



SIR GEORGE SEYMOUR
NATIONAL COLLEGE OF
AIRLINE, TRAVEL & TOURISM



WELCOME

(Health & Safety and General Information for International Students in
Auckland, New Zealand)

A Very Warm Welcome!

Please enjoy your time here while you learn and make new friends. We hope this information will make your settlement into your college and New Zealand easier. Read it and refer to it often as it contains some **very important information for you on safety in New Zealand.** Much of the information is just “common sense”.

You should also have received a copy of our other publication – **Student Handbook, Rules & Guidelines** which will help you understand some of the things the college and your course/s.

On your first day you will be given an orientation, timetable and other important information. You will also have a chance to be shown around the premises, meet the staff, your course tutor and your classmates.

We are all here to help you – so come and talk to us if you need any help at all about any matter (e.g. if you need to see a doctor, make an appointment, obtain a student ID card etc).

The Campus Manager is your Pastoral Care Officer and is available for any enquiries you may have. The Campus Manager is also available to you if you have an inquiries or concerns about accommodation while in New Zealand.

Once again... Welcome!

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STAFFING & SUPPORT

Travel Tutors at Travel Careers & Training/Sir George Seymour College have experience in the travel & tourism industry and hold a travel & tourism qualification. Flight Attending Tutors will have at least 5 years experience as a Flight Attendant.

Each class is allocated a Class Tutor. This is the person who will be your initial support during your course. Class meetings are held weekly and at this time any questions can be asked. All tutors are available before and after class for one-on-one assistance. The Campus Manager is the Pastoral Care Officer and is responsible for your overall wellbeing on campus. You will have the opportunity to meet with the Campus Manager monthly.

If you require further assistance that your Campus can't give you; you can contact the Director of International Sales at Head Office:

Tom Parker – Director of International Sales
Aviation & Travel Training Group
766 River Road, Chartwell, Hamilton
Ph: 07 853 0259

SAFETY

New Zealand is a very safe country and the crime rate here is very low compared to many countries, however, you still need to be very careful and protect yourself. If you have any concerns **please** talk to a staff member.

EMERGENCIES

The emergency telephone number in New Zealand is '111'. This will connect you to the operator and you must tell the operator which service you need – i.e. Police, Ambulance or Fire Service. You can only use this number for a serious emergency. All other calls should be made to the local police station or hospital. You can find these numbers in the phone book.

HOTLINE

You may also call the **ENGLISH NEW ZEALAND HOTLINE** in an emergency. The hotline number is available 24 hours, 7 days a week. The English New Zealand Hotline number is 0800 106 108.

HEALTH

New Zealand is a clean and healthy country. Tap water is safe to drink in all parts of the country. Visiting the doctor costs about \$80.00. You can claim this back on your medical insurance.

TELEPHONE

- If somebody rings you with the wrong number, politely hang up
- Never give your name and address or any personal information over the phone
- If you get an “obscene phone call”, report it to the police and to Telecom New Zealand (dial 123)

PEOPLE AT THE DOOR

- Always check to see who is at the door before you open it
- Don't open the door to strangers
- If somebody is selling something, ask to see some ID. It is ok to say “no thank you – goodbye!”
- It is common in NZ for charities to collect money from homes – ask to see ID
- If somebody wants to use your phone, only let them if you are sure they are safe! If in doubt – dial the call for them while they wait outside or send them down the road to a phone-box

NEIGHBOURS

- Get to know your neighbours! Even saying “hello” is good
- Make sure you know your neighbours names and telephone number and they know yours

HOMESTAY PROBLEMS

- If you have a “safety” problem with your homestay family, please tell the Campus Manager immediately

IF YOU THINK THERE IS A BURGLAR

- Turn on all the outside lights and turn off all the inside lights
- Make a loud noise – they will be more scared than you!
- Dial the police on 111 and if possible your neighbours
- If you come home and you think there is a burglar, don't go inside! Go somewhere safe (i.e. neighbour) and call the police on 111

