Holiday Shoppe Ruataniwha Street Phone: 06 8588140
Naked Bus www.nakedbus.com Phone: 090062533 Note there is a charge to call this number.	Wally's Backpackers 7 Cathedral Lane 06 8337930	RTW New Zealand Ltd 21-412 Whitehead Road	

LEISURE & RECREATION

LEISURE ACTIVITIES

PUBLIC SWIMMING POOLS

RIVERS & BEACHES

PARKS & GARDENS

SHOPPING AREAS

SPORTS PARKS



LEISURE & RECREATION

LEISURE ACTIVITIES

Have a look online at www.hawkesbaynz.com or www.eventfinder.co.nz for sights, activities and events.

- Sporting club, recreation and event information can be accessed from Sport Hawke's Bay 06 845 9333. www.sporthb.net.nz
- Community databases have recreational, hobby, and sport club information.

Napier: www.napier.govt.nz
keyword or search community database

- The Hawke's Bay Opera House and the Napier Municipal Theatre as well as smaller theatres in the area provide a range of entertainment. www.hawkesbayoperahouse.co.nz
- The Hawke's Bay Museum & Art Gallery, the Hastings City Art Gallery and a host of smaller private art galleries and art trails are on offer. www.hbmag.co.nz
- The Rotary pathway and other trails exist for cycling and walking.
- Look at www.iway.org.nz for walking and cycling initiatives.
- Birdwatching or just getting into the bush for natural NZ experiences. www.doc.govt.nz/byregion/east-coast-hawkes-bay/
- Wineries for tastings, concerts and markets.
- The annual Hawke's Bay A&P Show (agricultural and pastoral) is a large fair which takes place each October at the Hawke's Bay showgrounds.

LEISURE & RECREATION

LEISURE ACTIVITIES

FARMERS MARKETS

These are local markets where the person selling the goods also produces them. You will find a range of fresh produce, and all goods sold must be grown or produced in the local area. There are two Farmers Markets in this area at the following sites:

- Clive Square, lower Emerson Street, Napier. Every Saturday morning - wet or fine: 8.30am - 12.30pm.
- The Hawke's Bay Showgrounds, Kenilworth Road, Hastings. Every Sunday - wet or fine: 8.30am - 12.30pm.

For more information phone 06 974 8931.

In the summer (from November until April), you can visit the Black Barn Market, Black Barn Road, Havelock North. Every Saturday morning: 9am - 12 noon.

Craft and Design Market

www.craftanddesignmarket.com. Every first Saturday of the month from 9am - 1pm held at Hawthorne Coffee Roasters, 23 Napier Rd, Havelock North

Car Boot Sales are like a garage sale or flea market and can be an affordable way to find second hand items, plants and crafts.

PUBLIC SWIMMING POOLS

- **Splash Planet** (operates only in Summer)
Grove Road, Hastings
06 873 8033 Fax: 06 876 9029
info@splashplanet.co.nz www.splashplanet.co.nz
- **Waterworld Indoor Pool**
Swansea Rd, Flaxmere. 06 879 7676
- **Aquatic Outdoor Pool** (operates only in Summer)
Frimley Rd, Hastings. 06 876 8338
- **Havelock North Village Pools** (operates only in Summer)
Te Mata Rd, Havelock North. 06 877 5544
- **Clive War Memorial Swimming Pool**
15 Farndon Rd, Clive. 06 870 0492 clive_pool@actrix.co.nz
- **Napier Aquatic Centre**
Maadi Road, Onekawa.
06 834 4150 Fax: 06 843 9866 www.napieraquatic.co.nz
- **Ocean Spa**
42 Marine Parade, Napier.
06 835 8553 Fax: 06 835 8552 www.oceanspa.co.nz

LEISURE & RECREATION

RIVERS & BEACHES

RIVERS

A number of rivers flow through the Hawke's Bay region. They are great for swimming, whitebaiting, canoeing, jet skiing and almost any other water activity you can think of. To view maps showing the locations of the rivers and beaches go to www.hbrc.govt.nz.

BEACHES

Hawke's Bay has a diverse and splendid coastline. It offers a number of beautiful beaches that attract tourists from around the world. Although these beaches offer wonderful recreational opportunities, they can also be dangerous and rough at times. Unfortunately people have drowned and others have had to be rescued by lifeguards. Therefore it is crucial for visitors to be aware of the dangers involved when visiting a particular beach and to consider the safety tips offered by lifeguards. Always swim between the flags. Please do not swim in water in front of Marine Parade, Napier.

