

www.newzealandeducated.com



Guide to Studying and Living in New Zealand for Indonesian Students

lively

Sonia Martinez came to New Zealand to study Communications and Media. She also found a modern, lively and sophisticated urban lifestyle with a rich variety of cafes, restaurants, nightlife, movies and shopping experiences – and plenty of friends to share it with!





CONTENTS

A MESSAGE FROM THE NEW ZEALAND MINISTER FOR TERTIARY EDUCATION AND MINISTER OF EDUCATION	3
Introduction	4
BEFORE YOU LEAVE HOME	
LOOKING FOR INFORMATION ABOUT CITIES AND TOWNS	6
WHAT TO BRING	6
WHAT TO LEAVE BEHIND	8
IMPORTANT DOCUMENTS	9
EXCHANGING MONEY	10
TRAVEL AND HEALTH INSURANCE	10
BECOMING INDEPENDENT	11
IMPROVING YOUR ENGLISH	12
TRAVELLING TO NEW ZEALAND	12
ARRIVING IN NEW ZEALAND	
AIRPORTS	15
YOUR VISA	16
CLEARING CUSTOMS & QUARANTINE	16
REGISTERING WITH THE INDONESIAN EMBASSY	17
LIVING IN NEW ZEALAND	
FACTS ABOUT NEW ZEALAND	20
NEW ZEALAND AND ITS HISTORY	20
THE NEW ZEALAND CLIMATE	21
LIFE AND SOCIETY IN NEW ZEALAND	22
CULTURAL DIFFERENCES	22
CULTURE SHOCK	25
COPING WITH HOMESICKNESS	27
WHERE TO STAY	27
TYPES OF ACCOMMODATION	28
MARRIED COUPLES AND FAMILIES	30
KEEPING IN TOUCH WITH HOME	30
FOOD	32
HOW TO GET AROUND - TRANSPORT	33
CARS AND DRIVING	35
MONEY MATTERS	38
NEW ZEALAND'S TAX SYSTEM	41
WORKING IN NEW ZEALAND	42
TRANSLATION AND INTERPRETING SERVICES	42
KEEPING YOURSELF SAFE	43
NATURAL DISASTERS	45
HEALTH SERVICES – LOOKING AFTER YOURSELF	46

All information is correct at the time of publication. While every effort is made to ensure the accuracy of the information contained herein, New Zealand Trade and Enterprise, its officers, employees and agents accept no liability for any errors or omissions or any opinion expressed, and no responsibility is accepted with respect to the standing of any firms, companies or individuals mentioned

MENTAL HEALTH.....	48
RELATIONSHIPS.....	50
HARASSMENT AND DISCRIMINATION	50
RECREATION	51
EMBASSIES	53

ISLAM IN NEW ZEALAND

THE MUSLIM COMMUNITY IN NEW ZEALAND	55
NEW ZEALANDERS' ATTITUDE TO ISLAM AND MUSLIMS	55
PRAYER	56
HALAL FOOD	56
RAMADAN AND EID.....	57
MUSLIM STUDENTS' ASSOCIATIONS (MSAS)	58
VOLUNTARY COMMUNITY WORK	58
QUESTIONS FOR PARENTS.....	58

STUDYING IN NEW ZEALAND

YOUR VISA/STUDENT PERMIT	61
THE NEW ZEALAND TEACHING AND LEARNING ENVIRONMENT	61
THE CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS	62
COURSE FEES AND WITHDRAWAL.....	63
IF YOU NEED TO COMPLAIN	64

APPENDIX

NEW ZEALAND PUBLIC HOLIDAYS	67
GLOSSARY OF COMMON MĀORI WORDS	67
COMMON NEW ZEALAND SLANG.....	68
INFORMATION ON NEW ZEALAND CITIES.....	70
LOCAL TELEPHONE CALLING CODES.....	71
LIST OF NON HALAL INGREDIENTS TO AVOID IN FOOD.....	71
SUMMARY OF IMPORTANT CONTACTS	72

JANUARY 2008

PREPARED BY NEW ZEALAND TRADE AND ENTERPRISE AND BASED ON A GUIDE FOR MUSLIM STUDENTS
RESEARCHED AND COMPILED BY BENJAMIN GRESHAM FOR THE NEW ZEALAND MINISTRY OF EDUCATION

All information is correct at the time of publication. While every effort is made to ensure the accuracy of the information contained herein, New Zealand Trade and Enterprise, its officers, employees and agents accept no liability for any errors or omissions or any opinion expressed, and no responsibility is accepted with respect to the standing of any firms, companies or individuals mentioned

A MESSAGE FROM THE NEW ZEALAND MINISTER FOR TERTIARY EDUCATION AND MINISTER OF EDUCATION

This is a personal welcome to you, and our congratulations on your decision to study in Aotearoa New Zealand.

You will be joining the many students worldwide who have already enjoyed the opportunity of studying here. We hope that the adventure you are setting out on is a rewarding one, and that the many new experiences and memories you create are ones you will remember with pride in the years to come.

Moving to another country and experiencing another way of life can be both exciting and challenging. Each of us recall our own personal experiences of living overseas, and know the mixture of excitement and nervousness that came with setting up life in a new country.

To make adjusting to study and life in New Zealand as easy as possible, the New Zealand Government has produced this guide, containing important information and advice. It is also here to support you if you face a challenge or difficulty during your stay, and it will help you find the people who are there to help.

We encourage you to read this guide and hold on to it for future reference. It has been designed to help you prepare for life and education in New Zealand, and help you to become familiar with the kinds of services we provide for our international students. We hope it will be useful in helping you adapt to your new life.

Our very best wishes for your successful study, and a memorable stay in Aotearoa New Zealand.

Hon Pete Hodgson

Minister for Tertiary Education

Hon Chris Carter

Minister of Education

INTRODUCTION

The purpose of this Guide is to help better prepare you for life and study in New Zealand. It should help answer any questions you have before you leave, when you arrive or after you have been in New Zealand for a while.

Each year many students come to study and live in New Zealand. Living and studying in a new country, away from friends and family, can be exciting and daunting at the same time. You will find many things different in New Zealand to your home country: the language, the climate, the food, the systems and the study environment to name a few. The aims of this Guide are to highlight some of these differences, to introduce you to the way particular things are done in New Zealand and provide you with information on how to access the different services available to you. You will find answers to questions like: Can I drive in New Zealand? What time do shops usually close? Where can I find a prayer timetable? What is the teaching style like?

There is a lot of information in this Guide, but you should not be overwhelmed by its size. Though all the information is important, it will be relevant to you at different times and some of it will only be used as a reference if certain problems occur. Though there are parts of this Guide specifically targeted towards Muslims, the majority of the information is of a general nature that will be useful to all students.

The Ministry of Education would like to know what you think about this Guide. If you have any comments on the information provided, or have ideas for other useful information to include in future editions, please let us know. You can send us your comments by emailing international.unit@minedu.govt.nz.

While we have tried to make sure that the information included in this Guide is accurate and up-to-date, you will appreciate that details about websites, contact details and prices etc. change over time. If you find any information in this Guide that is incorrect, please let us know by sending an email to the address above.

We hope you have a fantastic time living and studying in New Zealand.

BEFORE YOU LEAVE HOME

Topics covered in this section:

LOOKING FOR INFORMATION ABOUT CITIES AND TOWNS	6
WHAT TO BRING.....	6
WHAT TO LEAVE BEHIND	8
Prohibited items	8
Illegal drugs.....	9
Unnecessary items	9
IMPORTANT DOCUMENTS	9
EXCHANGING MONEY.....	10
TRAVEL AND HEALTH INSURANCE	10
BECOMING INDEPENDENT	11
Study independently and manage your time.....	11
Budget / manage money	11
Prepare meals, wash clothes and do household chores	11
Live with others (non-family members).....	11
IMPROVING YOUR ENGLISH.....	12
TRAVELLING TO NEW ZEALAND	12
The trip.....	12
Transit Visas.....	12
Looking after yourself on the flight	13
Jet lag	13
Praying.....	13
Halal food	13
Lost luggage.....	13

LOOKING FOR INFORMATION ABOUT CITIES AND TOWNS

Before you leave for New Zealand, it is useful to try and find out as much information as you can about the city/town you will live in, the education provider you will study with, and what to expect of living and studying in New Zealand.

The New Zealand Trade and Enterprise office at the New Zealand Embassy in Indonesia has information on educational institutions in New Zealand and is a useful source of general information on studying in New Zealand.

New Zealand Embassy

Street address : BRI II Building, 23rd Floor, Jalan Jend Sudirman, Kav. 44-46, Jakarta 10210
Postal address : PO Box 2439, JKT 10024, Indonesia
Telephone : +62 21 572 7676 (New Zealand Trade and Enterprise Office)

You may also find it useful to talk to Indonesians who have returned home after studying in New Zealand. The New Zealand Trade and Enterprise office will be able to put you in contact with Himpunan Alumni dan Persahabatan Indonesia Selandia Baru / HAPIS (Indonesia-New Zealand Alumni and Friendship Association).

Most educational institutions have their own websites which you can locate using Google or other search engines. In addition to the website of the school/institution where you will be studying, the following websites may be useful.

- www.nzvcc.ac.nz
- www.itpnz.ac.nz
- www.newzealandeducated.com
- www.eni.co.nz
- www.purenz.com
- www.stuff.co.nz
- www.newzealand.com
- www.lonelyplanet.com/destinations/australasia/new_zealand
- www.i-SITE.org

More websites are listed in the Appendix section of this Guide.

For information on Muslims and Islam in New Zealand, www.fianz.co.nz contains general information and links to community websites. There is a section on Islam later in this Guide.

WHAT TO BRING

It's best not to bring too much luggage with you. Airlines have strict baggage restrictions for both carry on bags (cabin baggage) and check in luggage. When you check in, the airline staff will weigh your bags. You will usually be allowed 20 kilograms for the luggage you check in, plus a total of 7 kilograms for any bags you carry on to the plane. Check with your airline's frequent flyer programme to see if there are any additional baggage allowances for its members – it may be worth joining the programme. If your bags weigh more than the weight allowed, you will incur excess baggage charges or you

may even have to leave some of your belongings behind. The maximum weight per bag that the airlines will allow onto the plane is 32kg. Make sure you learn about your airline's policies concerning luggage size, weight, goods restrictions, and any other matters, before you begin packing.

If you do want to bring additional baggage, you can send it separately as 'unaccompanied baggage'. You will need to check with your airline several days before your departure on the requirements for sending unaccompanied baggage. Unaccompanied baggage may not travel on the same flight as you – it depends on cargo space – but it should arrive in New Zealand within a few days of your arrival. Be aware though, that you will need to collect unaccompanied baggage from the cargo office at the same international airport in New Zealand where you arrived, so it can be cleared by Customs and Quarantine Services. If your final destination is a smaller town, you will need to collect any unaccompanied baggage before you leave the main centre and make arrangements for it to be freighted to your final destination.

If you need to take a domestic flight to your final destination in New Zealand, there may be different baggage restrictions. Make sure you check with your travel agent or look at the policies concerning baggage restrictions for all of the airlines you are travelling with. Non-compliance with weight restrictions (whether domestic travel within New Zealand or international travel) could end up costing you a lot of money! This also applies for your return trip home.

Indonesian students who have studied in New Zealand suggest it may be useful to bring the following items.

Electronic equipment

- Mobile phone (cellular phone) - most mobiles work in New Zealand (refer p.32 of this Guide)
- Laptop - these are cheaper in Indonesia or Singapore
- Camera
- Adaptors with an angled two or three - point power plug to connect to the power supply (if you are bringing electronic devices) - you can also buy adapters when you get to New Zealand

Things to remind you of home

- Recipes for your favourite dishes
- Familiar items from home e.g. favourite CDs, books, DVDs, small ornaments
- Information on your country, including photos to show people - many New Zealanders may know little about Indonesia and will appreciate seeing pictures of your home and your family

Religious items – for Muslim students

- Prayer mat
- A pocket Qur'an – Islamic books are not readily available in New Zealand. You may want to bring other books that you feel will be useful
- Compass (for finding qibla)
- There are only a few stores in New Zealand that sell Islamic clothing so make sure you have a reasonable number of baju Muslim/hijab and scarves if you wear them

Other things

- A good Indonesian/English dictionary – these are difficult to find in New Zealand.
- A good set of warm clothing – warm clothing is usually heavy so you should try to restrict yourself to one or two outfits. You can always get more clothing when you are in New Zealand. Your warm clothing should be made of wool.
- Souvenirs to give to people. In New Zealand, especially at the beginning, you will find other people's help extremely important. A souvenir (something small and light) from home is a nice, affordable way of saying thank you. Batik or ikat items are a good idea. Avoid wooden items though as they may not pass Agricultural Quarantine requirements.

Before You Leave Home

You will find many things more expensive in New Zealand than in Indonesia. Indonesian students who have studied in New Zealand recommend you purchase some goods at home such as:

- prescription glasses or contact lenses, as they are about three times the price in New Zealand
- sunglasses
- electronic equipment: laptops, mobiles, cameras, recording devices etc

It is also a good idea to have a full medical check up, including a dental and eye examination, before you leave as these will not be covered by your insurance and are very expensive in New Zealand.

If you wear glasses, pack an extra pair and bring your eyeglass or contact lens prescription with you. Put them, and any medication you need, in your carry on bag (see the 'clearing customs' section of this Guide for information on rules regarding medication).

Other items you should include in your carry on bag are:

- a change of clothing (at least underwear and perhaps something warm for when you arrive in New Zealand), a toothbrush, and other personal items you will need if your checked luggage is delayed or lost, or if your flight is delayed.
- telephone numbers and email addresses of friends and relatives in New Zealand.
- telephone numbers and email addresses of your school or institution (International Student Office), and / or homestay organiser.
- address and telephone number of the accommodation you will be staying at on arrival (including homestay details).
- telephone number of the Indonesian Embassy in Wellington - +64 4 475 8699 (there is always an after hours duty officer).
- passport and airline tickets.
- travellers' cheques, cash, bank or credit cards.
- important personal documentation.
- medical and dental records.
- extra passport-size photographs.
- a pen to fill out documents for arrival.

Regardless of what you decide to bring, your luggage will be subject to security clearances during your trip. On arrival in New Zealand, you and your bags will be checked by Customs (for illegal items) and by Agriculture Quarantine (for food or items of animal or plant origin).

Make sure you pack your own bags. That way, you will know you have packed all the things you need and want. Label all your bags inside and outside with your name and address in New Zealand (even if it's just a temporary address).

WHAT TO LEAVE BEHIND

Prohibited items

New Zealand's economy depends on agriculture. In order to screen out unwanted pests and diseases, New Zealand has very strict laws on what you can bring into the country. You **must not** bring in any plants, animals or insects (alive or dead). Items made from wood, cane, rotan, feathers or animal hair or fur must be declared and inspected on arrival. You **must not** bring any fresh foods. This includes honey, meat, fruit and some packaged goods. If you have **any** of the above, you **must** declare them when you arrive. Your bags will be checked and x-rayed by Agriculture Quarantine staff and failure

Before You Leave Home

to declare food, plant or animal products could result in a fine or prosecution. Check with the New Zealand Ministry of Agriculture's Biosecurity Authority if you have any doubts by going to: www.proteactnz.org.nz.

New Zealand Customs also has strict rules about bringing certain items into New Zealand. If you are bringing in cash, in any currency, that is worth NZ\$10,000 or more, you must declare it on the Customs form. That is to safeguard against money laundering. Customs also prohibits the entry of such things as firearms or pornography. If you need further information on what you can bring into New Zealand, check with the Customs website: www.customs.govt.nz.

Remember to tell friends and family who may send you things about New Zealand's strict laws. All international mail is also x-rayed and checked by sniffer dogs trained to detect food or drugs.

Illegal drugs

Do not import illegal drugs into New Zealand. The importation of drugs could result in your imprisonment. Be wary of carrying packages or baggage for strangers.