WALKING IN THE STREETS

- Try to avoid walking alone at night, especially if you have been consuming alcohol
- If it is dark, plan the safest way to go home. Always walk on busy roads that have a lot of lights
- If you are walking to your car, have your keys in your hand
- Walk facing the traffic, and near to the road, not the houses
- If somebody wants to fight, walk (or run) away

- NEVER carry weapons (i.e. knives or guns). It is illegal to carry weapons in NZ. Most importantly they can be used against you. The NZ Police do not carry guns.
- Never carry large amounts of cash. Use a Cash Card (EFTPOS)
- If somebody asks if you speak English, say “Yes, of course!”

IF YOU THINK SOMEBODY IS FOLLOWING YOU....

- Walk briskly and cross the road and see if they follow you
- If they do, go to the nearest place where there are people

IF A STRANGER IN A CAR STOPS AND TALKS TO YOU....

- Be polite, but do not go near the car
- If they ask you to get into the car, DON'T!
- If you are attacked get to a safe place and call the police on 111

The risk of being attacked in New Zealand is VERY SMALL! But like in any place in the world you must use common sense. If you are attacked, there are some things you can do to make sure that the attacker is caught, and cannot do it again.

ROAD SAFETY

Be careful! In New Zealand we drive on the left side of the road. When crossing the road, **STOP** before crossing, make sure you look left, right then left again. When it is clear, cross quickly.

New Zealand Road Rules are available in a book called the “Road Code” which you can buy from most bookstores. For other helpful suggestions about driving in NZ, refer to the website www.ltsa.govt.nz

PEDESTRIANS

- Footpaths provide a safe place for you to walk. Where a footpath is provided, use it. Where there is no footpath:
 - Walk on the side of the road facing oncoming traffic, except on curves, where it is best to walk on the outside edge of the curve
 - If possible, walk off the road, or as close as possible to the edge of the road
 - At night, wear light-coloured clothing or carry something white - a sheet of newspaper is better than nothing, a torch or reflective belt or arm band is better still
- Cross the road only when it is safe to do so. Always check all nearby roads for vehicles before you cross, and walk quickly straight across the road.
- Remember - it takes time for a vehicle to stop. Be sensible and wait for a gap in the traffic before crossing the road.
- When crossing the road at an intersection, remember to check behind and in front for turning vehicles.
- When crossing the road at night, cross near a street light if you can.
- When you get off a bus, wait until it has moved away before checking for moving vehicles.
- If you have to cross the road between parked vehicles, move out as far as the headlight nearest the traffic. Then check for moving vehicles, and wait for a gap before crossing the road.
- Young children should hold an older person's hand.

CYCLING

- Cyclists must wear an approved safety helmet. Always fasten it securely, by following the manufacturer's instructions.
- It's a good idea to wear brightly coloured or reflective clothing when cycling. That way you'll be easier to see.
- Don't ride your bicycle on the footpath.
- At intersections, you must:

- follow the rules for motor vehicles - Giving Way or
- get off your bicycle and walk across
- You can only ride alongside another cyclist or moped. You must not ride alongside a car, truck, etc.
- Always ride in single file if passing another vehicle.
- Your bicycle must not be towed by another vehicle.
- Your bicycle can only tow a trailer and must not be fitted with a sidecar.
- You must not carry a pillion passenger on your bicycle unless you have a pillion seat and footrest. The pillion seat must protect children's legs from the wheels.
- You must not leave a bicycle blocking a footpath.
- Where there is an adequate cycle lane, cyclists must use it.
- You must ride with lights on from 30 minutes after sunset until 30 minutes before sunrise - just like motorists must.
- You must give a hand signal at least 3 seconds before stopping or turning.

Always check to make sure your hand signals have been seen and understood.

Look well back (at least 20 metres or 2 power poles) to check that there is room for you to turn, pull out or pass safely.



