

New to Ashburton District?

Useful tips for new arrivals

June 2014





Welcome to Ashburton District!

On behalf of Ashburton District and our community I would like to warmly welcome you to our district.

Moving to somewhere new is always filled with challenges. Our vision is to make Ashburton District the district of choice for lifestyle and opportunities and I sincerely trust you will find both here for you and your family.

For those who have recently come from overseas, the adjustments required to make a new home and settle in can take time. This booklet is designed to help you find your way around the district, access services you might need and to settle in quickly.

My very best wishes for a long, happy and successful future in Ashburton District.



Mayor Angus McKay
Ashburton District Council

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New to Ashburton District?

Here is some information to help you settle in.

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You will Need...

To make the best use of this guide you will need:

- A street map of Ashburton District – see section 2 of this guide for where you can get one of these.
- The Ashburton telephone directory. This is split into two sections – the white pages and the yellow pages.
 - The White Pages lists phone/fax/mobile phone numbers and addresses of people, businesses and organisations in alphabetical order.
 - The Yellow Pages is the front half of the Ashburton telephone directory (the pages with the yellow stripe down the side). This section lists businesses under headings relevant to the type of business.
- The Christchurch Yellow Pages. If you don't have a copy of this, you can order one free online at www.yellow.co.nz

Throughout this guide, the following symbol will be used to indicate when to look in the Yellow pages (Ashburton or Christchurch) 

Tip: Get a copy of the **Ashburton District Community Directory** which lists the contact details of a wide range of community groups and organisations including churches and sports clubs, in the Ashburton District. The Directory is available from online at www.communityhousemc.co.nz

Emergency Services: For all emergencies that pose an immediate threat to safety or have serious health consequences phone 111 (free) from any telephone or mobile phone for the police, fire service or ambulance.

Police and Medical Help: For police help in a non-emergency situation call:

- Ashburton Police Station, phone 307 8400
- Methven Police Station, phone 302 8200
- Rakaia Police Station, phone 302 7009

For medical help in a non-emergency, see section 9 of this guide.



Getting the Information you Need

Information Centres

■ Ashburton and Methven i-SITE Centres

i-SITE centres provide information on local sightseeing, activities, restaurants and retailers as well as offering internet access, fax and photocopying services.

Ashburton East Street, Ashburton. Phone: 308 1050
Fax: 308 1064 • Email: ashburton@i-site.org • Open: Mon–Fri: 9am–5pm. Sat: 10am–2pm.

Methven Main Street, Methven. Phone: 302 8955
Fax: 302 8954 • Email: methven@i-site.org • Open:
(Summer) Mon–Fri: 9am–5pm, Sat & Sun: 10am–3pm.
(Winter) Mon–Sun: 8.30am–5.30pm.

■ Ashburton District Council

Council provides a range of key services for our community such as roads, water, sewerage, rubbish and recycling collection, building consents, parks, and library. Visit the Council's website to find out more about the services provided www.ashburtondc.govt.nz. Alternatively, you can telephone a customer services officer on 307 7700. The Council building is located at 5 Baring Square West, Ashburton.

■ Community House Mid Canterbury

Community House Mid Canterbury provides free local information and access to a range of social services.
Open Mon–Fri: 9.00am–5.00pm.
122 Tancred Street, Ashburton.
Phone: 308 1237 • Email: chmc.ash@xtra.co.nz



Getting Information

continued

■ Mid Canterbury Newcomers Network

Newcomers to Ashburton District are welcome to join the Mid Canterbury Newcomers Network which provides advice and support for migrants and new residents.

For further information, please contact the Newcomers Network coordinator on 027 220 8791 or newcomers@saferashburton.org.nz. You can also find further information on the newcomer website www.newcomers.co.nz

■ Ethnic Associations

There are a number of ethnic associations in Ashburton. Contact the Newcomers Network coordinator (details above) to find out more.

■ Ashburton Online

A wide range of local information, including news, maps, events and employment opportunities is available on the Ashburton Online website www.ashburtononline.co.nz

■ Citizens Advice Bureau

Citizens Advice Bureau offers free assistance and advice on many issues related to living in New Zealand, including legal and official information. The nearest Citizens Advice Bureau office is located in Christchurch. The Bureau provides a telephone service that is available in many languages.

Free phone 0800 367 222 or visit www.cab.org.nz



Getting Information

continued

Library

The Ashburton Public Library provides books, magazines, DVDs and talking books for all ages, and offers access to internet and word processing facilities. New Zealand newspapers are available in the library and international newspapers can be viewed there online. For those wanting to improve their English, language resources are also available.