Ephedrine and pseudoephedrine -based products, such as Contac NT tablets, are subject to legal restrictions in New Zealand. These restrictions mean that you may only bring these products to New Zealand for your own reasonable and personal use. If you are carrying prescribed medicine, see the section on 'important documents' on p.9 in this Guide.

Unnecessary items

You are restricted by weight and space when you travel so it is important to bring only what is necessary. It is very common to bring too many clothes. Make sure what you are bringing to New Zealand is appropriate for the weather. Remember that clothing is readily available in New Zealand and can be easily bought once you arrive and know the climate and culture better.

Some Indonesian students bring food items assuming they are not available in New Zealand. New Zealand has large supermarkets that stock most food items and also specialty shops where you will probably find what you are looking for. In the main centres, there are supermarkets specialising in Asian products. Food items also have to be declared on arrival and you may be prevented from bringing them into New Zealand. Again, ask yourself whether what you are bringing is completely necessary.

Other goods such as sanitary pads, toiletries and cosmetics are widely available in New Zealand. You can find nearly everything you want in any of the large supermarkets.

IMPORTANT DOCUMENTS

It is a good practice to keep copies of your important documents, like the photo page of your passport, because it will be easier to get replacements if you lose the original. Having an extra set of passport photos is also a good idea for the same reason and for obtaining student ID (identity) cards when you are in New Zealand.

Make two photocopies of your passport photo page, airline tickets, driver's licence and the credit cards that you plan to bring with you and any other personal information such as your offer of study, and your banking and insurance records. For scholarship students, make copies of the documentation confirming that your scholarship will cover your living expenses and fees. If you have any special medical conditions, bring a letter from your doctor, in English, explaining the condition. List the serial numbers of your travellers' cheques (cross off the numbers from your list as you use each cheque). Leave one photocopy of these documents with family or friends at home and pack the other in a safe place away from where you carry your valuables.

Before You Leave Home

The ingredients in many medicines are illegal in New Zealand. Bring a letter from your doctor (in English or with a translation), explaining your need to take the medicine. Bring copies of any prescriptions and the generic names for the medicine. Keep medicines in their original, labelled containers. If you have any doubts about the legality of your medicine in New Zealand, you should check with the New Zealand Embassy in Jakarta.

EXCHANGING MONEY

Do not carry large amounts of cash when you travel to New Zealand because this is not safe. Travellers' cheques are the safest way to carry large amounts of money and are accepted at hotels, banks and some shops. Another option is electronic transfer from home, once you have opened a New Zealand bank account.

Bring enough cash with you for the first week. It may be difficult to change rupiah, so it's best to bring US dollars or Singapore dollars. US\$300 should be enough to last your first week in New Zealand. It is easy to change your travellers' cheques or cash at a bank or Bureau de Change kiosk at the airport or in any town or city in New Zealand.

If you bring NZ\$10,000 cash or more with you, you'll need to declare this to Customs when you arrive in New Zealand. Once in New Zealand, it's not very safe to keep large amounts of cash (over NZ\$1,000) at the place you are living or to carry it with you.

You can use most credit cards in New Zealand. Visa, MasterCard, Diners Club, and American Express are the most widely used ones. The New Zealand Police recommend using credit cards rather than carrying cash.

Most of the airports in New Zealand have ATMs (Automatic Teller Machines) that you can use to get New Zealand dollars with your credit card or bank card when you arrive. ATMs are also widely available in shopping malls and outside banks in all towns and cities. International credit cards and ATM cards generally work as long as you have a four-digit PIN (Personal Identification Number). Check with your bank before leaving home to make sure your PIN will work when you get to New Zealand. Also check the expiry date of your card; ATMs will not return cards that have expired. Your PIN should always be kept confidential.

Once in New Zealand you should open a bank account because this is the safest place to keep your money.

TRAVEL AND HEALTH INSURANCE

It is compulsory for all international students studying in New Zealand to have travel and medical insurance. If you need serious medical care while you are in New Zealand or your possessions are lost or stolen, it could be very expensive without insurance. Your school or institution is the best place to contact if you have any queries about insurance. They may have an insurance policy that you can pay for at the same time as you pay your study fees, or they may be able to help you with purchasing insurance.

If you are getting insurance independently, you should be aware that the insurance policy you buy must meet certain strict standards as set out by the Code of Practice for the Pastoral Care of International Students. This Code sets out what educational institutions in New Zealand must do to protect international students (see p.64 of this Guide). This includes

Before You Leave Home

ensuring that insurance policies are reliable. If your insurance policy does not meet these standards, you will be required to buy a new policy that does. To find out more information on the requirements for a satisfactory insurance policy, refer to your education provider or go to section 7.4 on p.26 of the Guidelines to Support the Code of Practice for the Pastoral Care of International Students found at: www.minedu.govt.nz/index.cfm?layout=document&documentid=6803&indexid=6666&indexparentid=6663

BECOMING INDEPENDENT

If you've been living at home with your family before coming to New Zealand, it may take some time to adjust to independent living. Before you leave home, think about the skills you may need for your new life in New Zealand, and how you can best prepare yourself before you leave. You may need to learn how to:

Study independently and manage your time

The style of teaching in New Zealand may be very different to what you are used to. Everyone is expected to study independently. Independent study means that you are responsible for making sure that you are prepared for class, keep up with your studies and complete all your course requirements. This doesn't mean that you can't ask for help. Most lecturers, tutors and student support staff are more than happy to give you advice and answer any questions you have about your studies. The key is that it is up to you to ask for help and to do your studies.

You also need to make sure that you have a balanced life in New Zealand. You need to manage your time so that you can keep up with your studies while also finding time to socialise and do recreational activities. Many international students find time management very hard, especially if they are used to a regulated routine in their home country.

Budget / manage money

Another responsibility you will have is with your money. Many international students have never had to buy their own food and clothes and pay for their own accommodation before they come to New Zealand. You should try to set yourself a budget and manage your money so that you can meet all your costs. See p.40 of this Guide for more information on budgeting.

Prepare meals, wash clothes and do household chores

Skills such as cooking, washing clothes and cleaning will be very useful to you in New Zealand. Try to learn how to cook a few of your favourite recipes before you leave home. You will also be responsible for keeping your own room clean and tidy. It is very rare for people in New Zealand to have maids, cooks or housekeepers to do these chores.

Live with others (non-family members)

You will be living with others in New Zealand, perhaps in a homestay or with other students, many of whom will be complete strangers. You will need to be tolerant and considerate of others' needs. You should be prepared to do certain things differently in New Zealand and accept that, in many matters, there is no right way.

Remember, if you do have difficulties with your new life in New Zealand, you can always ask for help. There are many support services available to help international students adjust to living and studying in New Zealand.

IMPROVING YOUR ENGLISH

You should practise your English as much as possible as soon as you know you are coming to New Zealand. Watching English movies and television programmes, listening to English programmes on the radio and reading a lot in English will help you to get used to the language. Incorporate this into discovering about life in New Zealand and the people here. The more you know about New Zealand before you come, the easier it will be when you arrive. To get an idea of the New Zealand accent, *Whale Rider* is a good movie set in New Zealand with New Zealand actors. Watching Australian movies and programmes may also be helpful as the accent is similar to New Zealand's. For news about New Zealand, www.stuff.co.nz, www.nzherald.co.nz and www.tvnz.co.nz are informative sites.

When you arrive in New Zealand, you should first focus on mastering conversational English, as communicating effectively will greatly improve your ability to participate in the New Zealand environment. Then begin to think about the kind of language you will need for your studies. Do you need to write many essays or reports? Will you be using academic English? Will you be reading a lot? Try to identify what kind of language is most relevant to you and improve that first. Most universities and polytechnics offer short, introductory courses in writing academic essays and researching information. It may be a good idea to take one of these courses or enrol in a more comprehensive language course when you first come to New Zealand.

You will learn English faster if you use the language. Don't be afraid to speak and ask questions in English. As a foreigner, you will be expected to make mistakes. New Zealanders are very patient and considerate people who will not make fun of your accent or the mistakes that you make. Put yourself in situations where you have to speak the language. Joining a club, sports team or group where English is used is a good way to make friends and to practise communicating.

Though the English spoken in New Zealand is very similar to that spoken in other parts of the world, there are some small differences in vocabulary and accent. Many international students who have come to New Zealand have commented on how fast New Zealanders speak. You will also notice that the vowel sounds and length may differ slightly to what you are used to. There will be some sayings and vocabulary used in New Zealand that you are unfamiliar with. In the Appendix to this Guide there is a list of some slang words used in New Zealand.

TRAVELLING TO NEW ZEALAND

The trip

The flying time from Indonesia to New Zealand is about 10 hours, but the trip may be longer if you come via Singapore or Australia. Once in New Zealand, you may also have to take an internal flight that may take an hour or more.

Transit Visas

If your plane stops in Australia (whether or not you leave the aeroplane) you are likely to need a transit Visa for Australia. For more information, contact your nearest Australian embassy/consulate or go to: www.immi.gov.au/allforms/transit.htm. If you need to get a transit Visa, you should allow up to two months for it to be processed.

It is not necessary to stop over in Australia as some airlines, such as Singapore Airlines and Malaysia Airlines, fly directly to New Zealand. You may want to take this into consideration before booking your flights.

Looking after yourself on the flight

Common problems associated with flying are dehydration, cramps and swelling. It is important that you drink a lot of water while you are flying and get up, stretch and walk around every hour or so.

Jet lag

Jet lag is caused by disturbance to your body's 24-hour clock. It often occurs after travelling long distances by aeroplane through several time zones. Symptoms of jet lag are tiredness, insomnia (the inability to sleep), disorientation and irritability. Some tips for reducing the effects of jet lag are:

- Stay hydrated. Drink plenty of water and juices to prevent dehydration. Avoid coffee and tea because of their stimulant properties.
- Stretch and walk. It is important to get up and move as much as possible as this will help blood circulation.
- Adjust to the time of the country where you are going. If you are heading directly to New Zealand, set your watches and clocks to New Zealand time so you can start adjusting to the change.
- Sleep smart. Close the window shade and sleep during the night hours of your destination city, even if it is still daylight outside the aircraft. Earplugs and sleep masks may be helpful in blocking noise and light. Many airlines provide these items on international flights.
- Dress comfortably. Wear or bring comfortable clothes and socks that will make sleeping during the flight easier.

Once you arrive in New Zealand, you should try to spend as much time as possible outdoors in the sunlight during the day. Postpone going to sleep until at least 10pm, with no daytime naps. If you feel a nap is necessary, try to limit it to no more than two hours.

For more information about health problems associated with flying go to: <http://www.flihealth.org>.

Praying

On the aircraft, you may have trouble finding a place to pray. If you cannot find a place to pray, just pray in your seat. Remember that because you will be travelling eastward, the time intervals between prayers will be shorter. If you are transiting through Singapore or Australia, you should be able to find prayer rooms at the airports.

Halal food

If you require halal food, you should request this through your travel agent/airline to ensure that you are served halal food on your flights.

Lost luggage

It is not uncommon for luggage to get lost during international travel. Generally, the airline finds the luggage and returns it to the owner within a day or two. If your luggage is lost, contact the airline you flew with. There is usually a desk in the arrivals area of the airport where you can do this. You will be asked to fill out a form that includes a description of your bag (size, colour, material, design, brand) and the address to which you are going. Once the bag is found, it will be delivered to that address, usually free of charge.

ARRIVING IN NEW ZEALAND

Topics covered in this section:

AIRPORTS	15
Auckland.....	15
Wellington.....	15
Christchurch.....	15
YOUR VISA.....	16
CLEARING CUSTOMS & QUARANTINE	16
Airport clearance.....	16
Declarations	16
Bag search	17
REGISTERING WITH THE INDONESIAN EMBASSY	17

Arriving in New Zealand

AIRPORTS

You will probably arrive at one of three airports; Auckland, Wellington, or Christchurch. You may have arranged for a staff member from your education provider to meet you at the airport and take you to your accommodation. If you are expecting to be met at the airport, you should confirm this with your education provider before you leave. If not, you can ask for help at an i-SITE Visitor Centre (www.i-SITE.org) at the main airports.

General information on how to get from the airport to where you are staying follows.

Auckland

Auckland is New Zealand's largest city and major international gateway. Many international students arrive here. There is a chapel at Auckland airport that can be used for prayer by people of any religion.

If you need to make a domestic flight within New Zealand upon arrival, you can check your luggage in and receive a boarding pass at the domestic transfer desk in the International Terminal, once you have cleared Customs and Quarantine. You then need to make your way to the Domestic Terminal. A free bus leaves every five minutes (available 6:00am-10:30pm) that travels between the international and domestic terminals. You can also take a ten-minute walk – follow the blue painted line on the pavement that shows the way between the two terminals.

To get into the city, go by:

- Taxi: this costs about NZ\$50-\$65 and takes 30 or 40 minutes
- Shuttle bus / Mini-van: this costs about NZ\$20-\$30 and takes about 40 minutes
- Public transport (bus): this costs about NZ\$15 adult and \$11 student and takes about 60 minutes

In times of heavy traffic (between 7am – 10am and 5pm – 7pm on weekdays), the trip from the airport to the city can take longer than the times indicated above.

Wellington

Wellington is the capital city of New Zealand.

To get into the city, go by:

- Taxi: this costs about NZ\$35 and takes about 20 minutes
- Shuttle bus/ Mini-van: this costs about NZ\$15 for one passenger and \$5 for each additional one if in a group, and takes about 30 minutes
- Public transport (bus): this costs about NZ\$4.50 and takes about 45 minutes

Christchurch

Christchurch is the largest and busiest city in the South Island.

To get into the city, go by:

- Taxi: this costs about NZ\$30 and takes about 20 minutes
- Shuttle bus/ Mini-van: this costs about NZ\$15 and takes about 30 minutes
- Public transport (bus): this costs about NZ\$5 and takes about 35 minutes

All information is correct at the time of publication. While every effort is made to ensure the accuracy of the information contained herein, New Zealand Trade and Enterprise, its officers, employees and agents accept no liability for any errors or omissions or any opinion expressed, and no responsibility is accepted with respect to the standing of any firms, companies or individuals mentioned

YOUR VISA

Your Visa issued in Indonesia allows you to enter New Zealand. When you show your passport and Visa to the immigration officer at the airport, as long as you meet the requirements you will be given a Student Permit.

The Student Permit lets you study in New Zealand until a set date and has conditions that you need to abide by whilst studying. It's very important that you always meet the conditions of your Visa and Student Permit. The conditions of your Student Permit mean you must:

- have enough money to live on – at least \$10,000 NZD for a year's study or \$1,000 per month if you are studying in New Zealand for less than 36 weeks
- have enough money to get home (or to another country which you are able to enter)
- study the course at the place written on your Student Permit/Visa
- make progress while you are here, as determined by your school or institution
- pay fees for your study or training

Your permit may be cancelled if you:

- fail to meet the conditions listed above
- are not in New Zealand for the purpose which you said (meaning not studying)
- engage in paid employment without the permission of the New Zealand Immigration Service (NZIS)
- commit a crime

You should always ensure that your Visa or Student Permit is current and note when it expires so that you can renew it in time. Your Visa or Student Permit will only be renewed if you attend the course you are enrolled in. When renewing your Visa or Student Permit, you may be required to provide evidence of your course attendance. See p.61 of this Guide for details on how to renew your Visa or Student Permit.

CLEARING CUSTOMS & QUARANTINE

Airport clearance

On arrival in New Zealand, everyone must go through Immigration, Customs and Agriculture Quarantine clearance. Clearance procedures protect New Zealand by restricting what crosses its borders. This includes unwanted goods, pests and diseases. Don't agree to take another person's belongings through airport clearance; they may have packed illegal goods. You should take only your own belongings through airport clearance.

Declarations

On the aircraft, before you arrive in New Zealand, you will receive a New Zealand Passenger Arrival Card. You **must** tick "Yes" in the Customs section of your arrival card if you are bringing any of the following into New Zealand.