This hand signal means you want to turn left.

This hand signal means you are stopping or slowing down.

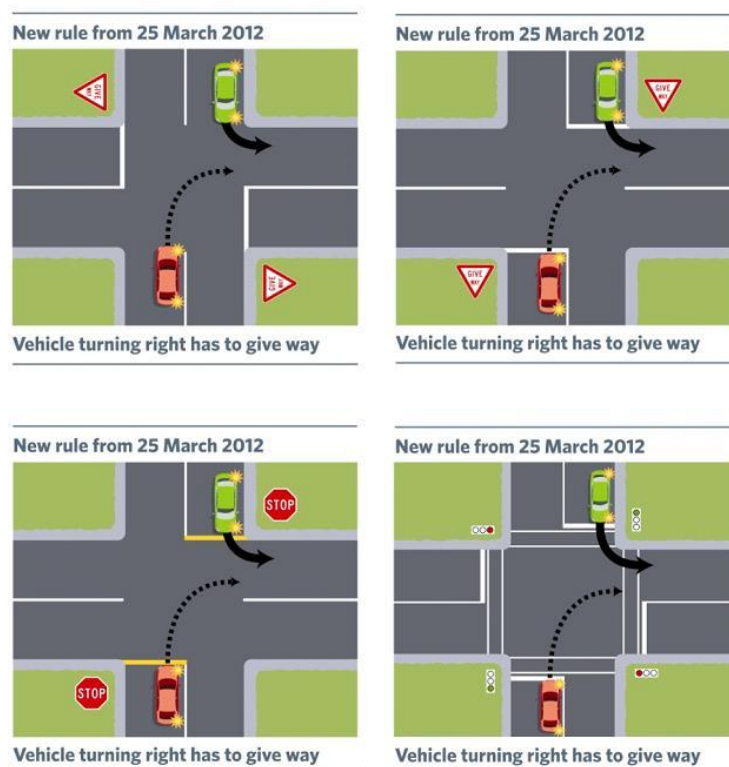
This hand signal means you:

- ▶ want to turn right
- ▶ are going to pass a vehicle or some other object on the road
- ▶ are pulling out from the kerb

DRIVING

- The NZ Police enforce NZ driving laws
- There are penalties such as fines and imprisonment for breaking driving law
- You must have a valid NZ or international driver's licence
- You must carry your licence whenever you are driving

- DRIVE ON THE LEFT SIDE OF THE ROAD – GIVE WAY TO THE RIGHT
- Always use your indicator!
- Max speed limits – 50 kilometres per hour (kmph) in built-up areas, 100 kmph on the motorway
- Always wear a safety belt – both front and back seat
- There are parking laws in NZ. Never park on a yellow line.
- Do not drink alcohol and then drive
- Do not take drugs and then drive
- Get car insurance (at least 3rd party)
- Never drive when you are tired – stop and rest
- If you have a crash
 - Do **NOT** just drive away!
 - Make sure no one is hurt
 - If you feel unsure what to do – call the police on 111
 - Exchange names, addresses and telephone numbers
 - Note down the other person's car make, model and registration number and insurance company
 - Phone your insurance company
 - If you didn't call the police, visit the local police station and make an Accident Report as soon as possible
- There are serious penalties in NZ for drink-driving, careless driving and driving without a licence. If you are caught doing one of these things it may affect your ability to stay in NZ.
- Do NOT leave valuable things (mobile phone, camera, even coins or cigarettes!) visible in a parked car. Put them under a seat or in the boot
- Do not become another statistic – always drive safely
- Below are the New Zealand Give Way rules:



CULTURE SHOCK

Sometimes you may feel as if you lack direction, not knowing what to do or how to do things in New Zealand, and not knowing what is appropriate and inappropriate. Here are some possible symptoms of culture shock you may experience:

- You may feel isolated or frustrated
- You may become homesick
- You may experience anger or hostility towards your new home
- You may become overly dependent upon other students of your culture
- You may doubt your decision to come to New Zealand

You may experience one or more of these symptoms, and different people will experience them in varying degree of intensity. It is important for you to realise that you will probably experience culture shock before you begin your cultural adaptation, and that is normal.