Anyone living in the Ashburton District can join the library for free. To join, you will need to bring TWO forms of valid identification; one must have a photo such as a drivers licence or passport; and the other must be proof of your address, such as a recent bank statement.

The Ashburton Public Library is located on the corner of West Street (State Highway One) and Havelock Street, Ashburton, opposite Baring Square West. It is open Monday – Friday 9am to 8pm, Saturday 10am to 1pm and Sunday 1pm to 4pm.

Internet

In New Zealand, most official information can be found on government websites. Go to www.newzealand.govt.nz for a directory of all New Zealand government websites.

The Ashburton Public Library offers free internet access. Ashburton and Methven i-SITEs offer internet access for a small charge. There are also internet cafes in central Ashburton and Methven.  [Ashburton > Internet Cafe](#).



Getting Around the District

Tip: A good map is essential to find your way around whether walking or driving. Maps can be purchased from bookshops, petrol stations or the Ashburton and Methven i-SITE. You can also find maps on the internet at sites such as www.wises.co.nz and www.maps.google.co.nz/maps; or local maps are available in the Ashburton telephone directory.

Taxi

In Ashburton, taxis can be ordered by phone. Contact Ashburton Taxis on 308 2288. There is a taxi stand in Burnett Street.

Bus

There is no public bus service operating around town in Ashburton. Bus companies provide services from Ashburton and Methven to Christchurch, Timaru and Dunedin. For further information on these services, contact the Ashburton or Methven i-SITE.

Driving

Before driving around the district:

- You must have a driver licence. You can use an international driver licence or permit for up to 12 months, after which you will need to get a New Zealand driver licence.
- You need to know the road rules. The rules are explained in the Road Code which is available at the Ashburton library, online at www.nzta.govt.nz/resources/roadcode or you can buy one at most bookshops.
- Everyone in the car must wear a seat belt and children under the age of 7 must be in a car seat.

■ Getting a Driver Licence

- Information on getting a New Zealand driver licence can be found on the New Zealand Transport Agency website www.nzta.govt.nz/licence



Getting Around continued

- Depending on the country you are from, you may be required to pass theory and/or practical driving tests.
- If you do not have a licence and want to learn how to drive, you can get driving lessons from a professional instructor.  [Ashburton > Driver Training](#).
- In New Zealand you must carry your driver licence or permit at all times when you are driving. If your overseas licence is not English, the New Zealand Transport Agency suggest you carry an official translation with you.

■ Car Ownership

- For information on owning, buying, or selling a car in New Zealand see www.nzta.govt.nz/vehicle
- Car insurance is not compulsory in New Zealand, but it is a good idea to get either 'third-party' or 'full' car insurance in case of accidents. To find insurance companies see  [Ashburton > Insurance Companies](#) or  [Christchurch > Insurance Companies](#).
- Local car dealers are listed in the Yellow Pages. See  [Ashburton > Car Dealers](#).

Open a Bank Account

The main banks are: ASB, ANZ, BNZ, CBS, Kiwibank, Westpac and Heartland.

You can choose which bank you want to join. Each bank sets its own fees, charges and interest rates. Information about banks, their policies and their opening hours are available at the banks and on their websites. The Consumer New Zealand website has a useful tool comparing banks and their fees and charges, which will help you to find the best bank for your needs www.consumer.org.nz/category/money/banking

When you go to a bank to open an account, take photo identification (such as a passport) and proof of your address.



Find a Place to Live

Short Term

Try www.midcanterburynz.com/newzealand/accommodation for short term or temporary accommodation options in Ashburton District, such as motels, hotels, holiday parks, holiday homes and bed and breakfast.

■ Renting a House

To find a house to rent try:

- The local daily newspaper, The Ashburton Guardian, especially on a Saturday.
- Local community newspapers delivered to all households free of charge such as The Courier, or the Mid Canterbury Herald.
- Trademe, which is a New Zealand online auction site where you can also find rental properties and advertisements for flatmates www.trademe.co.nz
- Using an agency: Most real estate companies in Ashburton District also manage houses for rent. If you use a rental agency to find a property they will manage your contract with the landlord. To find a rental agency:  [Ashburton > Real Estate](#).