- Goods that may be prohibited or restricted, such as weapons, objectionable (indecent) articles, food items, wildlife products, plants or illicit drugs
- Goods valued in excess of the NZ\$700 allowance and the tobacco and alcoholic beverages allowance. The maximum amount of tobacco you can bring in is 250g or 200 cigarettes
- Goods for commercial, business, or trade purposes
- Goods carried on behalf of another person
- NZ\$10,000 or more in cash, or the equivalent in foreign currency

It is best not to bring these items into New Zealand.

You don't have to declare your jewellery, toiletries, clothing, footwear or other items, including your computer and camera. These are regarded as personal effects if they are intended solely for your own use. Outdoor shoes and boots may need to be examined to check there is no soil or seeds on them.

The term 'personal effects' covers new or used articles which travellers may reasonably require for their personal use during a journey, or which returning New Zealand residents have acquired in the course of an overseas trip. If you bought expensive items, such as a watch, computer or camera, on the way to New Zealand, you may need to produce the purchase receipt. Commercial quantities of individual items of apparel (including footwear) are not covered by this allowance.

Failure to declare something is an offence, and could result in you being issued with an instant fine or in prosecution. Ignorance of the law is not a defence, and every person who arrives in New Zealand and has completed the New Zealand Passenger Arrival Card is deemed to have read and understood New Zealand's border requirements.

If you are carrying prescription medicines or controlled drugs you should:

- Have a prescription or letter (in English or translated into English) from your doctor advising that the medicine is being used under a doctor's direction
- Carry the medication in the original containers
- Have sufficient quantity, not exceeding three months' supply for prescription medicines or one months' supply for controlled drugs

Bag search

Your bags may be searched by:

- Customs officers
- Agriculture Quarantine officers

REGISTERING WITH THE INDONESIAN EMBASSY

The Embassy of Indonesia is in Wellington. If you are going to be in New Zealand for more than two weeks, you are required to register with the Indonesian Embassy. See p.53 of this Guide for contact details. The Embassy is responsible for looking after Indonesian nationals in New Zealand. If you have an emergency or get into serious difficulties – such as serious illness or injury – the consular section of the Embassy will be able to help you.

LIVING IN NEW ZEALAND

Topics covered in this section:

FACTS ABOUT NEW ZEALAND.....	20
NEW ZEALAND AND ITS HISTORY.....	20
THE NEW ZEALAND CLIMATE.....	21
LIFE AND SOCIETY IN NEW ZEALAND.....	22
Māori.....	22
CULTURAL DIFFERENCES.....	22
At home.....	23
Socialising.....	23
Shopping.....	23
Clothing.....	23
A typical day.....	24
New Zealanders.....	24
Meeting people.....	24
Punctuality.....	24
Other things to note.....	24
Dealing with the opposite sex.....	25
Religion.....	25
Pets.....	25
Toilets.....	25
CULTURE SHOCK.....	25
Ways to cope with culture shock.....	26
COPING WITH HOMESICKNESS.....	27
WHERE TO STAY.....	27
TYPES OF ACCOMMODATION.....	28
Homestay.....	28
Hall of residence / hostel.....	29
Private board.....	29
Flatting.....	29
MARRIED COUPLES AND FAMILIES.....	30
KEEPING IN TOUCH WITH HOME.....	30
Emailing.....	30
Connecting a laptop.....	30
Posting letters - mail.....	30
Using a telephone.....	31
Home phones.....	31
Toll bars.....	31
Pre-paid international phone cards.....	32
Mobile phones (cellular phones).....	32
If you already have a mobile phone.....	32
FOOD.....	32
Where to buy food.....	33
Eating out.....	33
HOW TO GET AROUND - TRANSPORT.....	33
Bicycles – cycling / biking.....	34
What public transport is best for you?.....	34
Buses.....	34
Trains.....	34
Taxis.....	34
Ferries.....	34
Planes.....	35
Student Travel Agency (STA).....	35
CARS AND DRIVING.....	35
Driver's licence.....	35
Being careful when driving.....	36
Speed - driving too fast.....	36
Alcohol.....	36
Safety belts - seat belts.....	36
Failure to give way.....	36

All information is correct at the time of publication. While every effort is made to ensure the accuracy of the information contained herein, New Zealand Trade and Enterprise, its officers, employees and agents accept no liability for any errors or omissions or any opinion expressed, and no responsibility is accepted with respect to the standing of any firms, companies or individuals mentioned

What happens if you have a car accident?.....	36
Owning a car.....	36
Vehicle licensing.....	37
Warrant of Fitness (WoF).....	37
Who carries out the WoF safety check?.....	37
Vehicle insurance.....	37
Important.....	37
MONEY MATTERS.....	38
New Zealand currency.....	38
Security.....	38
Opening a bank account.....	38
Bank services.....	39
NEW ZEALAND'S TAX SYSTEM.....	41
What is an IRD number and do I need one?.....	41
For more help on tax matters.....	41
WORKING IN NEW ZEALAND.....	42
Student job search.....	42
TRANSLATION AND INTERPRETING SERVICES.....	42
Language line.....	42
Translation services.....	43
Local governments.....	43
Hospitals.....	43
KEEPING YOURSELF SAFE.....	43
Keeping safe.....	43
Violence.....	43
Safety in public places.....	43
Street safety.....	43
Being followed.....	44
Pubs, clubs and parties.....	44
Dealing with drunk people.....	44
In an emergency.....	44
The Police.....	44
Being accused of a crime.....	45
NATURAL DISASTERS.....	45
Earthquakes.....	45
HEALTH SERVICES – LOOKING AFTER YOURSELF.....	46
You must have medical insurance.....	46
Visiting a doctor.....	46
Drugs from the pharmacy and tests.....	47
Going to the optometrist or dentist.....	47
Going to hospital.....	47
Suffering an injury or accident.....	47
Meningitis (meningococcal disease).....	47
Hay fever.....	47
Asthma.....	48
Sexual health.....	48
Family Planning Association.....	48
MENTAL HEALTH.....	48
Tobacco Smoking.....	49
Alcohol.....	49
Drugs.....	49
Alcohol and drug help lines.....	49
Gambling.....	50
18+ Card (evidence of age).....	50
RELATIONSHIPS.....	50
HARASSMENT AND DISCRIMINATION.....	50
What you can do if you are being harassed.....	51
Further information.....	51
RECREATION.....	51
Tourism.....	52
Being safe around water.....	52
Bush walking or tramping.....	52
Protection from the sun.....	52
Things to see and do.....	53
EMBASSIES.....	53

All information is correct at the time of publication. While every effort is made to ensure the accuracy of the information contained herein, New Zealand Trade and Enterprise, its officers, employees and agents accept no liability for any errors or omissions or any opinion expressed, and no responsibility is accepted with respect to the standing of any firms, companies or individuals mentioned



FACTS ABOUT NEW ZEALAND

Population	: 4.3 million (Statistics New Zealand, August 2007)
Land Area	: 269,000 km
Highest Point	: 3,750 metres above sea level (Mount Cook)
Official languages	: English and Māori
Ethnic make up	: 67.6% European, 14.6% Māori 6.5% Polynesian, 9% Asian, 0.9% other (Statistics New Zealand, Census, March 2006)
GDP	: US\$125 billion (Statistics New Zealand, June 2007)
GDP per capita	: US\$29,672 (Statistics New Zealand, June 2007)
Capital	: Wellington
Largest City	: Auckland
Head of State	: Queen Elizabeth II *
Head of Government	: Prime Minister

* Queen Elizabeth is the official Head of State but lives in the United Kingdom. She is represented in New Zealand by the Governor General, who is usually an eminent New Zealander appointed by the Queen.

NEW ZEALAND AND ITS HISTORY

New Zealand is a relatively small country located in the South Pacific Ocean. It consists of two main islands, the North Island and the South Island, plus Stewart Island and other smaller islands.

New Zealand (or Aotearoa, the Māori name for New Zealand) was first settled by waves of voyagers from the south-east Pacific, beginning more than 1,000 years ago. The first European contact occurred when Dutch navigator Abel Tasman visited in 1642, sailing from Batavia (now Jakarta). The British explorer James Cook visited in 1769, 1773 and 1777 and mapped the coastline. Settlement by Europeans was initially associated with the activities of sealers, whalers, traders and missionaries. More organised settlement occurred from the 1840s onwards. New Zealand was proclaimed a British colony in 1840 and is now an independent nation within the British Commonwealth. For further information about New Zealand and its history go to: www.govt.nz/en/aboutnz or www.nzhistory.net.nz/links/general

THE NEW ZEALAND CLIMATE

The first thing to know about New Zealand's climate is that it has four distinct seasons.

Spring	September to November
Summer	December to February
Autumn	March to May
Winter	June to August

New Zealand has a pleasant, mild climate that is considerably cooler than Indonesia and will take time to adjust to. Most houses in New Zealand are not centrally heated and you are likely to find winter quite cold, especially in the south. You will need to buy a good heater as well as warm blankets and warm clothes.

The coldest month is usually July and the warmest months are January and February. There are relatively small variations between summer and winter temperatures in Auckland, but further south, in inland areas and in areas to the east of the mountain ranges the variation is greater (up to 14°C).

Summer av. max. temp	20°-25°C
Winter av. max. temp	10°-15°C

Most snowfall in New Zealand occurs in mountainous areas. Snow rarely falls in the lowland areas of the North Island or in the west of the South Island, although the east and south of the South Island may get some snow in winter.

See the table below for the summer and winter average maximum and minimum temperatures for Auckland, Wellington, Christchurch and Dunedin. New Zealand is windier than most places in Indonesia which means that the temperature may feel colder than it actually is.

CITY	TEMPERATURES
Auckland av. max./min. January	23.8°C /16.4°C
Auckland av. max./min. July	14.7°C/8.0°C
Wellington av. max./min. January	20.3°C/13.4°C
Wellington av. max./min. July	11.3°C/6.2°C
Christchurch av. max./min. January	22.5°C /12.2°C
Christchurch av. max./min. July	11.3°C/1.7°C
Dunedin av. max./min. January	19.9°C/11.7°C
Dunedin av. max./min. July	9.3°C/2.4°C

The weather can change dramatically and very quickly in New Zealand, so that people joke about experiencing 'four seasons in one day'. It is often a good idea to take a coat or sweater with you, even if it looks fine in the morning. Conversely, the day may start out cold but become quite warm in the afternoon.

LIFE AND SOCIETY IN NEW ZEALAND

The ethnic make-up of the New Zealand population is diverse: a mixture of peoples from many cultures. The largest ethnic groups are European (known as “pākehā”), Māori, Pasifika (people from the Pacific islands) and Asian (mainly Chinese and Indian). There are also an increasing number of people from the Middle East and Africa.

Māori

Māori are the indigenous people of New Zealand. They first came to New Zealand from the south-east Pacific more than 1,000 years ago. It was not until the 18th century that New Zealand was also inhabited by Europeans. Today, Māori make up approximately 15% of New Zealand’s population. Māori societal structure is similar to the traditional Indonesian social structure. It is made up of three levels: the individual whānau or family, which is connected through whakapapa (genealogy) to a hapū (sub-tribe), which in turn is connected to an iwi (main tribe) and then back to an ancestral waka or canoe.

Both Māori and English are official languages, with English being the main language spoken. You will come across Māori words, culture and customs during your time in New Zealand. The Māori language belongs to the Austronesian language group, to which bahasa Indonesia also belongs. The pronunciation of Māori is similar to Indonesian and some words will be familiar, e.g. mata, teringa. There is a list of some common Māori words in the Appendix.

If you are invited to a marae, a Māori communal centre, you may be given a pōwhiri, or formal welcome. After every welcome speech, there is a Māori song. Part of a formal Māori ceremony is a hongi. This is where the guests press noses with the hosts as part of an official welcome. If you are not comfortable doing this, you can request to only hongi with someone of the same sex as yourself or just shake hands. To learn about Māori people and customs go to: www.maori.org.nz.

New Zealand was inhabited mainly by Māori until 1840, when it became a British colony. In 1840, the Treaty of Waitangi was signed between the British sovereign and representatives from the Māori tribes.

The Treaty represents an agreement under which Māori gave the British sovereign rights to govern and to develop British settlement, while the British guaranteed Māori full protection of their interests and status, and full citizenship rights. When New Zealand became self-governing, the responsibility for maintaining the Treaty passed to the New Zealand government.

The impact of expanding European settlement and conflict over land caused Māori economic strength and population levels to decline. Since the mid-20th century, however, there has been a resurgence in the population size and role of Māori in national life. Recent governments have begun actively to recognise the principles of the Treaty, to make redress to Māori for breaches of the Treaty and to reduce inequities between pākehā (New Zealanders of European descent) and Māori. The Government recognises the Treaty as a ‘living’ agreement, which must grow and develop over time.

For more information on the Treaty of Waitangi, and what it means for present-day New Zealand, go to: www.nzhistory.net.nz/Links/treaty

CULTURAL DIFFERENCES

New Zealand has a different cultural tradition, ethnic base, climate and way of life to Indonesia, therefore it is no surprise that many practices are different to those back home. That being said, you are likely to find New Zealanders on the whole extremely easy people to deal with and live with.

At home

The first thing you will probably notice about New Zealand families is that they are generally quite small. The average number of children per family is two or three. A family home will usually consist of parents and their children only; it is relatively rare for grandparents, aunts, uncles, cousins etc. to be living together in one house. One of the reasons for this is that house sizes are usually smaller. Most people in New Zealand live in modest houses, with three or four bedrooms and a small garden. In recent years there has been an increase in divorce and in people remarrying. It is not unusual to come across a solo parent, usually the mother, living alone with children, or a ‘blended’ family, including children from previous marriages.

In New Zealand the atmosphere within the home is very relaxed. Each person’s bedroom is considered private, but the rest of the house is used by all members of the family at any time. The kitchen and dining areas are often the central living areas of the house.

There are very few protocols or procedures surrounding family life, and these vary from family to family. Men and women are both expected to help around the house, though in some families the specific chores men do will be different to those done by women. This includes the role of the “head of the house”. This position is often held by the mother.

Many children in New Zealand leave their family homes when they start university or when they leave school. It is common for New Zealanders to leave their family home before they are 20 years old.

Socialising

Young New Zealanders (over 18 years of age) often get together in pubs, bars or cafes, rather than in restaurants which can be costly. It is acceptable not to drink alcohol when socialising. All bars and cafes serve a range of non-alcoholic drinks.

Restaurants, bars, cafes etc. close early during the week. They will usually close between 9pm and 11pm. During the weekend, the closing hours are later.

Tipping is not usually expected as service charges are built into the price of food. Tipping sometimes occurs at expensive restaurants, but payment of tips is completely optional and is usually associated with exceptional service.

Shopping

Most shops are open between 9am and 5pm Monday to Friday and may have reduced hours during the weekend. Some shops are closed all day on Sunday. There is usually one weeknight each week when shops are open until about 8 pm to enable people to shop after school or work. Supermarkets and other large shops have longer opening hours.

Goods in New Zealand generally have fixed prices. This means that New Zealanders do not bargain when they go shopping. For larger items however, such as cars, whiteware, electrical appliances or even bicycles, there can be a range of prices and it is acceptable to ask for a discount if you are paying cash. It may be acceptable to bargain at open-air markets.

In New Zealand people don’t normally carry around large amounts of cash. It is common for New Zealanders to use bankcards and credit cards to pay for goods. EFTPOS cards are very common (electronic funds transfer at point of sale) and you will be able to get an EFTPOS card from your bank as soon as you open a bank account.

Clothing

New Zealanders dress informally and relatively conservatively on most occasions. It is not uncommon, however, to see men wearing shorts and no shirts, and women wearing sleeveless tops and shorts or short skirts during the summer.

A typical day

The day in New Zealand generally starts at about 7am when most people get up. It is usual to have a shower first thing in the morning and then have breakfast. Breakfast usually consists of fruit, toast, cereal or eggs. People often get up later in the weekend. During the week, work and school start at around 8.30am and end at about 5pm (school for younger children ends at around 3pm).