WAYS TO COPE WITH CULTURE SHOCK

Below are some ways that you might want to try to combat culture shock:

- Remember that experiencing culture shock is a normal part of the adaptation process.
- Don't put too much pressure on yourself, adapting will take time. Be patient
- Keep a journal, it can really show you how you're doing if you read what you wrote when you first arrived and compare it to several months later.
- Talk to someone who has been through the cultural adaptation process. This person can probably give you a positive perspective on the experience you are having.
- Be open-minded and try to remember that New Zealand is a different country to your home town. People will behave in ways that may seem to you odd or even rude, but you must try to avoid judging New Zealanders to your cultural standards.
- Keep yourself busy and active, keep your mind occupied.
- Avoid the temptation to spend *all* your time with other students of your culture
- Maintain contact with other International Students. This will give you a feeling of belonging and you will reduce your feelings of loneliness and alienation.
- Don't forget about all the good things about the experience of living in New Zealand
- Exercise or develop a hobby.
- Establish simple goals and evaluate your progress.
- Try to get involved in activities outside your studies, perhaps with other International Students or peoples in New Zealand.

Once you begin to understand New Zealand culture you will not feel as lost and will begin to gain a sense of direction. You will realise that the New Zealand culture, like any culture, has positive and negative aspects. Remember that there is always someone or some service available to help you.

ALCOHOL & TOBACCO

Alcohol

- Saying 'No' is ok!
- Under NZ law you must be at least 18 years of age to purchase alcohol
- If you do drink – know your limit
- Safe drinking as a *general* guide
 - For Men – 21 Standard drinks per week
 - For Women – 14 Standard drinks per week
- 1 Standard drink = 1 can/bottle of beer or 1 glass of wine or 1 measure of spirit
- This depends on your body type – large, small, fat, thin etc.
 - NB: Men should not drink more than 6 Standard drinks on any **one** occasion.
 - Women should not drink more than 4 Standard drinks on any **one** occasion.
- If you are under 18 years of age and are caught in a bar by the Police. You can be charged, convicted and fined up to \$1,000.00. This may affect your ability to stay in NZ
- Pregnant women should not drink alcohol
- Do not drink alcohol in public places – NOTE: alcohol ban area in main towns and cities
- Do NOT drive if you have been drinking alcohol
- If you are going to have a “big night”, make safe plans on how you will get home
- If you are with someone who gets too drunk – look after them and make sure they get home safely. Do not let them walk home alone
- Always eat food when you are drinking
- When in a bar or pub, do not leave your drinks unattended
- If you think you, or maybe a friend has a problem with alcohol, ask for some help

The Smoke-free Environments Act 1990 and subsequent amendments, and the Smoke-free Environments Regulations 1999, have, among other matters:

- Placed restrictions on smoking in workplaces
- Required all workplaces to have a policy on smoking and to review that policy annually
- Placed restrictions or bans on smoking in restaurants, bars, casinos, public transport and certain other public places

- Regulated the marketing, advertising, and promotion of tobacco products and the sponsorship by tobacco companies of products, services and events
- Banned the sale of tobacco products to people under the age of 18 years
- Provided for the control, and disclosure, of the contents of tobacco products.

The 1990 Act also established the Health Sponsorship Council. The Council has the primary function of promoting health and encouraging healthy lifestyles through the provision of sponsorship and other means.

OTHER GENERAL INFORMATION

FIRE ALARMS

If you hear the fire alarm at Travel Careers & Training/Sir George Seymour College, listen carefully to your Tutor or Fire Warden (wears a yellow jacket) and follow their instructions

- You should leave your class immediately, evacuate the building (using the stairs) and follow instructions.