If you rent a house, you will need to sign a Tenancy Agreement. This is a written, legal contract between you and your landlord. All information about your rights and obligations as a tenant of a rental property can be found at www.dbh.govt.nz/tenancy-index

Buying a House

If you choose to buy a house, properties are most commonly advertised through:

- Real estate agents. Most real estate agencies have websites that advertise houses nationwide, or  [Ashburton > Real Estate](#). Some real estate agencies produce free weekly publications listing all houses for sale.



Find a Place to Live

continued

- The local newspapers usually have advertisements for homes for sale.
- You can also find properties for sale on www.trademe.co.nz

Tip: For information and guidance on the property buying process, see www.reaa.govt.nz

Moving Into Your Home – Things to Consider

■ Electricity Service

When you move into your new home, you will need to open an account with an electricity provider. A bond may be required to be paid with the first bill.

 [Christchurch > Electricity Supply - Retail](#). All providers have a free phone number to call.

Tip: This website can help you decide which power company is cheapest for you. www.consumer.org.nz/powerswitch

■ Telephone Service

To get a home phone service, you will need to open an account with a telecommunications provider. There are several telecommunications providers that can provide services in Ashburton District.

 [Ashburton > Telecommunications](#).

All local calls (within the district) are free if you use a land line. Calls to 0800 and 0508 numbers are also free. All emergency 111 calls are free.

■ Mobile Telephone Service

The main providers of mobile phone services are:

- Telecom: phone 0800 800 163 or visit www.telecom.co.nz/mobile
- Vodafone: phone 0800 800 021 or visit www.vodafone.co.nz/mobile
- 2 Degrees: phone 0800 022 022 or visit www.2degreesmobile.co.nz



Tip: Prepaid telephone cards are available at many shops, including dairies and bookshops. Some companies offer cheaper international calling rates than other telecommunication providers.

■ Internet

Internet services are available from a variety of providers. Accounts can often be set up immediately if you want to use the same company for both your telephone and internet accounts. Internet starter packs are available from internet providers.

 [Ashburton & Christchurch > Internet & Online Services](#)

■ Insurance

You may want to insure your home and possessions. Even if you are renting your home it is a good idea to get insurance for your possessions as the landlord's insurance policy will not cover this. It is also a good idea to get liability insurance if you are renting.  [Ashburton > Insurance](#)

■ Furniture and Homeware

Houses and most rental properties are unfurnished except for having a cooker / oven. There are a variety of furniture and homeware shops in Ashburton District.

 [Ashburton > Furniture and Furnishings and Home Appliances](#)

Used furniture and homeware such as crockery, cutlery and pots can be purchased at second-hand shops.  [Ashburton > Secondhand Dealers](#)

The Buy, Sell and Exchange newspaper is sold on Friday from dairies, petrol stations, bookshops and supermarkets. People advertise items they want to sell at often cheap prices including household goods, cars, bicycles and computers. Also advertised are services and job opportunities. See www.bse.co.nz

Trade Me is a popular New Zealand online auction website where people buy and sell household goods. Visit www.trademe.co.nz



Early Childhood Education

Pre-school age children (under 5) can be enrolled at kindergartens, playcentres and child care facilities. Early childhood education services in your area are listed on the Ministry of Education's website www.minedu.govt.nz/Parents/AllAges/ECEListing

Between the ages of three and five, your child may be eligible for 20 hours per week free early childhood education. Talk to staff at your early childhood education centre to find out more.

Schools

The school year runs from January to December and is divided into four terms.

Ashburton District has 21 primary schools, 1 intermediate school and 2 secondary schools. For a full list of schools, visit www.minedu.govt.nz/Parents/AllAges/SchoolSearch

Age	Class	School	
5 Years	Year 1	Primary school	Full primary school
	Year 2		
	Year 3		
	Year 4		
	Year 5		
	Year 6		
11 Years	Year 7	Intermediate school	
	Year 8		
13 Years	Year 9	Secondary school	
	Year 10		
	Year 11		
	Year 12		
	Year 13		

Children usually go to the school nearest their home. Schools must take students who live within that school's zone. If you want your child to go to a school outside your zone you will need to apply to that school. To see school zones that apply in Ashburton District, see www.schoolzones.co.nz



Choose a School continued

If you have a choice of schools, you may want to check the government report on a school. These are called Education Review Office (ERO) reports www.ero.govt.nz

Tertiary Education

In Ashburton District, the main provider of tertiary education is Aoraki Polytechnic. The Ashburton campus offers certificates, national certificates, and diplomas in courses such as business, management, accounting, computer skills, art, and beauty therapy among others. The campus is located at 37 Alford Forest Road, Ashburton. For further information, phone 0800 426 725 or visit www.aoraki.ac.nz/campuses/ashburton/