New Zealanders usually eat meals together at regular times. Lunch is taken between 12 and 2pm and is a light meal, often just a sandwich and some fruit. There are many food outlets that sell hot food during lunch time, but it is rare for people to return home and have a large meal. People generally come home in the late afternoon or early evening (around 6pm) and families usually have dinner together between 6 and 8pm. It is common for New Zealanders to spend time together in the evening talking or watching TV. In the weekends, many people go out in the evenings to bars, restaurants, cafés or movies. It is usually only on weekends that people stay up late. Usually people go to sleep between 9 and 11pm.

New Zealanders

New Zealanders are very friendly and are interested in learning about other people's culture and society. You will find that they will ask questions about you and your family, and that they are happy for you to ask questions about them and about New Zealand in general. Personal privacy, however, is important and subjects such as salary and age are not often discussed outside of the family. There may be certain times where these topics can be discussed. Personal comments such as 'you have put on weight', 'she is skinny' or 'his hair is very grey' are also considered inappropriate unless it is a very close friend or family member.

You may find New Zealanders to be reserved in some ways, as they rarely display lots of emotion or affection openly. When meeting friends and family, for example, a simple hello is usually all that takes place unless it has been a long time since the last time they met. In the business community, most people shake hands when they meet and again when they part. Women who are friends may be greeted by a kiss on the cheek, much as in Indonesia. New Zealanders seldom cry, raise their voices or get very angry or upset in public.

Meeting people

When you want to meet with someone professional, e.g. a doctor or lecturer, you need to make an appointment in advance. On most occasions, you cannot simply turn up without organising a meeting first. This applies not only to meetings with professionals but also with friends. New Zealanders rarely visit each other without calling in advance and letting the person know that they intend to visit and what time they will arrive. If you are visiting at mealtime, you will usually be expected to eat with the family.

Punctuality

If you are meeting someone or attending lectures or classes, it is important to be on time. When meeting friends or family however, it can be acceptable to be about 10 to 15 minutes late. If you cannot avoid being late, it is courteous to call and let the person know when you expect to arrive.

Other things to note

- New Zealanders drive on the left hand side of the road, as in Indonesia. Drivers are generally courteous and always obey road rules. The car horn is rarely used.
- New Zealanders find spitting and littering offensive. Some can get upset if they see people do this.
- New Zealanders are very passionate about the outdoors. Much of their entertainment is done outdoors. New Zealanders also love sport. Popular sports are rugby, cricket and netball. Soccer and badminton are also widely played and there are many golf courses.
- When shopping, going to the post office or visiting any other place where other people are doing similar things, it is usual to queue so that the people who arrive first are served first.

Dealing with the opposite sex

New Zealand is a very open society. Men and women integrate freely and there is little segregation between the sexes. It is normal for males and females to be friends and to socialise together. All tertiary education is mixed, with males and females in the same class. You will probably have both male and female teachers, tutors and support staff. Post graduate students may have a supervisor of the opposite sex. Men and women are treated the same and take on similar roles in society. Women are often in positions of authority (the current Prime Minister is a woman), and may also take a lead role in the family.

Religion

According to 2006 Census information, just over two million people in New Zealand categorise themselves as Christian (Anglican, Catholic and Presbyterian are the main denominations), and about 1.3 million do not have a religious affiliation. There are around 36,000 Muslims in New Zealand. Other religions in New Zealand include Buddhism, Hinduism and Judaism.

There are many religious groups and organisations throughout the country. The best way to find contact information for them is to look under the 'Churches and Religious Organisations' section of the Yellow Pages. For Muslims there is more information in the 'Islam in New Zealand' section of this Guide.

Pets

Many New Zealanders have pets. The most common pet is a cat or dog, though many people have fish, birds, rabbits etc. Dogs, in particular, are very common. You will see them at the beach, in parks or on the street, usually accompanied by their owner. If you are not used to dogs, you should be cautious about approaching them.

Some safety tips for being around dogs include:

- Stay away from a dog that is feeding, has pups or is asleep
- Do not run away from a dog - move quietly and slowly away from a dog if you are uneasy about it
- Never taunt or annoy dogs
- Supervise children at all times when a dog is nearby
- Don't act excited around a dog
- Don't run close to a dog

Note that some people are allergic to cat or dog hair. Antihistamine tablets can treat these allergies and can be purchased at chemist shops.

Toilets

Public toilets in New Zealand are generally free and are segregated for male and females. They are non-squatting, European style toilets. There is no water available for washing after using the toilet so you may want to bring a small bottle with you when you are out, for this purpose. Water basins are available for washing hands and usually have two taps: one for hot water and one for cold. It is also common for there to be urinals in the men's toilets. These are areas where men can stand up while urinating.

CULTURE SHOCK

It is common for international students to experience feelings of excitement and enthusiasm upon arriving in New Zealand. This is often called the 'honeymoon' period, when everything appears new and exciting. Once settled into the routine of study, however, many people experience feelings of frustration, loneliness or uneasiness. Feelings of frustration or uneasiness are a natural part of adapting to a new culture. This 'culture shock' is a very real phenomenon and all international students entering a foreign culture are affected by it in some way.

Sometimes you may feel as if you lack direction, not knowing what to do or how to do things in New Zealand. The way that you lived or behaved before may not be accepted or considered normal here.

Some other possible symptoms of culture shock you may experience are:

- Feeling isolated or frustrated
- Feeling homesick
- Feeling anger or hostility toward your new home
- Becoming overly dependent upon other Indonesian students
- Having doubts about your decision to come to New Zealand

You may experience one or more of these symptoms, and different people will experience them in varying degrees of intensity. It is normal to experience culture shock during your first few weeks or months in a new country.

Ways to cope with culture shock

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

Keep busy

- Keep yourself busy and active: keep your mind occupied.
- Maintain contact with other Indonesian students. This will give you a feeling of belonging and will reduce your feelings of loneliness and alienation. However, try to avoid the temptation of spending all your time with them, as it will be important for your experience and language development to interact with other students too.
- Exercise, play sport or develop a hobby.
- Try to get involved in activities outside your studies, perhaps with other international students or people in New Zealand.

Positive steps

- Keep a journal. It can really show you how you're adjusting if you read what you wrote when you first arrived and compare it to how you feel several months later.
- Establish simple goals and evaluate your progress.
- Talk to someone who has been through the cultural adaptation process.
- Keep up with your normal religious routines, e.g. prayer and reading Qur'an (if appropriate).

Things to remember

- 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.
- Be open-minded and try to remember that New Zealand is a different country to your own. People will behave in ways that may seem odd to you or even rude. Avoid judging and criticism.
- Don't forget about the good things you have encountered from your experience of living 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.

COPING WITH HOMESICKNESS

Most people have felt homesick (when you miss family and friends at home) at some time. Beginning life and study in a new country can generate both excitement and anxiety about the move, the study, and meeting new people. The most common times to feel homesick are several weeks before leaving home, or in the first few days or weeks of arriving. You might initially be feeling okay, only to find yourself feeling homesick later on, perhaps around a traditional holiday or at the start of your second year.

Coming to New Zealand is a huge undertaking and the transition to the new culture and climate will take time. Being away from familiar surroundings and your support structure at home may make it more difficult to cope with any problems that arise. Remember that feeling homesick is normal. Here are a few suggestions that may help you.

- Talk to someone you trust about it. If you haven't made friends, then try talking to a teacher, tutor, nurse, someone at the mosque or a counsellor at your education provider.
- Remember that other people will have similar feelings, even though they may seem to be doing fine.
- Keep in regular contact with family and friends at home: email, phone or write letters. Don't be afraid to tell them how you're really feeling and of any problems. Let them know you want to hear from them.
- Remember to get plenty of sleep and to eat good food.
- Give yourself enough time to adjust: you don't have to get everything right straight away. Learn from your mistakes.
- You don't have to rush into making major decisions, for example about staying or leaving.
- Be realistic about what to expect from student life and from yourself. Get involved in an activity you enjoy or try new ones in your spare time, when you're not studying. At the start of the academic year many new people will be joining clubs and groups and you are unlikely to be the only new person.
- Though on the surface things may seem foreign, remember that there are people and places here that will be familiar to you. Most cities have mosques and Indonesian restaurants. In many areas, the Indonesian community is quite large and well established. Most universities also have a Muslim Students Association and a room where students can socialise and pray.
- If you are finding study too difficult, talk to your teacher, advisor or the staff at Student Learning Support (universities and polytechnics). They will help you improve your study or time management skills.
- Discover and become familiar with your neighbourhood or town.
- Try something new or involve yourself in some activities.
- Don't wait for feelings of homesickness to disappear automatically. Problems can show up later as headaches, tiredness, illness, or lack of motivation. If you stop being able to do normal social and academic things, get professional help from your doctor or the counselling service at your education provider.

WHERE TO STAY

There are four main accommodation options for you in New Zealand. You may spend all your time in only one of these or you may change between options once you have settled into life in New Zealand. The accommodation you choose will have a strong influence on your experience in New Zealand. Below is a list of the four main options, with a comment on the positives and negatives associated with each choice. These comments are only a general guide based on the experience of previous Indonesian students. How appropriate a type of accommodation is for you will largely depend on how well you relate to the family or people that you are living with.

TYPES OF ACCOMMODATION

Homestay

Those studying English will often begin their studies living with a homestay family. This is where you go into a New Zealand family home and become one of its members. You will be given your own room, so you can have some privacy. You will be expected to help out with any household chores (jobs) and abide by any family rules such as a curfew (time to be home). Food will be provided and meals will usually be shared with the family.

The biggest advantage of a homestay is that you will only communicate with the family in English. This means that you will be practising English constantly while you are living with the family. This will also be a great opportunity for you to get to know about New Zealand and how New Zealanders live. Another advantage of living in a homestay is that your meals will be provided for you. However you will still need to do your own washing. This will enable you to spend more time focusing on your studies and adjusting to the different learning environment in New Zealand.

There are however, many concerns regarding living in a homestay that you should be aware of. The person or agency arranging your homestay can organise for the family to provide you with halal food if you request them to, but there is still a high likelihood that the family you live with will consume pork and alcohol. The family may also own a dog. Some students have found their homestay situation to be inappropriate. Others, however, have enjoyed their homestay experience. It is hard to know what kind of experience you are likely to have until you meet the family. It is therefore extremely important to be as clear as possible about what your needs are, and to tell the person or agency arranging your accommodation about these needs.

Types of things that Muslim students often request are:

- a kiwi family
- halal food
- a house near a mosque
- no dogs in the house
- no pork in the house
- no alcohol in the house

As most kiwi families drink some alcohol, and eat pork and non-halal meat, it can be difficult to arrange a suitable homestay family. Make sure you give those responsible plenty of time to arrange the accommodation for you. If they cannot cater for all your needs, they will put you with the most appropriate family possible. If you find that the homestay family is inappropriate for you, remember that you can always change to another homestay family or accommodation type.

If you live in a homestay, remember that having you in the house may be a new experience for your host family, as well as for you. Talk with your hosts about any worries you have, so that misunderstandings can be avoided. If you pray regularly, you may need to explain this to your host family, and that you will need to wash first.

Ask your host family what is expected of you regarding, for example, helping with chores around the house. Ask about the food you will be having, where to put dirty clothes, and whether you can use the telephone and computer. In some instances, you may need to purchase your own telephone line and computer. Girls may want to ask where to dispose of sanitary items. You may also want to ask what the best time is for you to have a shower and to do your laundry. Generally, in New Zealand households there is only enough hot water for each person to have a 10 minute shower each day. Electricity in New Zealand is expensive and some types of heaters are dangerous to leave unattended. If you are using an electric blanket to warm your bed, it is very dangerous to leave it on while you are asleep.

Hall of residence / hostel

This is one of the most common forms of accommodation for university students. You have your own room or share with another student in a building or large house. All the rooms in the building are occupied by other students. Meals are provided in a communal dining room, though some have kitchen facilities that students can use. Cleaning services are provided, but you will be expected to care for your own room. The hostel or hall of residence is usually located on campus or within walking distance to the university. Most hostels can arrange for halal food upon request, although it may be easier to stay in a self-catered hostel. Most hostels are not alcohol free; therefore it is likely that other students around you will consume alcohol, especially in the weekends. For more information on alcohol and how to deal with drunk people see p.44 of this Guide.

Private board

In a private board situation, you have your own room in a private residential home or boarding house. Meals are provided and are usually shared. You are free to come and go as you please. You may or may not be expected to help with household chores. You will usually be expected to care for your own room. One of the major differences between private boarding and living with a homestay is that a homestay family will be inspected by the person or agency arranging your accommodation to ensure that the family is appropriate. In private board, however, you will need to decide yourself whether the house you move into is appropriate for you.

Flattening

A flat is regarded as any rented house or apartment that is not occupied by a family or couple. You can either rent a flat by yourself or with others. Most flats in New Zealand are unfurnished and you will have to arrange for the gas, electricity and telephone to be connected and pay for its usage. There is usually a connection fee and sometimes a bond associated with this. Many landlords require a lease of one year or more. The government operates a bond system for the protection of both landlords and tenants, so you will need to pay a bond, usually the equivalent of 2 weeks' rent. The bond will be refunded to you when you leave the flat, provided it is left in good condition. If you join an already established flat, it will generally be furnished and have everything set up.

For information and advice about renting, tenancy agreements and bonds visit www.dbh.govt.nz/housing/tenancy or call 0800 TENANCY (0800 83 62 62).

In a flattening situation, you have your own room, or may share with another person. Your rent is usually worked out according to the size of the room. All other expenses are divided and cooking meals and cleaning is usually shared.

Flattening is generally a little more complicated than accommodation arranged by the university, but it can be a good option for Muslims as you are completely self sufficient and independent. As you do everything yourself, you can make sure that all the food is halal and that no alcohol or pork products are in the house. You can usually arrange to have other Muslim flatmates.

If you do move into your own flat and need to buy furniture, a good option is to buy second hand furniture (furniture that has been used by someone else). This is common and acceptable in New Zealand, especially for students, as it is very expensive to buy everything new. There are many second hand shops all over New Zealand and goods are also sold through newspapers and on the Internet. Two popular websites used to sell second hand goods are www.te.co.nz and www.trademe.co.nz.

MARRIED COUPLES AND FAMILIES

Moving to a foreign country like New Zealand that has so many differences to your home country is a huge undertaking for anybody. Having a spouse or a family with you can make the process easier, but it can also create extra complications. Things you may need to think about when coming to New Zealand with a spouse and/or family include the following.

- Suitable accommodation. University hostels do not cater for families so you will have to organise your own flat or a rented house.
- Education for your children. There are only two Muslim schools in New Zealand and these are both located in Auckland, so it is very likely your children will be attending secular schools whilst in New Zealand.
- Your children will probably be considered international students and will need to pay international fees. There are some exceptions to this however. To find out more, go to www.minedu.govt.nz/goto/international.
- Social activities. If your family is used to being part of a large social network, they may feel lonely and isolated when they move to New Zealand. It is important to become part of a social network, such as a cultural group or club, or religious community. The local mosque is normally the best place to start as they can usually put you in contact with a suitable person or group.
- Language skills. If your spouse cannot speak English, shopping and other activities will be a challenge. You may be able to join up with other Indonesian students, or find someone in the Indonesian community who can assist. You should encourage your spouse to learn English – your children will learn very quickly from school and English-speaking school friends.
- Voluntary work. If your family members cannot undertake paid employment while in New Zealand (see Working in New Zealand on p.42 of this Guide) volunteer work can be a good way to gain skills and meet people.

KEEPING IN TOUCH WITH HOME

There are a number of ways you can keep in contact with family and friends.

Emailing

Large education providers, and some small ones, have computers for students to use for Internet and email. There are cyber/Internet cafes in most towns and cities where you can pay to email or use the Internet for as little as \$1 per 15 minutes. Email and Internet services are often available at public libraries as well.

If you have access to a computer and want to use the Internet for emailing or research, you will need to sign up with an Internet Service Provider (ISP). There are a variety of prices, paying schemes and speeds offered by the different ISPs. Broadband access is readily available but is more expensive than dial-up. It is also slower than in many countries, although still faster than dial-up. ISPs usually charge per hour or offer a flat rate amount for the month. For a list of ISPs, their contact details and prices go to www.netguide.co.nz/shopping/directory.