INTERNET CAFES/VIDEO GAME ARCADES

- Be very careful with your bag or valuables when at an internet café or in a games arcade. Keep your eyes open!

SARS (SEVERE ACUTE RESPIRATORY SYNDROME)

- There have been no reported cases of SARS in New Zealand
- If you have recently arrived from a SARS affected country or have been in contact with someone from a SARS affected country AND you feel ill with a fever and have a cough, or have difficulty breathing, talk to a Travel Careers & Training staff member immediately

SAFE SEX

- The legal age for anyone to have sex in NZ is 16 years old
- Sex with someone under 16 years old is illegal and have severe penalties
- In most western countries – alcohol often leads to sex. Remember you always have the choice to say ‘NO’.
- Sexually Transmitted Infections (STI’s), including Hepatitis and HIV (AIDS), are in Auckland, NZ and everywhere else. Protect yourself. Even if a person looks healthy, they still may have STI’s
- If you think you may have caught something, speak to your doctor, or you can visit the Wellington Sexual Health Centre at 17 Adelaide Road, Newtown.
- Abortion rates are very high in NZ, especially among Asian International Students. Get some advice about the best form of contraception for you and your sex partner
- Be responsible – if you plan to have sex – carry condoms. Don’t assume the other person will have some

- If you are going to have sex – always, always, always use a condom
- If you have had sex and didn't use protection, or an accident happened (i.e. condom broke) go to a pharmacy or your doctor for some professional advice
- If you would like to talk to someone about sex or sexuality, or want more information, please ask

HARRASMENT & DISCRIMINATION

If you feel harassed or discriminated against in anyway contact your Pastoral Care Officer

Harassment may be in the form of bullying or it may be that you are put in a situation you do not feel comfortable about. If anyone is bothering you, please let your pastoral care officer know immediately.

OTHER NZ LAWS

New Zealand has many laws to protect you. Some are:

- Consumer Guarantees Act for information about guarantees for goods and services you buy
- Fair Trading Act
- Residential Tenancies Act – your rights and responsibilities relating to accommodation
- Human Rights Act – information on harassment and discrimination
- Sale of Liquor Act – legal ages for the purchase and consumption of Alcohol. In NZ you must be 18 years of age to purchase alcohol or be in a Bar.
- Smokefree Environments Act – legal ages to sell and buy cigarettes and the use of tobacco
- (In NZ you must be 18 to sell or buy cigarettes. Workplaces and public areas in NZ are smokefree. Penalties do apply for smoking in these areas

If you need any assistance or advice on any matter relating to living in NZ or your welfare contact your Campus Manager

NEW ZEALAND PUBLIC HOLIDAYS

Most people in New Zealand are on holiday when there is a public holiday. On Christmas Day, Easter Friday and until noon on ANZAC day, only essential services will be available.

The public holidays are:

Holiday	Date
New Year's holiday	1 st & 2 nd Jan
Regional Anniversary Day	Varies
Waitangi Day (Celebrates the signing of the Treaty of Waitangi in 1840 between Maori Chiefs and the British Crown in agreement for governance)	6 th Feb
Easter: Good Friday and Easter Monday	Mar/Apr
ANZAC Day (Commemorating New Zealand and Australia's forces in	25 Apr

World War I)	
Queen's Birthday	1 st Monday of June
Labour Day	4 th Monday of October
Christmas Day	25 th Dec
Boxing Day	26 th Dec

COMPLAINTS PROCEDURE FOR INTERNATIONAL STUDENTS

Please refer to your student handbook for the process for handling complaints (the section entitled "Complaints Procedure"). However, if you are not satisfied with this process, you are able to complain to the International Education Appeal Authority. The process for this is outlined below.