Other tertiary providers in Canterbury include:

- YMCA Mid Canterbury. Phone 308 5164 or visit www.ymcasc.org.nz
- Lincoln University. Phone 0800 10 60 10, or visit www.lincoln.ac.nz
- University of Canterbury. Phone 0800 827 748 or visit www.canterbury.ac.nz
- Christchurch Polytechnic Institute of Technology. Phone 0800 24 24 76 or visit www.cpit.ac.nz

Getting a Personal IRD (Tax) Number

To get an IRD (tax) number, or for more information free phone:

- 0800 227 774 (if you are a salary or wage earner) or
- 0800 377 774 (if you are self-employed or own a business)

IRD Call Centre hours: Monday – Friday 8am to 8pm, and Saturday: 9am to 1pm.

Visit www.ird.govt.nz for more information.



Find Work

To work in New Zealand you must have:

- Permanent residency or citizenship, or
- A valid work visa

If you do not have permanent residency or a valid work permit you will need to apply for one directly from the New Zealand Immigration Service, free phone 0508 558 855 or visit www.immigration.govt.nz/migrant

To help in applying for work, you should have:

- An up to date curriculum vitae (CV) which outlines your education, work experience and skills.
- Education or qualifications approved by the New Zealand Qualifications Authority (NZQA) www.nzqa.govt.nz/qualifications-standards/international-qualifications
Your documents may have to be officially translated.

 [Christchurch > Translation Services](#)

■ Looking for work opportunities

- Newspapers: Local community newspapers advertise job vacancies.
- Ashburton Online: Many local businesses advertise job vacancies on the Ashburton Online website www.ashburtononline.co.nz/site/employment.html You can also place an ad on the “Employ Me” section of the website advertising your skills for potential employers to browse.
- Employment Agencies
 [Ashburton > Employment and Personnel Agencies](#)

■ Useful job related websites:

www.careers.govt.nz • www.seek.co.nz
www.jobcafe.co.nz • www.jobs.govt.nz
www.trademe.co.nz/jobs • www.newkiwis.co.nz
www.jobseeker.co.nz



■ Career Services

Career Services offers information, advice and guidance for effective job seeking, including help with your CV. Freephone 0800 222 733 or www.careers.govt.nz

■ Work and Income New Zealand

Work and Income New Zealand is a government department that administers income assistance. Work and Income also helps people find jobs. If you have permanent residency or a valid work visa you may register with Work and Income that you are looking for work.

For general enquiries contact Work and Income on freephone 0800 559 009, or visit www.workandincome.govt.nz

■ Saving for Retirement

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

You will automatically be enrolled in Kiwisaver when you start a new job, but you can choose to opt out if you wish. If you choose to discontinue this saving scheme, you will need to fill in an opt-out form within the first 8 weeks of being enrolled in the scheme.

Your employer will be able to provide the appropriate form for you to fill in and will send this form to the Inland Revenue Department. For more information visit www.kiwisaver.govt.nz or free phone 0800 549 472.



■ Emergencies

For serious health emergencies free phone 111 for an ambulance.

■ Finding a Doctor

For regular health and medical care it is a good idea to register the whole family with a doctor (General Practitioner, or GP). If the doctor belongs to a Primary Health Organisation (PHO), fees to visit the doctor will be subsidised if you choose to become a registered patient.

Children under the age of 6 years can visit the doctor for free.

To find a doctor in your area check  [Ashburton > Doctors](#) or see www.rcpho.org.nz/practices/ for a list of all medical centres and the fees they charge.

■ Community Services Card

People or families on low or moderate incomes and who are permanent legal residents of New Zealand may qualify for a 'Community Services Card' which will make doctors visits cheaper. Ask your doctor for more information, or visit www.workandincome.govt.nz

■ After Hours Healthcare

If you require urgent healthcare in Ashburton District and it is outside normal medical centre opening hours, call 0800 700 155.

■ ACC

The Accident Compensation Corporation (ACC) provides personal injury cover for all New Zealand citizens, residents and temporary visitors to New Zealand. This means that if you have an accident or injure yourself, the cost of visiting a doctor may be partially covered by the government. See www.acc.co.nz for more information.

■ Dental Health

Dental care is free for people under 18 years of age. If you are over 18 years of age you will need to pay for dental care.

For a list of local dental clinics, see  [Ashburton > Dentists & Dental Services](#).