Connecting a laptop

To connect a laptop computer, you will need a RJ45 type plug to connect to a computer and an adapter with a two or three-point power plug to connect to the power supply. The normal power supply is 230 volts, 50 hertz alternating current (AC). The wall plugs are the Australian/New Zealand angled three pin type.

Posting letters - mail

New Zealand Post, the main postal company, has a very efficient local and overseas posting system. You can buy stamps at New Zealand Post shops, some dairies (small, local convenience stores), bookshops and petrol stations.

For most services, the world is divided into zones, with costs and delivery times varying from zone to zone (Indonesia is in Zone C). For letters, there are two options – International Air or International Economy. International Air is a faster service, but International Economy is cheaper. There are three options for parcels – International Express (quickest service), International Air (slightly cheaper but still very fast), International Economy (slower but much cheaper).

For more information about New Zealand Post services phone free on: 0800 501 501 or go to: www.nzpost.co.nz

Using a telephone

Most public phones take pre-paid phone cards, purchased from dairies and newsagents, with a minimum value of NZ\$5. Some also accept credit cards, and a few accept coins.

To call New Zealand from overseas, dial the international dialling code of the country you're in, followed by 64 (the country code for New Zealand), followed by the area code and the local number, e.g. + 64 9 123 4567. Local phone numbers have seven digits. When dialling from within New Zealand, dial 0 plus the area code, then the local number, e.g. 09 123 4567. The area codes for New Zealand regions are listed in the Appendix of this Guide. If you are calling from a mobile phone to a land line, you will need to include the area code.

Remember that the time in New Zealand is five hours ahead of Jakarta in the winter and six hours ahead in summer. (In New Zealand, clocks are put forward one hour on the last Sunday in September and put back one hour on the first Sunday in April). Make sure family and friends calling you are aware of this. The acceptable time for calling someone at their house is usually between 8 am – 9 pm on weekdays and 9:30 am – 9:30 pm during the weekend.

Calls outside of your own area are national toll calls and are charged. Calls to numbers starting with 0800 or 0508 are free. Calls to numbers starting with 0900 are not free and are usually charged by the minute.

In case of emergency dial 111 You will be asked for the emergency service you require. The emergency services are the Police, Fire and Ambulance. This is a free call.

The phone directories in New Zealand are called the White Pages and Yellow Pages. The White Pages directory lists New Zealand households and businesses alphabetically; the Yellow Pages directory lists businesses and organisations by category. You can find them online at www.whitepages.co.nz and www.yellowpages.co.nz. Hard copies of the local White Pages and Yellow Pages directories are delivered free to every house and business. These are usually available in public phone boxes as well.

Home phones

There are two main companies in New Zealand that supply home phone line connections; Telecom and Telstraclear. They offer varying rates for national and international calls, though all local calls (calls within the same area code) are free from both companies.

It is expensive to call Indonesia from a home phone. It is cheaper to use prepaid international phone cards. If you do use a home phone, you need to first dial 00 (international access code) + the country code + the area code + the number. The country code for Indonesia is 61, so you must dial 00+61+area code+local number. You can get the country code, area code and the time difference from www.countrycallingcodes.com.

Toll bars

Some houses have a 'toll bar' on the phone, which means you cannot make any calls to numbers outside the local calling area, or you must enter a PIN first.

Pre-paid international phone cards

Pre-paid international phone cards (e.g. Sahara, Kiwi Talk) are available at dairies, petrol stations and newsagents (small kiosks which sell magazines). They are economical and popular. They allow you to call anywhere in New Zealand or the world, from any phone, by following the instructions on the card. When you've spent the value of the card, you just buy another card. Cards are available in a range of denominations, starting from NZ\$10.

Mobile phones (cellular phones)

Using a mobile phone (cellular phone) for making calls or sending text messages is very popular. You can buy a prepay phone or set up an account with Vodafone (GSM 900 and GSM 1800) or Telecom (CDMA) in New Zealand. Be sure to read the agreement if you set up an account because most agreements will be for a minimum of one or two years. In New Zealand, the caller pays to call a mobile phone.

The prepay system for mobile phones involves loading credit on your phone before using it. You can put credit on your phone by either buying a 'prepay card' from magazine shops, dairies, supermarkets, petrol stations etc. or you can use your credit card. The prepay cards come in a variety of denominations, starting from NZ\$20. There is no minimum amount you must spend each month.

If you set up an account, you will pay a set fee every month which entitles you to a certain number of 'free' calls and messages. Any additional messages or calls you make will be charged at the end of the month, when a bill will be sent to you.

If you already have a mobile phone

Providing your phone is compatible with the New Zealand mobile network, to get it to work you will need a 'SIM card' from Vodafone. You can either buy a 'pre-paid SIM card' for around NZ\$35, or set up an account. You should note, however, that there is the possibility that the phone you have brought with you from home will not work in New Zealand. Some service providers lock their phones so that they will only work on their own network. You will need to make sure that your phone has not been locked before you leave your country. SIM cards are not yet available from Telecom.

To set up an account, you will need two forms of ID (including one that has your photo on it), be aged over 18 and have a valid Visa. You may have to pay a security deposit of about NZ\$250. If you are in New Zealand for a short time, you may want to hire a mobile phone. This can be done at the airport when you arrive.

FOOD

New Zealand has a broad selection of home-grown and imported food. It is a major producer of lamb, venison and beef. It also produces quality dairy products and there is plenty of fresh fruit and vegetables. Most of the major cities have shops or areas where you can buy food from different parts of the world, so you should be able to find food that is familiar. The tap water in New Zealand is safe to drink: it does not need to be boiled.

New Zealand food may be cooked differently and may taste different to what you are used to, due to differing ingredients, seasoning and cooking methods. New Zealand meals usually comprise a meat or fish dish; potatoes or rice; and vegetables or a salad.

Breakfast is often informal and each person in a family may prepare their own. It is eaten soon after waking up at around 7 - 9 am. The midday meal is eaten at around 12 to 2 pm. It's not usually a family meal, and often cold food such as sandwiches are prepared at home and eaten at school or work. The main meal of the day, dinner, is eaten in the evening. It is usually shared with the other members of the household and eaten around 6 to 8pm.

Where to buy food

Supermarkets

Most New Zealanders go to the supermarket weekly to buy food for the coming week. You can buy almost everything you need to eat at supermarkets. They sell groceries, fruit and vegetables, meat and fish, and essential household and personal items like cleaning equipment, light bulbs, rubbish bags, and toiletry items as well as newspapers and magazines. Opening hours vary, but in the main cities they are usually open between 8 am to 8 pm or later, 7 days a week.

Where to buy familiar ingredients

You may not find the brands that you are used to back home, although there is an increasing availability of foreign foods in New Zealand. Many supermarkets will stock familiar spices and products. In the larger cities, it is possible to get Asian ingredients from specialty stores. You should ask other Indonesian students what the situation is in your area.

Weekend markets

Many cities and towns also have weekend markets or 'flea markets' where fresh fruit and vegetables and a range of goods are sold, often at very reasonable prices. 'Farmers' markets', where growers sell their own produce are also popular. Ask locally to find out whether your city or town has one.

What are dairies?

Dairies are small convenience stores located near where you're living. They sell a range of things such as newspapers, bread, milk, soft drinks and personal items. Dairies sell essential items, but do not usually sell meat or fish. Dairies are expensive compared to supermarkets. Opening hours vary but will usually be from 7am to 7pm. In the cities, 24-hour convenience stores also operate.

What do petrol stations sell?

In addition to selling petrol (gasoline) and vehicle accessories, petrol stations also sell a range of essential items, including food snacks, but the prices are more expensive than at supermarkets.

Eating out

New Zealand is a multicultural society with a large number of restaurants and cafés offering dishes from around the world. There are many Indonesian, Malaysian and Chinese restaurants and takeaways in the main cities.

Food courts are areas with lots of takeaway food outlets in one place. They are an economical option for eating out. They can be found at shopping malls and in large cinema complexes. Food courts offer food from around the world and often have one or two halal outlets.

Depending on where you choose, you can eat out for as little as NZ\$7 for lunch and NZ\$12-15 for dinner. Eating out on a regular basis in New Zealand is very expensive. Most New Zealanders only eat out once or twice a week.

HOW TO GET AROUND - TRANSPORT

New Zealanders often choose to walk where possible. Walking is good exercise and safe during the day. Try not to travel alone at night. When travelling at any time, take all the normal precautions you would at home. If you do have any travel queries, including questions on how to get around the city you are in or around New Zealand, you can ask your local i-SITE Visitor Centre. These are found in most New Zealand towns and cities.

Bicycles – cycling / biking

Riding a bicycle is a popular form of transport for short journeys and mountain biking off-road is a popular sport. Under New Zealand law, you must wear a helmet when cycling, and you must have front and back lights on at night. Road rules apply to cyclists.

What public transport is best for you?

The public transport you choose will usually depend on what form of transport gets you closest to your destination. Most transport services have detailed timetables so you can plan in advance to catch a particular service. Public transport varies in its frequency, due to demand. There are more services at the main commuting times between 7:30am to 9am in the morning and 5pm to 7pm in the evenings. Throughout the rest of the day, services will run less frequently but still on a regular basis. Most public transport stops at midnight, although in the weekends there are often after-midnight services. Student discounts are offered on some public transport. Check before you buy your ticket.

Buses

Find out from local people, your education provider or host family about the local bus service. You may need to purchase bus tickets from the driver or from a dairy or convenience store. Buying multi-trip tickets (e.g. 20-trip) is a cheaper option if you are using the same route on a regular basis. In larger towns and cities, buses will be regular throughout the day but less regular on weekends. During off-peak times, check the timetable before you go to the bus stop. Bus timetables are very useful; they are posted at bus stops and are also available on the Internet. You can usually pick up your own copy from one of the large bus terminals or from certain locations throughout the city.

At rush hours the buses can get full. In New Zealand there is a limit to the number of people who can ride on a bus at a time. If a bus is full, it will not stop at the bus stop to pick more people up. If you are taking a bus alone late at night, sit near the driver rather than at the back of the bus.

There are several long distance bus companies that travel between various cities and towns within New Zealand. Intercity Coachlines (www.intercitycoach.co.nz) is the main long distance bus company and runs services to most places in both the North and South Islands. There are other smaller companies that run selected routes around the country.

Trains

There are two local train lines in Auckland, and several in Wellington. If you live near a train line this can be a good mode for daily travel. There are very few long distance trains. Check with a local travel agent if you are planning long distance travel or look under Tranzrail in your local telephone book or go to: <http://www.tranzmetro.co.nz>.

Taxis

Taxis cost more than other public transport but can be good for occasions when several people are sharing the fare, when you have a lot of luggage or when public transport is inconvenient or not available, such as late at night. There are taxi stands where taxis wait for passengers throughout the city. You can also flag down taxis that are empty, or you can call a taxi company and ask them to send a taxi to pick you up. If you are out at night it is a good idea to have the number of a reliable local taxi company stored on your mobile phone so that you can call a taxi easily. Taxis are also called ‘cabs’ – from taxicabs.

Ferries

Parts of Auckland and Wellington are well served by efficient harbour ferries that can be fast, economical and pleasurable ways to travel. The North and South Island is connected by a regular ferry service across Cook Strait. It runs between Wellington and Picton and the journey takes three hours. Cars and individual passengers can travel on board the ferry, though the cost of transporting a car is very expensive. If you book in advance you can often get considerable reductions on the price of the ticket. Free phone 0800 802 802 or go to www.interislandline.co.nz. If you are renting a car to travel in both the North and South Islands, you do not need to take the car across on the ferry. Most rental car companies will arrange for you to leave the car on one side of Cook Strait and collect another car on the other side.

Planes

You can travel by plane to most parts of New Zealand. This form of transport costs the most, but it’s the quickest. Again, if you book in advance you can often get considerable reductions on the price of the ticket. You will need a credit card to book and purchase flights over the Internet. Generally, you will need to arrive at the airport at least 30 minutes before your departure time. It is also important to take photo ID with you if you are using an E-Ticket (electronic ticket).

The main domestic airlines are listed below:

- Air New Zealand www.airnewzealand.co.nz
- Qantas New Zealand www.qantas.co.nz
- Pacific Blue www.flypacificblue.co.nz

Student Travel Agency (STA)

STA Travel www.statravel.co.nz is a very useful student travel agency that can arrange discounted plane tickets and holiday packages. It also issues International Student Identification Cards (ISIC) that are accepted throughout New Zealand and all over the world for student discounts. They are not accepted as an official proof of age. If you want an identification card for this purpose you should think about getting a HANZ +18 card.

CARS AND DRIVING

Driver’s licence

You need to be 15 years old or over to drive in New Zealand – and this may soon be raised to 16 years. All drivers must have a current and valid New Zealand driver’s licence or an International Driving Permit, or current and valid overseas licence. If you use an overseas licence, it must be in clear English. We recommend that you get an International Driving Permit before you leave Indonesia. You can drive on an overseas licence for 12 months, but after that you will need to apply for a New Zealand licence. You must carry your licence with you at all times when driving. Further details are on Land Transport New Zealand’s website www.landtransport.govt.nz – look for Fact sheet 52: ‘New residents and visitors – driving in New Zealand’.

To drive a motorbike in New Zealand you must get a motorbike licence. Motorbike riders are required to wear a helmet.

There are three stages to getting a New Zealand licence. You must pass a test at each stage. These include one written and two practical driving tests.

LICENCE CONDITIONS:	
Learner licence	When learning to drive, you must have a licensed driver supervising you at all times when driving. The supervisor must have held a full licence for at least two years.
Restricted licence	You can drive on your own between 5am and 10pm. To drive at other times, or with passengers, you must have an experienced, licensed driver with you. When driving alone, only your dependents (e.g. children) may travel in the car with you.
Full licence	You can drive on your own and take passengers at any time.

For more information on how to get a licence, see fact sheet 45 ‘Learning to drive: how to get your licence’ on Land Transport New Zealand’s website.

New Zealanders drive on the left-hand side of the road, as in Indonesia, but there are a few different road rules, e.g. the ‘give way’ rule. It is important you understand these rules before driving in New Zealand. The Police enforce the driving laws and there are penalties for breaking them, such as fines, having your licence and/or vehicle confiscated, or you can be sent to prison.

If you are going to drive in New Zealand it is important that you get a copy of the New Zealand Road Code and learn the road rules, traffic signs and signals for driving. Copies of the Road Code can also be purchased through all larger bookstores.

It is highly recommended that you complete an AA defensive driving course. These courses help drivers who already have some experience to learn how to drive safely in New Zealand. Defensive driving courses are available in most towns and cities. Visit the AA website www.aa.co.nz, look in the Yellow Pages or at your local licensing agent for more information.

Being careful when driving

There are four main reasons why people crash or die on New Zealand roads: driving too fast, driving after drinking alcohol, not doing up their safety belts and not giving way at intersections.

Speed - driving too fast

The maximum speed on open roads in New Zealand (roads outside of cities and towns) is 100km/h. This is the fastest you are allowed to drive, and you must follow any speed limit signs that instruct you to slow down. The speed limit in towns and cities is 50km/h, unless speed signs tell you that you can go faster. Speed signs are well sign-posted and can change on the same stretch of road. Whatever the posted speed limit, you should always drive to the conditions – drive slower when it's hard to see or if it's raining.

Alcohol

The amount of alcohol that drivers under 20 years of age are legally allowed to drink before driving is so small that it is safer not to drink at all. Driving while over the alcohol limit is illegal (an offence), and there are severe penalties, including having your licence taken from you, or going to prison.

Safety belts - seat belts

You must always wear your safety belt, whether you are sitting in the front or the back of the vehicle. Drivers and passengers are legally required and responsible for wearing their own safety belts. The driver is also responsible for making sure that children under 15 years of age are wearing their safety belts. Children under five years need to be in an approved child's car seat. There are fines for not wearing safety belts.