HOW TO MAKE A COMPLAINT TO THE IEAA

All complaints should be made in writing and sent to the Code of Practice office:

IEAA
C/- Ministry of Education
Private Bag 47 911
Ponsonby
AUCKLAND

Or directly to the IEAA office:
PO Box 12-083
Wellington

Phone: 09 374 5481
Fax: 09 374 5403

Phone: 64 4 918 8300
Fax: 64 4 918 8303

Email - info.ieaa@minedu.govt.nz

Your documentation should include:

- Your full name
- Your physical address
- Your telephone number
- Your email address
- If someone else is acting on your behalf, your confirmation that they are authorised to act for you
- Name and address of the Education Provider your complaint is about
- Date of course commencement
- If possible, copies of the enrolment document(s) you signed
- Brief details of the nature of the complaint
- Other relevant documentation relating to the enrolment, course taken and the complaint

- Information about the steps you have taken through the institution's internal complaints procedure
- The name(s) and contact details of other organisations that you have also referred your grievance to

AUCKLAND – THE QUICK FACTS

Auckland or Tamaki Makaurau (in Maori), is known as the 'First City of the Pacific'. It is a beautiful, friendly place surrounded by two magnificent harbours. Whether you enjoy sports, bush walks or the city life, Auckland has it all! We are sure you'll enjoy becoming an 'Aucklander', and sharing our wonderful quality of life. To make things a little bit easier for you we've included some helpful information.

CLIMATE

Auckland has a 'temperate' climate. This means it is neither very hot in summer, nor very cold in winter. This makes Auckland great for outdoor activities all year round. In summer the average daytime temperature is about 24 degrees Celsius and about 16 degrees Celsius in winter.

Warning: New Zealand's sun is very strong and you must protect your skin with sun cream and a sun hat

POPULATION

There are just over 1,500,000 people in greater Auckland (NZ's population is 4,000,000). You'll soon see how multicultural Auckland is. People here come from every continent on earth.

MONEY

New Zealand's currency is dollars and cents. There are 5, 10, 20, 50 and 100 dollar notes. There are coins in 5, 10, 20 and 50 cent values, and 1 and 2 dollar coins.

BANKING

There are 24 hour/7 day a week ATM's (Automatic Teller Machines) everywhere in NZ. All banks are open Monday to Friday from 9:00am to 4:30pm and some are open on Saturdays and Sundays as well.

TAX

In NZ all goods and services have a 15% GST (Goods and Services Tax) included in the price. Unless stated "+ GST".

TRANSPORT

Regular bus, train and ferry services run from Downtown Auckland six or seven days a week. There is also a 'night bus' operating most nights. For information about bus, train or ferry times call 'Maxx' on 366-6400.

TELEPHONE

Local calls from a Telecom pay phone cost 70 cents to talk for as long as you like. Most pay phones use cards, which you can buy from Convenience Stores (or 'Dairies'). There are some coin and credit card phones available too. '0800' and

'0508' numbers are free. '021', '022' '025', '027' and '029' number are for mobile telephones. If you want to call overseas you can use a public pay phone, go to an internet café, or contact 'i-tel', 'CLEAR', 'IHUG' or 'VOYAGER' to get one of their phone cards.

LIBRARY

Auckland has many libraries. You can use the same library card in most of them. To get a library card you should visit your local library with proof of your name and local address. Library cards cost about \$5.00.

RADIO/TV

There are 27 radio stations in Auckland playing everything from classical music to the latest pop. There are six free television channels. SKY TV has up to 50 extra pay channels.

Hot Tip: Listening to the radio and watching television (in English!) can really help your learning. Improve your English by listening to BBC World Service Radio (live from London 24 hours a day) on 1476 kHz AM or National Radio 101.4 MHz FM.

ENTERTAINMENT

Auckland has many places to go in the evening. There are friendly cafes, bars, pubs, night-clubs and live music venues. If you like arts and culture you can listen to world class classical music and operas or watch ballet and theatre. You can also relax and go to one of the many cinemas around Auckland. International stars come to Auckland every year. You can buy tickets from Ticketek on phone number 307-5000.