Improve your English

■ English for Speakers of Other Languages (ESOL)

ESOL classes are available for people who want to improve their English.

All primary, intermediate and high schools in Ashburton District will have ESOL available for school children.

ESOL classes for adult learners are run by the Ashburton Learning Centre. The Centre is located on the corner of Park and Havelock Streets, Ashburton. For more information on the programmes available, contact the centre's manager on 308 5322 or email adult.literacy@extra.co.nz

Tip: English language resources for those wanting to improve their English are also available at the Ashburton Public Library.



Shops

■ Supermarkets

The main supermarkets in Ashburton are Countdown, New World, Four Square and SuperValue. There is also a SuperValue and Four Square in Methven. Other towns have smaller convenience stores.  [Ashburton > Supermarkets](#).

■ Other Shops

Ashburton has a wide range of shops in and around the town centre including clothing, appliance stores, department stores, hardware stores and much more.

For advice on a wide range of products and services, see www.consumer.org.nz

Relax & Have Fun

There are lots of things to do in Ashburton District. To find sport, recreation, social or cultural groups you may like to join, search the **Ashburton District Community Directory** and search under the specific sport or activity eg: football or crafts. The directory is available online www.communityhousemc.co.nz

There are often events, fairs, markets or festivals happening in the district. To find out what events are happening in your area, explore the online event calendars at:

- www.midcanterburynz.com/newzealand/events/
- Or contact the Ashburton or Methven i-SITE



Useful Contacts

Emergencies (Police, Fire, Ambulance) phone 111

Ashburton District Council

5 Baring Square West, Ashburton

Phone: 307 7700, Fax: 308 1836. Email: info@adc.govt.nz

www.ashburtondc.govt.nz

Ashburton Hospital

34 Elizabeth Street, Ashburton. Phone: 307 8450

Ashburton Police Station (non-emergency)

Havelock Street, Ashburton. Phone: 307 8400

Ashburton Public Library

Corner of Havelock and West Streets, Ashburton

Phone: 308 7192

www.ashburtondc.govt.nz/our-services/library

Christchurch Resettlement Services

Level 1, 283 Lincoln Road, Addington, Christchurch

PO Box 9062, Christchurch 8149. Phone: 03 335 0311

Email: admin@crs.org.nz

Citizens Advice Bureau

Phone: 0800 367 222 www.cab.org.nz

Community House Mid Canterbury

122 Tancred Street, Ashburton. Phone: 308 1237

Email: chmc.ash@xtra.co.nz

Department of Internal Affairs

Citizenship matters, Phone: 0800 22 51 51

Translation Services, Phone: 0800 872 675

General enquiries, Phone: 0800 257 887

Email: info@dia.govt.nz

Department of Labour

Immigration New Zealand, Phone: 0508 558 855

General enquiries, Phone: 0800 209 020

Email: workplacecontactcentre@mbie.govt.nz



Grow Mid Canterbury

248 East Street, Ashburton

Phone: 308 0290. Email: office@growmc.co.nz

www.growmc.co.nz

Inland Revenue

Personal income tax enquiries, Phone: 0800 227 774

Business tax enquiries, Phone: 0800 377 774

www.ird.govt.nz

Interpreting Canterbury

166 St Asaph Street.

Phone: 0508 468 377

i-SITE Centres

Ashburton

East Street. Phone: 308 1050. Email: ashburton@i-site.org

Methven

Main Street. Phone: 302 8955

Email: methven@i-site.org

Justices of the Peace

See  Ashburton > Justices of the Peace

Methven Police Station

Chertsey Road. Phone: 302 8200

Mid Canterbury Newcomers Network

Co-ordinator Phone: 027 220 8791

Email: newcomers@saferashburton.org.nz

PEETO Intercultural Development Trust and Multicultural Learning Centre

80 Rattray Street, Riccarton, Christchurch

Phone: (03) 343 2890

Email: info@peeto.ac.nz

Rakaia Police Station

149 Michael Street, Rakaia. Phone: 302 7009

Work and Income New Zealand

General enquiries, Phone: 0800 559 009

Ashburton Office located on the corner of Cass and Moore Streets, Ashburton.





Notes



Acknowledgements



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Disclaimer: While every effort has been made to ensure all information is correct, Ashburton District Council accepts no responsibility for the accuracy or otherwise of the details in this guide.

For more information contact:

Ashburton District Council

PO Box 94, Ashburton 7740

Phone 307 7700

Email: info@adc.govt.nz

Website: www.ashburtondc.govt.nz



Welcome to Ashburton District