Failure to give way

It's very important that you know the 'give way' rules. Otherwise, you could be involved in a serious car accident at an intersection.

What happens if you have a car accident?

If you have an accident while driving and are not badly hurt, you must stop and check to see if anyone else is hurt. If someone is hurt, give first aid or find a phone and dial 111 for emergency services (e.g. an ambulance). You will also need to protect the scene to ensure that other crashes do not occur. You must tell the Police no later than 24 hours after the crash.

If no one is hurt, you'll need to give your name and address (and the name and address of the owner of the vehicle you are driving), and the name of your car insurance company, to the owner or driver of any other damaged vehicle and the owner of any damaged property. This must be done as soon as possible, but no later than 48 hours after the crash. If you can't find these owners, tell the Police as soon as possible and no later than 60 hours after the crash.

Owning a car

Think carefully before buying a car. Unfortunately, some international students have had serious problems with driving or owning cars. Owning a car is a big responsibility and maintenance, petrol and insurance costs can be high. Think about whether you really need one - most New Zealand students find they are too costly. Cars lose value quickly so that when you come to sell you may be disappointed with what money you get for it, or you may not be able to sell it at all. Parking in the main cities can also be costly. Consider these costs before deciding to buy a car.

If you do decide to buy a car, it is wise to have it inspected first to make sure it is safe to drive and that there are no expensive repairs required. The Automobile Association (AA) offers pre-purchase vehicle inspections for a fee – www.aa.co.nz.

Once you own a car it must be licensed and have a current warrant of fitness (WoF). If your vehicle does not have a current vehicle licence and WoF, you will be fined.

Vehicle licensing

You need to pay an annual licensing fee to use your vehicle on the road. When the fee is paid, you receive a label showing the date it expires. The label is usually put on the windscreen. You can licence your vehicle at any Land Transport New Zealand agent, for example, any New Zealand Post Shop. You'll need to renew the licence before the date it runs out. For further information go to: www.landtransport.govt.nz (LTSA)

Warrant of Fitness (WoF)

A WoF is a safety check for most cars, vans, utility vehicles and many trucks. If the vehicle passes the safety check, a WoF label is put on the windscreen. You must have the vehicle re-checked for a new WoF before the expiry date on the label. Cars are not allowed to be driven on the road without a current WoF. If your car does not have a WoF or registration, you can be fined, even if it is parked outside your house.

Vehicles first registered anywhere less than six years ago have a WoF check every 12 months: older vehicles have them every six months.

Who carries out the WoF safety check?

Approved garages and testing stations carry out WoF checks. Ask at your local petrol station for an agent close to where you are staying.

Vehicle insurance

If you buy a vehicle, you will need vehicle insurance. Insurance fees are usually higher for people under 25 years and may also depend on your driving history and the type of vehicle you own. You have four options:

- Full cover standard : Covers accidents, theft, fire, vandalism and storm damage, plus damage to someone else's vehicle or property. This option costs the most.
- Agreed cover : Cover as above, but you and the insurance company agree when you take out the insurance on the value of your vehicle (current market or retail value) and the amount to be paid out if your vehicle is damaged beyond repair.
- Third party, fire and theft : Cover against fire and theft on your own car and cover against damage to someone else's vehicle or property.
- Third party : Covers damage that you cause to another vehicle or another person's property. This is the cheapest option, but doesn't cover the cost of repairing your own vehicle.

Important

If your vehicle is not registered and/or does not have a current WoF, or if you are driving without a valid licence, your insurance company will not pay out if you have an accident.

Further information about vehicle insurance is available from the Insurance Council of New Zealand at <http://www.icnz.org.nz/consumer/motor/index.html>.

MONEY MATTERS

Living in New Zealand is on the whole quite expensive, although New Zealand is still a relatively affordable place by western standards. With careful money management, you should be able to live quite comfortably in New Zealand on a moderate budget. However, it will take time to adjust to new costs and systems, so it is important that you allow for this. It is very important that you have access to funds when you arrive as you may need to pay a bond or deposit for your accommodation. Living expenses, including transport and food, are also much higher than in Indonesia.

Your biggest expense will be education fees, followed by accommodation and food. To make managing your money easier, it is recommended that you pay your education fees directly from your home country.

New Zealand currency

The New Zealand dollar is the currency used in New Zealand. Dollars are divided into cents: 100 cents = 1 dollar. The currency symbols used are \$ = dollar, c = cents. The following notes and coins are in circulation: notes - \$5, \$10, \$20, \$50, \$100, coins -10c, 20c, 50c, \$1, \$2. For an international currency converter go to: www.oanda.com/convert/classic.

Security

New Zealanders do not carry large amounts of cash or keep it at home because it is considered unsafe. Large amounts of money should be kept in bank accounts. It is important to keep your bank account and banking details private. Only you or an authorised user should have access to it.

Opening a bank account

Nearly all the major banks have international student packages. To open a student bank account you will need a passport, evidence of study to prove you will be a full-time student (a study approval letter or a fees invoice will be sufficient), and a residential address in New Zealand. Your education provider may already have an arrangement with a particular bank, which may make things easier for you.

Most student accounts offered by the major banks do not earn interest, so for those students wanting to avoid interest this is usually not a problem. If you do find that you are earning interest and you don't want it, you should speak to your bank so they can change your account to a non-interest bearing one.

Banks are usually open from 9:00am to 4:30pm Monday to Friday, but customers are able to access their accounts 24 hours a day using Automatic Teller Machines (ATMs). Banks are not open on Saturday and Sunday, or on public holidays. You can also manage your banking by telephone or Internet banking. Ask your bank to explain how to do this.

Once you have opened a bank account you will be given a bank account number and be able to make deposits (including international money transfers) and withdrawals. It is important to keep a note of this number somewhere, as you will need it for any account operations. An ATM card will be sent to you after a few days or the bank may ask you to come and collect it personally. You will then need to take the card into a branch of your bank and select a personal identification number (PIN). Once your card has a PIN, you will be able to use it at ATM machines and for EFTPOS transactions (see below). Choose a number that you can easily memorise. You should never tell anyone else your PIN.

The bank will send you regular bank statements. You can request them to be sent weekly, fortnightly or monthly. Most student accounts have either no charges or reduced bank charges, but it is still important to check your bank statements to ensure you are not being overcharged by the bank. As well as listing any charges, the statements will list any deposits and withdrawals made during the statement period. Bank statements are important documents that you should read and understand. Make sure you keep them for future reference.

If you are over 18, it may be possible to arrange to get a cheque book and/or credit card with your bank account. You may be required to provide some security in order to get an overdraft on your credit card.

Bank services

ATMs - Automatic Teller Machines

ATMs allow you to withdraw money without going to the bank. There are many ATMs located throughout towns and cities in New Zealand. You can normally find them outside bank branches, in shopping areas and malls. To use an ATM, insert your bankcard and enter your PIN. You can withdraw money, check your account balances, transfer funds between your accounts, and more. If you use an ATM that is not owned by your bank you may be charged a small fee. There is a limit to the amount of cash you can take out using an ATM. This is usually NZ\$800 per day, but will change depending on your bank and the type of account you have. If you want to pay a big bill in cash, you'll need to go to the branch to withdraw the full amount.

EFTPOS - Electronic Funds Transfer at Point of Sale

EFTPOS allows you to pay for purchases without carrying cash. EFTPOS is very popular with New Zealanders and is available in most shops, restaurants and businesses. To use EFTPOS, your bankcard is swiped in a special machine which reads the magnetic strip on it. You select the account you want to pay from and then enter your PIN. Money is automatically transferred from the account you selected to the shop's account. You can use EFTPOS to get cash out too. Again, there is a daily limit to the amount of money you can transact with using EFTPOS. This is usually \$2,000 but changes depending on your bank and the type of account you have.

Credit cards

Many shops and restaurants accept credit cards for payment. The most common are Visa, MasterCard, Diners and American Express. For a credit card, your signature on the back will be matched as you sign for the goods or services you are buying. You can also choose a PIN for your credit card to use instead of your signature.

Paying by cheque

Payments can also be made by writing a personal cheque. If you are paying in person (rather than by mail), identification with your signature is required to make a payment using a cheque. Paying by cheque is less common than EFTPOS, however it has some advantages. With EFTPOS there is a daily transaction limit of \$2,000, while cheques have no limit. With EFTPOS you also have to pay in person while cheques can be posted.

Telephone banking

Using a touch-tone phone, you can dial a free number for your bank and have access to your accounts over the phone, at any time. You will need a PIN to use this service.

Online banking

You can also do your banking on the Internet at any time. Banks provide secure access for this. Bank staff can set up online banking for you when you open your account.

Keeping your bank cards and credit cards safe

Make sure you keep your bankcards and credit cards safe at all times. If you lose your cards, you must contact the bank immediately to cancel them. Also let the Police know as sometimes lost property is given to them. See your local phone book for the contact details of your nearest Police station.

Being careful with your spending

Be careful how much money you spend in your first two months, until you understand a little more about the costs you will face during your stay. It is important to make sure your money lasts until the end of your studies.

If you need help managing your money, talk to the student welfare officer or department at your education provider, for budgeting advice.

It is not advisable to lend money to anyone unless you feel you can completely trust them. Don't let others know how much money you have or if your family is wealthy. New Zealanders do not appreciate people who 'show off' their wealth. You may also make yourself a target for criminals.

Costs

Below is a table indicating approximate costs of a few goods to give you an impression of prices in New Zealand.

ITEM	COST	ITEM	COST
Take away meal	\$7-10	Cell phone call	50c - \$1.50 per min
1 kg Apples	\$1-3	Bottle of water	\$1.50
1 kg Tomatoes	\$2-8 (seasonal)	1kg Sugar	\$1
Shoes	\$100 +	Big Mac	\$4.45
Mobile phone	\$150 +	Coca Cola (can)	\$1.50
Laptop	\$2000 +	1 chicken	\$7

Budgeting

There are always going to be unexpected expenses that come up during your stay. Most of these will come up at the beginning of your time in New Zealand, or if you move into an unfurnished flat. One of the expenses university students often underestimate is the cost of textbooks. Most textbooks cost around \$100 and you can expect to have either one or two textbooks per course.

An unfurnished (empty) flat will need a refrigerator, bed, and furniture such as shelves, chairs and a desk. These can be bought or hired and it could cost you anywhere between \$500 and \$3,000. You may also have to pay a large deposit for the flat and for setting up gas, electricity and a phone line (this money is refundable, but may take away money you expected to have available). It is a good practice to over-budget for expenses and to avoid making any large purchases until you are familiar with the prices in New Zealand. You should also have some money put aside for emergencies and unexpected costs. Each week you should save some of your money for this purpose.

Try and set yourself weekly or monthly limits on spending. Below is an example of a weekly budget. You can create an initial budget for yourself by filling in the last column.

	HOSTEL/RESIDENCE	FLAT	HOMESTAY	MY EXPENSES
Rent	230	120	200	-
Power/gas	-	20	-	-
Food	-	60	-	-
Snacks	15	25	20	-
Entertainment	20	25	20	-
Travel	10	30	30	-
Phone	-	15	-	-
Toll calls	20	20	20	-
Cell phone usage	20	20	20	-
Clothing	30	30	30	-
Toiletries etc.	15	15	10	-
Emergencies	20	25	20	-
TOTAL	NZ\$380	NZ\$405	NZ\$370	-

These prices are estimates only and will vary between cities.

NEW ZEALAND'S TAX SYSTEM

New Zealand's laws require people and organisations to pay taxes. The New Zealand Government uses these taxes to pay for government expenditure. Inland Revenue is the main government department that collects tax payments and administers the New Zealand tax system.

As an individual, you are a New Zealand resident for tax purposes if you meet any of the following conditions.

- You are in New Zealand for more than 183 days in **any** 12-month period
- You have an enduring relationship with New Zealand (such as if you have immediate family living here: you intend to live here or return overseas after a time: you keep personal possessions here permanently)

The residence rules set out in the tax laws are different from the normal citizenship rules. You can be a New Zealand resident for tax purposes but not hold New Zealand citizenship.

As a New Zealand resident for tax purposes, you must pay income tax on all your income received, both in New Zealand and overseas. The tax rate on your income depends on how much you earn. At the time of printing this Guide, the New Zealand income tax rates are:

INCOME	TAXED AT
up to \$38,000 per year	19.5%
\$38,001 to \$60,000	33%
\$60,001 and over	39%

New tax rates will come into effect starting 1 October 2008. The first stage will see a new 12.5% rate apply to income up to \$14,000, the 21% threshold will rise to \$40,000, the 33% threshold will rise to \$70,000, and the top threshold (39%) will rise to income above \$70,000.

If your income is from salary, wages or a social security benefit, your tax will be deducted under the pay-as-you-earn (PAYE) system. This means the pay you get has already had tax deducted. If you earn income that hasn't had tax deducted before you receive it, you are still required to tell Inland Revenue about this income and pay tax on it.

New Zealand's tax year runs from 1 April to 31 March. You can put in a tax return after 31 March each year to see if you are eligible for a refund. For further information visit the Inland Revenue website at www.ird.govt.nz

What is an IRD number and do I need one?

An IRD number is a unique number that identifies all your tax payments and records at Inland Revenue. You will need an IRD number if you work full time or part time, open a bank account or are required to pay tax in New Zealand.

You need to give your IRD number to your employer and your bank. Otherwise, your employer or bank will be required to deduct tax at a higher 'no declaration rate' of 45% from your salary or 39% from your interest.

To apply for an IRD number from Inland Revenue, you need to fill in an IRD number application – individual (IR 595) form. Return this completed form to Inland Revenue with identification, such as a copy of your birth certificate or current passport.

For more help on tax matters

Two helpful Inland Revenue publications are:

- Taxes and duties: an introduction to New Zealand's tax system (IR 295), and
- New Zealand tax residence: who is a New Zealand resident for tax purposes? (IR 292)

These publications and other general tax information is available from Inland Revenue's website www.ird.govt.nz

It is illegal to work in New Zealand without an appropriate Visa and you must pay tax on all your earnings

WORKING IN NEW ZEALAND

In order to work in New Zealand you need a 'Variation of Conditions' to your Student Permit. Contact a New Zealand Immigration Service office to apply for one or you can download a form for a variation of conditions at www.immigration.govt.nz, or you can call 0508 558 855 to request one. You may have to pay a small fee when you apply.

Who can apply for a variation of conditions to their Student Permit in order to work?

- Students with Student Permits for more than 12 months can apply to work during the Christmas and New Year holidays.
- Students doing a full-time study course that will lead to a recognised diploma or degree taking at least two academic years to complete, or those undertaking a full time course for a qualification that would attract points under the Skilled Migrant category of Residence Policy, can apply to work up to 20 hours per week. This will also allow you to work full time over the Christmas and New Year holidays.
- Students enrolled in a postgraduate study course.
- Student enrolled in a course that requires you to have practical work experience.

If you are married, neither your spouse nor any dependants are entitled to undertake paid work in New Zealand. In some circumstances it may be possible to get a work Visa.

Once you have completed your studies, you may wish to stay in New Zealand and work. To find out whether you are eligible for a working Visa and how to apply for one visit a New Zealand Immigration Service office or go to: www.immigration.govt.nz

The New Zealand Department of Labour has a number of information resources about employment and work issues. You can view this information online at: <http://www.ers.govt.nz/audienceinfo/employees.html>. This website is also a good resource if you have any employment questions or problems.

Student job search

Student Job Search helps students find summer vacation and temporary or part time work. It is funded by the government, student associations and tertiary institutions and run by student associations. Refer to www.sjs.co.nz or your local Student Job Search office, for further information.

If you have a 'Variation of Conditions' on your Visa or Student Permit and are studying at a university, polytechnic or college of education, you are eligible to use Student Job Search. All students studying at New Zealand Qualifications Authority (NZQA) approved private training establishments are also eligible to use Student Job Search services, but are required to pay an enrolment fee from March to September.