SPORT

New Zealanders LOVE sport and many people play some kind of sport during the weekend. Kiwis also enjoy watching sports games like rugby, cricket and netball. You can buy tickets to important games at Ticketek or the Warehouse. There are also many modern well-equipped gyms in Auckland. You can either pay per visit or per month. The closest swimming pool to Travel Careers & Training is the Tepid Baths, which is located at 100 Customs Street West (corner of Customs and Hobson Streets).

SHOPPING

Most shops and shopping centers in Auckland are open seven days a week from 9:00am to 5:00pm. Some areas have late night shopping until 9:00pm (usually Thursday or Friday night). You can buy things using credit cards, EFTPOS (cash card) or cash. EFTPOS is the easiest and safest way to shop and is available in almost every bar, café, shop, restaurant and supermarket in the country.

Welcome Booklet – Health and Safety for International Students

EATING OUT

There are hundreds of wonderful restaurants in the city and suburbs. The best way to find food that you like is to experiment! For a cheap lunch you should try a food

court. For a special dinner you will love the restaurant of Ponsonby, Parnell and the Viaduct. New Zealand is world famous for its delicious seafood and of course our excellent wine!

Hot tip: Tipping is not expected in NZ, however if you receive very good service you can tip if you want to.

VISITOR'S CENTRE

The visitor's centers (287 Queen Street or Viaduct Basin – American's Cup Village) have information on events in Auckland, transport, travelling around NZ and things to see and do. Phone 09 979-2333.

HELPFUL PHONE NUMBERS & WEBSITES

Emergency: Dial 111 for Police/Fire/Ambulance – (Emergencies only)

English New Zealand hotline:

0800-106-108 for 24/7 Emergency Hotline

City Med Doctors/Health centre:

09 377 5525

CYFS (Child, Youth & Family Services)

0508 326 459

<http://www.cyf.govt.nz/>

Auckland Sexual Abuse Help Team:

09 623 1700

Shakti Asian Women's Centre – crisis phone: 0800-742-584

Auckland Sexual Health:

09 307-2885

CADS (Community Alcohol & Drug Service)

helpline: 0800 787-797

www.adanz.org.nz

Citizens Advise Bureau (CAB):

0800-367-262

www.cab.org.nz/lowdown

Drug Education & Counseling

<http://www.nzdf.org.nz/>

Eating disorders:

09 623-4650

www.everybody.co.nz/support/eating

www.eatingdisorders.org.nz

Family Planning Association:

09 524-3341

www.fpanz.org.nz

Gambling Helpline:

0800-654-659

www.inyaface.co.nz

Housing New Zealand

0800 801 601.

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

Human Rights Commission:

0800-496-877

www.hrc.co.nz

Immigration:

0508-558-855

www.immigration.govt.nz

Land Transport New Zealand

<http://www.nzta.govt.nz/>

Legal AID/Lawyers:

09 257-5140

www.communitylaw.org.nz

Lifeline:

0800 543 354

Mental Health Foundation of New Zealand:

0800 800 717

www.mentalhealth.org.nz

Ministry of Agriculture and Forestry:

04 819 0435

www.biosecurity.govt.nz

www.fish.govt.nz/recreation

Ministry of Health:

0800 252 464

New Zealand Drug Foundation:

www.nzdf.co.nz

New Zealand Automotive Association (AA)

0800 500 444

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

Police (Auckland Central Police Station)

(09) 302-6400

Pregnancy help:

09 625-0065

<http://www.parentscentre.org.nz/auckland/>

Rape Crisis:

09 360 4001

www.rapecrisis.org.nz

Tenancy Tribunal:

0800-836-262

www.dbh.govt.nz/tenancy

Translation Services

<http://www.translate.net.nz/?ag=2346856061>

Youthline:

0800-376-633

www.youthline.co.nz

Youth Law:

09 309-6967 (free call: dial 010 and follow the instructions)