The sun in Hawke's Bay can be harsh in the middle of the day, with burn times of just 10 minutes in summer. It is important that you use plenty of sunblock and wear protective clothing when out of the shade.

Ocean Beach and Waimarama are only 30 and 45 minute drives respectively from Hastings past the trout-laden Tukituki River and the nearby wineries. The two beaches are long, with golden sand. They are popular for surfing and boogie boarding. Waimarama has many kiwi baches (some available to rent), a shop, a camping ground and a boat ramp.

Other swimming beaches are:

- Tangoio Beach - 30 mins north of Napier
- Clifton Beach - 20 mins from Hastings
- Haumoana Beach - 20 mins from Hastings
- Te Awanga Beach - 20 mins from Hastings
- Waipatiki Beach - 45 mins north of Napier
- Westshore Beach - in Napier



LEISURE & RECREATION

PARKS & GARDENS



The region offers numerous beautiful parks and gardens found all over the district, ranging from rose gardens to Chinese gardens.

SHOPPING AREAS

HASTINGS

There are four main shopping centres:

- Hastings CBD
– including Kmart Plaza
- Havelock North Village
- Flaxmere Village
- Mahora Shopping Centre

The shopping centres have a range of clothing and footwear shops, cafés, restaurants, and many more shops to meet all shopping needs.

NAPIER

- Central Napier including: Emerson Street and Dickens Street
- Marewa Shopping Centre
- Taradale Village Shopping
- Onekawa Shopping Centre
- Ahuriri Shopping Centre
- Greenmeadows Shopping Centre
- Tamatea Shopping Centre
- Maraenui Shopping Centre



LEISURE & RECREATION

SPORTS PARKS

Facility	Principal Activity
HASTINGS	
Cornwall Park	Cricket, Events
Frimley Park	Cricket, Soccer
HB Regional Sports Park	Athletics, Netball
Bill Matthewson Park	Rugby, Touch Rugby
Akina Park	Soccer, Softball
St Leonards Park	Soccer
Kirkpatrick Park	Rugby, Rugby League
Windsor Park	Soccer, Cricket
FLAXMERE	
Flaxmere Park	Soccer, Cricket
Ron Giorgi Park	Rugby, Touch Rugby
Chatham Park	Samoan Cricket, Soccer
HAVELOCK NORTH	
Anderson Park	Rugby, Cricket, Soccer
Guthrie Park	Soccer, Cricket
Havelock North Domain	Events



LEISURE & RECREATION

SPORTS PARKS

Facility	Principal Activity
CLIVE	
Farndon Park	Rugby
HAUMOANA	
Haumoana Memorial Park	Rugby, Soccer
NAPIER	
McLean Park Complex	Regional Events Centre
Nelson Park	Cricket, Tennis, Petanque, School Sports, Pipe Band Practice, School Recreation
Marewa Park	Soccer, Athletics, Marching, Bowls, Cricket
Park Island	Rugby, Soccer, Cricket, Hockey, Archery, Pony Club, Rugby League
Whitmore Park	Rugby, Bowling, Croquet, Skating
Bledisloe Park	Soccer, Bowls, Scouting Activities, School Recreation
Onekawa Park	Tennis, Netball, Swimming
Taradale Park	Cricket, Soccer, Tennis
Papakura Domain	Speedway Racing, Equestrian
Tareha Park	Rugby, Softball, Touch Rugby
Maraenui Park	Rugby, Rugby League
Petane Domain	Bowling, Tennis, Rugby, Soccer, Cricket
Pettigrew Green Arena	Gym, indoor sports & sporting events





New to Hawke's Bay? We can help you!

For more information about settling in New Zealand
look at **www.newzealandnow.govt.nz**

You can also contact Citizens Advice Bureau (CAB)
where there are people who are ready to talk with
you about information you need for living and
working in Hawke's Bay.

CAB Napier

62 Raffles Street, Napier
Phone (06) 835 9664
cab.napier@xtra.co.nz

CAB Hastings

112 Queen Street, East, Hastings
Phone (06) 878 0525
cab.hastings@xtra.co.nz