TRANSLATION AND INTERPRETING SERVICES

Most interactions in New Zealand will be conducted in English. There may, however, be times when you wish to ensure you understand important information, and that you are being understood. In such cases, an interpreting service may be available.

Language line

Language Line is a FREE telephone interpreting service to improve communication between the participating government agencies and their clients. It is designed for people who have little or no English. To access Language Line, call or visit the desired agency, then ask for Language Line and your language (e.g. Indonesian). Language Line is available in 37 languages and operates from Monday to Friday 9am – 6pm. For more information and a detailed list of the government agencies that use Language Line go to www.languageline.govt.nz.

Translation services

If you need to get important documents translated into English while you are in New Zealand (e.g. birth certificate, medical report), there are a variety of translation services available.

The Translation Service is a government-run organisation specialising in translating documents needed for immigration, citizenship and New Zealand qualifications. For more information on The Translation Service go to: [www.dia.govt.nz \(services/translation service\)](http://www.dia.govt.nz/services/translation-service).

Local governments

Some local governments (City or District Councils) offer interpreting services for people conducting business with them.

Hospitals

Most of the bigger public hospitals have an interpreting service for patients whose first language is not English, but patients may use family members or friends as interpreters if they wish. There will often be a cost associated with using services provided by the hospital.

KEEPING YOURSELF SAFE

The laws operate to protect the rights of all people in New Zealand, including visitors and international students. Many of the laws in New Zealand will be different to your home country. It is important that you be aware of the laws and abide by them as ignorance of the law is not an acceptable excuse in New Zealand.

Keeping safe

New Zealand has an international reputation as a safe and friendly country, but you should still take all the security precautions you would take in your own country or anywhere else in the world. For example, look after your belongings and do not leave them unattended. Do not carry large amounts of cash. Avoid doing things you know to be against the law.

Your education provider will give some advice about these things and others such as the driving laws and road safety rules. If you need advice about other things, for example, personal security or legal welfare issues, ask the student welfare officer at your education provider.

Violence

In New Zealand you are breaking the law if you hit, punch, kick or in any way assault another person, or have sexual contact without the other person's consent. Violence is unacceptable wherever it happens and whoever the victim is, even amongst family members. The New Zealand Police take all violence very seriously – call them if you need help (dial 111 in an emergency and ask for the Police).

Safety in public places

There can be times, locations or circumstances when there are safety concerns in public places. Be aware of these and do things sensibly to reduce risks to your safety.

Street safety

Be aware and take notice of what's around you. Check street signs so you know where you are and if you need to call the Police you can be easily located. Keep to areas where other people are about, and that are well lit at night. Avoid vacant blocks, parks or shortcuts through alleys or waste ground, and do not walk close to arcade entrances or areas where a person might be hiding.

Body language is important. A person who is confident, walking upright and briskly is less likely to become a victim. There may be times when it's best not to walk through a group of people. Cross the road to avoid contact.

Let someone you trust (someone you live with or a friend) know where you are going. Plan for a friend to pick you up or take a taxi rather than walk alone at night. If you feel uncomfortable in a situation, take steps to keep yourself safe. Consider:

- Covering up expensive jewellery when walking
- Keeping your house and car keys separate in case your handbag or bag is snatched
- Carrying a personal alarm or mobile phone

Being followed

If you think someone is following you, cross the street, more than once if necessary. Vary your pace and change direction, to confirm your suspicions. If someone is following you, go as quickly as possible to the nearest place where there will be other people. This could be a service station, fast-food outlet, or a house with lights on. Call the Police immediately.

Pubs, clubs and parties

If you use illegal drugs or drink more than a moderate level of alcohol it will lower your awareness and increase the risk to your safety. Alcohol and drugs affect your ability to be in control and react to a situation appropriately.

Potentially unsafe situations are:

- leaving a party or pub with a person you have just met
- accepting a car-ride from a stranger or someone you have just met
- walking home alone
- driving after taking drugs or alcohol (this is illegal)

Dealing with drunk people

People who have taken drugs or alcohol can threaten your safety. Many Indonesian students who come to New Zealand are not used to dealing with drunk people. If you go out into town at night in New Zealand you are likely to come across people who have been drinking. You should realise that drinking alcohol affects people differently. Not all people who drink will act noticeably differently. Warning signs that a person is drunk may be that they are pushy, rude, their speech may be slurred or they may stumble when they walk. The best way to deal with drunk people is to avoid them. Do not provoke them as they can react aggressively.

If you want more advice on keeping yourself safe, try the Citizens Advice Bureau, Community Law Centre or talk to the Police. Don't rely solely on what other international students tell you because they may not always understand the full story and may therefore give you incorrect advice.

In an emergency

If you need immediate medical help (for example, because of an accident), need to talk to the Police or to report a fire, phone 111. The call is free. A person will ask you which service you need (Fire, Police, or Ambulance). Be ready to tell them what has happened and where you are. If someone is injured and needs to go to hospital, an ambulance will arrive and take them.

If it's not possible to make a phone call, go as quickly as possible to the nearest place where there are other people. This could be a service station, fast-food outlet, or a house with lights on. If you can't do this, make lots of noise to attract attention. As soon as you can, go to a safe place, dial 111 and ask for the emergency service you need: Fire, Police, or Ambulance.

If you need urgent medical treatment, but are well enough to travel, you can also make your own way to an Accident and Emergency centre or hospital or ask a friend to take you.

The Police

There are several organisations in New Zealand concerned with public safety. The Police are there to help anyone at any time.

When you move into your accommodation, find out where the local Police station is, and its phone number. You can go to your local Police station for help or phone them. Look in the local telephone book for the number, or go to: www.police.govt.nz.

If there is a crime, the Police will investigate and advise you about follow-up action. They will tell you about other support services that may be helpful, such as Victim Support, which helps people who have been the victim of a crime, accident or emergency. Look under 'Victim Support' in your local telephone book. The Police also have quick access to interpreters who can help explain things if necessary.

If you are a woman, you can request to speak to a female police officer in any dealings with the Police. This also applies to men who only want to speak to a male officer.

Your local branch of the Community Law Centre may also be able to provide advice and assistance. These centres provide free advice on New Zealand laws and legal procedures. Many cities and towns have Community Law Centres; the phone number is in your local telephone book.

The student welfare person or department at your education provider will also be able to offer support and may be able to help you if you are dealing with the Police. A publication on 'your rights as a victim' is on the Ministry of Justice website. Go to: www.justice.govt.nz. (Look under 'Information and Publications' then 'Victims').

Being accused of a crime

If you are arrested, you have the right to contact a lawyer as soon as possible. If you appear in court, you will need a lawyer. There will be a lawyer at the court who will give you legal help, or you can hire your own lawyer. Lawyers are in the best position to advise you on your legal rights. You also have the right to contact your Embassy and your family. Contact your local Community Law Centre (in the local telephone book) for information and advice about New Zealand laws.

NATURAL DISASTERS

No place in the world is completely safe from the potential threat of a natural disaster. New Zealand is no exception to this rule. The most common disasters in New Zealand are floods and earthquakes. New Zealand lies between two tectonic plates and, as a result, there is a lot of seismic and geothermal activity in the country. There are several active volcanoes in the North Island and many small earthquakes occur every year. While the chance of being involved in a natural disaster may be very small, the possibility should not be ignored. It is important to take reasonable precautions and be prepared for an emergency.

Earthquakes

Most earthquakes in New Zealand are too small to be felt. Those that are felt are normally very short in length (you will feel shaking for about 5 seconds) and cause little disturbance. New Zealand is also a world leader in earthquake engineering design. Most large buildings are designed to withstand very large earthquakes. It is, however, very important that you be prepared and know what to do if a large earthquake occurs.

Most earthquake-related injuries and deaths result from collapsing walls, flying glass, and falling objects caused by the ground shaking. There are some simple precautions you can take to reduce the likelihood of damage to your valuables and yourself, such as securing heavy furniture (e.g. bookcases) to the wall or floor and placing heavy items near the floor. For a complete list of things to check in your home go to: www.eqc.govt.nz/safety. It is also a good idea to develop a Household Emergency Plan and have emergency survival items so that you can cope on your own for at least three days. To find out more about what you can do to be better prepared go to: www.civildefence.govt.nz (Being Prepared / What to do).

If an earthquake occurs the following actions should be taken to reduce the likelihood of personal injury:

- move no more than a few steps to a safe place, drop to the ground, take cover under something sturdy (e.g. a table, desk or doorway) and hold on
- stay indoors
- if outside, find a clear spot nearby (no more than a few steps away) that is away from buildings, trees and power lines. Drop to the ground and cover your hands over your head
- if in a lift, stop at the nearest floor and get out
- if you are driving, pull over to the side of the road. Stay in the vehicle until the shaking stops

Many earthquakes are followed by aftershocks (another earthquake after the main shock), some of which can be large. It is important that you get yourself into a safe place and stay there until you are sure the shaking has stopped. For more information on earthquakes visit www.gns.cri.nz/what/earthact/earthquakes.

The Ministry of Civil Defence and Emergency Management is the government agency responsible for coordinating national emergency operations in the event of a large scale disaster. Their website www.civildefence.govt.nz contains a lot of information about natural disasters in New Zealand, how you can prepare for them and what you should do if one occurs. The inside back cover of the Yellow Pages also has some of this information.

HEALTH SERVICES – LOOKING AFTER YOURSELF

There are good professional health services in New Zealand, including doctors, pharmacies, dentists and hospitals. It is a good idea to find out where the local doctor, dentist, 'after hours' medical centre and hospital are located in case you get sick. The local telephone book has a section at the front that lists hospitals, medical centres (local doctors' clinics) and dentists.

Large tertiary institutions have their own student health services centre or clinic which its students can use. This service is partially subsidised by fees paid by all students at enrolment, so is considerably cheaper than regular medical centres or clinics.

Often when students come to New Zealand they are so busy with study and learning about a new country that they forget to eat well and can get sick as a result. It is important to eat a balanced diet, including meat and vegetables. This is especially true for women as they have an increased risk of anaemia (low iron levels).

You must have medical insurance

Having medical insurance to cover all your dental, medical, specialist and hospital costs is compulsory for all international students. Your medical insurance policy will be checked by your school or institution to make sure it meets the coverage requirements.

Visiting a doctor

You can choose any doctor or medical centre close to where you are living or close to where you are studying. The local doctor (General Practitioner or GP) is often the first contact with a health professional for New Zealanders when they have a health problem. GPs work in local medical centres or clinics, not hospitals. You should go to see a GP if you have a non-emergency illness. You need to call the centre or clinic and make an appointment to see a doctor or nurse. This also applies if you want to see a doctor or nurse at your education provider's student health services centre. Most medical centres and clinics are open during normal business hours. For medical attention outside these hours you can go to your nearest 'after hours' medical centre. In the case of an emergency, you should go directly to the hospital. Your medical insurance may cover the costs for visits to the doctor. GPs generally charge between NZ\$30 and NZ\$60 per visit.

Drugs from the pharmacy and tests

You, or your medical insurance, will also have to pay for any medicines that you need. You can purchase some medicines directly from the pharmacy or chemist, but for most medicines you will need a prescription from your doctor. A doctor writes the prescription and a pharmacy or chemist provides the medicine the doctor prescribes for you. The cost will depend on the particular medication you are prescribed. Charges will also apply to any diagnostic tests (such as blood tests) from a laboratory.

Going to the optometrist or dentist

If you need to get your eyes tested or a prescription for glasses or contact lenses, you will need to see an optometrist. Check the Yellow Pages for a list of optometrists in your area (www.yellowpages.co.nz). Eye tests cost from NZ\$40, glasses from around NZ\$300 and contact lenses from around NZ\$150 for a six month prescription. You or your medical insurance will need to pay for your optometrist costs.

You, or your medical insurance, will also have to pay for any visits to the dentist. You can find a list of dental practitioners in the Yellow Pages. For both the optometrist and the dentist, appointments must be made in advance.

Going to hospital

Many hospitals have their own staff or a network of volunteers who will help with translation, hospital admission or any related needs. There will be charges for your care which your medical insurance should cover. See below for the case of accidents.

Suffering an injury or accident

The New Zealand Accident Compensation Corporation (ACC) provides 24-hour, personal injury or accident insurance cover for New Zealanders, New Zealand residents who are temporarily overseas, and visitors to New Zealand. This means you are eligible for accident compensation cover while you are here. For more information, free phone 0800 101 996 or go to www.acc.govt.nz

Meningitis (meningococcal disease)

Meningococcal disease is a bacterial infection that can affect anyone. Babies, young children, teenagers and young adults are at greatest risk. It can cause two very serious illnesses: septicaemia (blood poisoning) and meningitis (an infection of the brain membranes). There are different strains of the bacteria. The B strain is the most common in New Zealand.

Meningococcal disease can look like a case of influenza in its early stages, but it quickly gets much worse. The symptoms may not all show up at once. Tell your doctor if you have any of the following signs and/or symptoms.

- Fever and headache
- Vomiting
- Sleepiness, confusion, delirium or unconsciousness
- A stiff neck and dislike of bright lights
- Joint pain and aching muscles
- A rash or spots (show your doctor)

Meningococcal disease can progress very quickly. Don't wait – take action. If someone in your household is sick with one or more of the symptoms identified above, you should contact a doctor or medical centre immediately, no matter what time of the day or night. If meningococcal disease is treated straight away with antibiotics, most people will recover. For further information about meningococcal go to: www.moh.govt.nz/meningococcal.

Hay fever

Hay fever (also called seasonal allergic rhinitis) is an allergic condition usually caused by pollen in the air. It can affect the nose, eyes and throat. Symptoms are usually a runny, stuffy, itchy nose and sneezing. Your eyes may also become itchy and watery and your throat may become irritated. Hay fever is very common in New Zealand (about one in five people are affected by it) and it is likely that some Indonesian students will suffer from it whilst in New Zealand, due to an increase in pollen in the air.

There are many medicines available to prevent hay fever and to alleviate its symptoms. The main medications used are antihistamines and nasal sprays. It is advisable that you see a doctor so they can diagnose you and prescribe you with the appropriate medication. For more information on hay fever go to: www.allergy.org.nz/allergies/rhinitis or www.everybody.co.nz/docsa_c/allergic.htm.

Asthma

Asthma is a common medical condition in New Zealand. One in six New Zealanders suffer from it. The symptoms of asthma are being short of breath, coughing, tightness in the chest and wheezing (when your chest makes a rattling sound when you breathe). Generally, asthma is not a serious condition and is usually controlled well by medication. Some people are vulnerable to asthma however, and get asthma attacks that can be life threatening. If you think you have the symptoms of asthma you should consult a doctor. For more information about asthma and what triggers it www.asthmanz.co.nz is a useful site.

Sexual health

In New Zealand the age of sexual consent is 16, and it is illegal to have sexual relations with a person under this age, even if he or she agrees.

If you choose to have a sexual relationship during your time in New Zealand, you need to protect yourself, both from unwanted pregnancy and from sexually transmitted infections (STIs).

You can discuss any issues you have about sexual health and contraception with a doctor or nurse. Health professionals are there to help and provide advice, and will not judge you. Anything you discuss with them is completely confidential. In New Zealand, individual privacy is treated very seriously and is protected by law. For information on STIs and contraception go to www.hubba.co.nz.

Family Planning Association

The Family Planning Association (FPA) provides sexual and contraceptive information, clinical services and education. If you make an appointment, you or your medical insurance must pay for your visit.

FPA clinics are listed in your local telephone book (Telecom White Pages, go to: www.whitepages.co.nz) or go to: www.fpanz.org.nz to locate the FPA clinic closest to you. There is also a free information service available on 0800 372 5463. Some FPA clinics may have interpreters available.

MENTAL HEALTH

Studying can be very stressful for any student. When you are studying overseas, language and culture differences can increase stress levels. If you are having difficulty coping, contact one of the support agencies in this Guide. If you are worried about your stress level, do not wait too long before you ask for help. Do not feel ashamed. Make an appointment to talk to a counsellor or doctor. Sometimes medical insurance does not cover treatment for mental illness. You may be liable for any charges incurred from your treatment.

Larger tertiary education institutions may have student counsellors available for consultations at very little or no cost.

If you'd rather talk with someone over the phone, you can call Lifeline. Lifeline is a free, confidential and anonymous service for anyone needing to talk about personal problems. Some of the feelings or worries they can assist you with are:

- facing difficulties in a new country
- loneliness

- stress-related issues
- problems with relationships
- depression and worry
- grief and loss
- thoughts of suicide or self-harm

Lifeline is open 24 hours every day. If you are in the Auckland area, phone 09 522 2999. If you are outside Auckland, phone free on 0800 111 777. Lifeline also has a brochure about these services. Your education provider should have a copy.

Tobacco smoking

In New Zealand, alcohol and tobacco smoking are legal but are regulated; you have to be 18 or over to purchase them, and there are rules about where and when you can and can't drink alcohol and smoke.

It is illegal to smoke inside any clubs, bars, restaurants, theatres, public buildings or on public transport. Smoking is permitted outdoors. Smoking is becoming increasingly unpopular with New Zealanders and many people find it offensive. If you smoke in public areas, try and smoke in areas where your cigarette smoke will not bother other people.

Alcohol

It is illegal to drink alcohol and drive. In some cities it is illegal to drink alcohol in public places, such as in the streets or parks, and many places have alcohol bans over the New Year period when lots of people go out to celebrate.

Alcohol is sold in liquor stores and licensed beer and wine stores. Most supermarkets and some convenience stores also sell beer and wine. It is illegal to buy alcohol if you are under 18, and it is also illegal to supply alcohol to anyone who is under 18.

Although alcohol is widely consumed at social events in New Zealand, it is just as acceptable and quite normal not to drink alcohol at all.

In New Zealand there have been a few cases of 'drink spiking', where someone adds a tasteless, odourless and colourless drug to your drink without you knowing. This can happen in bars, clubs, pubs or at parties. These drugs are extremely dangerous and leave people with little or no memory of what has happened to them. If you are in a bar or club, watch your drink to make sure no one adds anything to it. If you feel dizzy or uncomfortable after you have a drink, try and tell a friend to keep an eye on you. If you think this has happened to you, seek medical advice immediately.

For more information on 'drink spiking', see the New Zealand Police website: <http://www.police.govt.nz/safety/publicplaces.spikeddrinks.html>

Drugs

Illegal drugs include marijuana, 'magic mushrooms', LSD, ecstasy, methamphetamines, cocaine and heroin. Possession of any of these drugs is against the law and carries a penalty that may include imprisonment.

Ecstasy or 'e' comes as a capsule with brownish powder inside or as a pill, usually with a symbol like a heart or a happy face. You should refuse these drugs if they are offered to you. There are considerable risks in consuming them and they are illegal.

Alcohol and drug help lines

There are a number of places to go to if you, or someone you know, needs help with alcohol or drugs. Contact your local Citizens Advice Bureau and they will refer you to a service that can assist you. Your local Citizens Advice Bureau is in the phone book or call them on their free phone number 0800 367 222. Some Citizens Advice Bureaux have interpreters to help non-native English speakers.

Gambling

There are casinos in major New Zealand cities and many bars and other outlets have poker machines. There is also a government-sponsored lottery – Lotto. It is very unwise to get involved with casinos or poker machines and it is extremely unlikely that you will win more than you spend. Gambling can be very addictive and there have been a number of instances where international students have got themselves into serious financial difficulties. If you do play on the poker machines ('pokies') or other forms of gambling, and find you are unable to control the amount you are spending, you should seek help. Contact the counselling service at your educational institute or your local Citizens Advice Bureau and they will refer you to a service that can assist you.

18+ Card (evidence of age)

The minimum legal drinking age in New Zealand is 18 years. If young people wish to purchase alcohol or get into licensed premises they need to provide photographic proof of age.

The acceptable forms of ID are a New Zealand or overseas passport, a photographic New Zealand driver licence or a HANZ 18+ card. You can get an application form for an 18+ card from www.hanz.org.nz/index.cfm/18_Plus_Cards or pick one up at a New Zealand Post Shop. The card will cost you NZ\$20. You will need to fill out a statutory declaration and provide certain documents to prove you are over 18 years of age and that you are who you say you are.

RELATIONSHIPS

You will find the attitude and approach to relationships very different in New Zealand to your home country. It is quite common and acceptable for young people in New Zealand to have sexual relationships before they are married.

With the extra sense of freedom in New Zealand and being away from your family and friends, you may find the support and friendship in a relationship to be very comforting. However, it is common for students to jump into serious relationships more deeply and quickly than they should. Some international students have had to quit their studies and return home as a result.

If you have any questions or concerns relating to relationships while you are in New Zealand, there are several services you can use, such as Lifeline or the counselling service at your educational institute. You may find it easier, however, to speak to someone from the mosque or church or the local Indonesian community as they will have an understanding of both Indonesian culture and tradition and of the New Zealand environment.

You should never feel pressured to get involved in a relationship or to do anything in a relationship that compromises you, your culture or your religion. The main reason you are in New Zealand is to study and it is important to remember the goals you had before you left home and to try and avoid anything that may jeopardise them.

HARASSMENT AND DISCRIMINATION

Most international students enjoy their stay in New Zealand and the interaction they have with New Zealanders. New Zealand is a very multicultural country and people are generally open and accepting of other cultures and ways of life. As is always the case, there are exceptions to this rule. New Zealand has laws against harassment and discrimination. These are unacceptable practices in New Zealand and if you are affected by any discrimination or harassment whilst living and studying here, you should inform someone. Below is a description of what constitutes discrimination and harassment in

New Zealand law.

- Discrimination occurs when a person is disadvantaged or treated less favourably than another person in the same or similar circumstances.
- Harassment is behaviour that is uninvited and humiliates, offends or intimidates someone.

Harassment and discrimination may be based on gender, marital status, religious belief, colour, race, ethnicity, disability, age, political opinion, employment status, family status, or sexual orientation, to name a few examples. The Human Rights Act 1993 makes harassment and discrimination unlawful.

Some examples of discrimination that could occur are: not being employed because you wear hijab or a landlord not wanting to rent their property to you because you are Asian. Examples of harassment are: a person making repeated offensive remarks about your race or religion, a person making fun of the way you speak (e.g. of your accent) or someone repeatedly making offensive remarks about you based on acts committed by other Indonesians (e.g. calling you a terrorist).

What you can do if you are being harassed

- Keep a record of the incidents that you find offensive.
- Talk it over with someone you trust and who will keep the information confidential. This may help clarify your best course of action.
- Confront the person who is harassing you and tell them that you don't like their behaviour. Tell them that you do not like what they are doing and that it is unlawful. Tell them you want them to stop - otherwise you will complain. You can do this in person, in a letter, or with a student or other representative.
- Don't confront the alleged harasser if you don't want to. Only do so if you feel confident and safe. If this doesn't work, or is inappropriate, you can seek advice and assistance from:
 - a racial/sexual harassment contact person
 - a manager or school counsellor
 - human rights commission
 - a professional disciplinary body
 - employment Relations Service (if you have been harassed at work)

Further information

For further information, or to make a complaint, refer to the Human Rights Commission website. Go to: www.hrc.co.nz. The Human Rights Commission operates an InfoLine, staffed from 8.30am until 5.00pm Monday to Friday, plus an automated service accessible 24 hours, seven days a week. All calls are confidential. The InfoLine service provides answers to general human rights enquiries, and provides advice on how to deal with disputes, including matters of racial harassment. Call InfoLine toll free on 0800 4 YOUR RIGHTS (0800 496 877), or you can email: infoline@hrc.co.nz.

RECREATION

New Zealanders are generally very active people who enjoy spending time outdoors doing leisure activities or playing sports. Rugby is the national game and you will undoubtedly be asked to pass comment on it sometime during your stay. Other popular sports in New Zealand are cricket, football, hockey, tennis, netball, soccer, golf and skiing.

There are many sports fields around and most are open to the public when games are not being played. You can either organise a game with your friends or join an official club. Joining a club is a good way to meet New Zealanders. Most of the large education institutes have a range of sports and interest clubs that you can join. Many of them may also have gyms and recreational facilities. You can also see if your local Muslim Student Association (MSA) or mosque runs activities you can be a part of.

Tourism

New Zealand is regarded as one of the best tourist destinations in the world. For its size, it is hugely diverse in its geography. There are volcanoes, high snow covered mountains, glacial valleys, beautiful lakes and rivers, fiords and white sandy beaches. You may find the New Zealand landscape completely different to what you are used to and, in many places, spectacular. Some of the highlights to see in New Zealand are: the Southern Alps, Queenstown, Fiordland, Waitomo Caves, Tongariro National Park, the Bay of Islands and the mud pools and geysers in Rotorua.

New Zealand has a well-developed tourism sector and you will find many tourist activities throughout the country. Some are extreme (e.g. bungee jumping and white water rafting), while others are more leisurely (e.g. walking and fishing). The best way to find out what is available in your area is to visit your local i-SITE Visitor Centre. They will be able to recommend any day trips, sightseeing activities or local walks you can do.

Some useful sites in addition to those mentioned at the beginning of this Guide are:

- www.newzealandnz.co.nz/activities/
- www.jasons.co.nz
- www.tourism.net.nz

Being safe around water

 (<http://www.letsgo.co.nz/advice/safety.asp>)

Because of the nature of the country, many recreational activities are based around water and you need to be careful when swimming or learning water sports or activities.

Many of New Zealand's most popular beaches are patrolled by Surf Life Savers. These are people qualified to advise people on safety at the beach and are on hand to help if people are in trouble in the water. The Surf Life Savers put up two flags when they are on duty. This is also the area that they will be watching closely. Always swim between these flags.

If you want to enjoy New Zealand's lakes, rivers, swimming pools and beaches or participate in any water-based activity you should:

- learn to swim (contact your local city council swimming pool for details about lessons)
- always swim, kayak or go fishing with someone else. Never go alone
- swim between the flags at the beach
- always wear a life jacket when going out on a boat

Bush walking or tramping

 (<http://www.niwa.cri.nz/edu/resources/climate/overview>, New Zealand MetService <http://www.experiencenz.com/climate.cfm>)

New Zealand is famous for its beautiful outdoor environment, and bush walking and tramping are enjoyable ways of experiencing it. Your local Department of Conservation (DoC) office has information about local walks and tramps, or go to: www.doc.govt.nz and click on 'explore'. The Department of Conservation is responsible for maintaining and protecting parks and reserves.

New Zealand weather can change very quickly, especially in mountainous areas. It is important to be prepared for all types of weather, no matter what the weather is like when you leave. Warm, waterproof clothing is essential. It is unwise to tramp alone in the bush. Try to always inform someone where you are going and when you expect to return. Always keep to the track and make sure you know the way out of the bush at all times. Be prepared for emergencies, as well as for weather changes (e.g. take a first aid kit, extra food and water and a mobile phone). You can hear a weather report every hour on most radio stations or phone 0900 999 plus your phone area code for weather updates.

Protection from the sun

 (<http://www.cancernz.org.nz>)

As you will learn, New Zealand is a great country to experience the outdoors, but it is important to protect yourself against the harmful effects of the sun. New Zealand is exposed to the sun's harmful ultra violet (UV) radiation. There is less pollution to block out UV radiation than in many other countries and, in addition, the ozone layer above New Zealand is decreasing.

UV radiation is responsible for burning and damaging skin. UV radiation does not provide heat, so you can even burn when you feel cool (on a cloudy day, for example).

Avoiding sunburn and tanning can help prevent melanomas and other skin cancers.

To avoid sunburn:

- wear a hat and clothing that covers your skin
- apply sunscreen
- wear wrap around sunglasses to protect your eyes

It is important to note that:

- no sunscreen will completely shield you from the effects of UV radiation. You can still burn, especially if you have sensitive skin
- avoiding the sun between the hottest times (11 am to 3 pm in summer), wearing a hat and long clothing, wearing sunglasses and staying in the shade are all additional forms of sun protection

Things to see and do

Visit your local i-SITE Visitor Centre for information about museums, art galleries, libraries, cinemas and zoos in your area. These official Visitor Information Centres are located in most towns and cities in New Zealand and have good local knowledge including local events, tourist information and holiday accommodation. Look in your local telephone book under i-SITE Visitor Information for the phone number, or go to: www.i-SITE.org for contact details.

There are also free local newspapers and student magazines that list upcoming events in your local area. These are usually found outside large supermarkets and libraries.

EMBASSIES

Embassies throughout the world have a responsibility to assist their citizens in foreign countries in times of crisis and to provide information on what is happening at home. It is a good idea to register with your Embassy so that your government can provide support for you in the event of an emergency. Indonesian students are required to register with the Indonesian Embassy and you should do so as soon as possible after arriving in New Zealand. Contact details are:

The Embassy of the Republic of Indonesia

70 Glen Road	Telephone	: +64 4 475 8697
Kelburn		+64 4 475 8698
Wellington	Facsimile	: +64 4 475 9374
New Zealand	Opening hours	: Monday to Friday 0900 – 1200: 1330 – 1500
	Website	: www.indonesianembassy.org.nz

The contact person is the Consular Official (Pejabat Fungsi Konsuler). If you are living outside Wellington, you should send in your New Zealand contact details (residential address and phone numbers) with a copy of your passport.

ISLAM IN NEW ZEALAND

Topics covered in this section:

THE MUSLIM COMMUNITY IN NEW ZEALAND.....	55
How the community is organised.....	55
Muslim students.....	55
NEW ZEALANDERS' ATTITUDE TO ISLAM AND MUSLIMS.....	55
Hijab and Muslim dress.....	55
Questions.....	56
PRAYER.....	56
HALAL FOOD.....	56
Certification.....	57
Halal butchers.....	57
Other butchers and supermarkets.....	57
Cafes and restaurants.....	57
Food products.....	57
RAMADAN AND EID.....	57
MUSLIM STUDENTS' ASSOCIATIONS (MSAS).....	58
VOLUNTARY COMMUNITY WORK.....	58
QUESTIONS FOR PARENTS.....	58

All information is correct at the time of publication. While every effort is made to ensure the accuracy of the information contained herein, New Zealand Trade and Enterprise, its officers, employees and agents accept no liability for any errors or omissions or any opinion expressed, and no responsibility is accepted with respect to the standing of any firms, companies or individuals mentioned

Islam in New Zealand

THE MUSLIM COMMUNITY IN NEW ZEALAND

Thirty years ago there were very few Muslims living in New Zealand. Now, the community has a population of approximately 36,000. Most of the community members were born overseas, but there is an increasing number of young Muslims born in New Zealand. The Muslim community is extremely multicultural, with members originating from over 60 different countries. The largest ethnic group is Fijian Indian, followed by Somali, then Arab. There are also considerable numbers of Indonesians and Malaysians. Most New Zealand Muslims live in the large cities, with Auckland being home to the largest number (about 70%). Because the New Zealand Muslim community is so small and new, an Islamic infrastructure is still being developed. There are mosques and halal butchers in most of the major cities of New Zealand. There are also two Muslim schools in Auckland.

How the community is organised

New Zealand's Muslim organisations are privately run by the Muslim community. Most regions in New Zealand have a Muslim Association that looks after the local mosques. In Auckland there are several of these associations. The Federation of Islamic Associations of New Zealand (FIANZ) is a national organisation and was established as a representative body for all the Muslim associations in New Zealand. One of its main duties is to carry out halal certification in New Zealand. There is a list of regional associations in the appendix of this Guide and at www.fianz.co.nz.

Muslim students

There are over 2,000 Muslim students studying in New Zealand every year. The largest numbers come from Malaysia, followed by Indonesia and Pakistan.

NEW ZEALANDERS' ATTITUDE TO ISLAM AND MUSLIMS

People in New Zealand see religion as a private matter. It is not seen as a way of life, but rather as a small part of life that caters for peoples' spiritual needs. Many people in New Zealand do not have a religion and their attitude to religion may be quite different to your own. New Zealanders are, however, generally very accepting and interested in other cultures and practices.

Hijab and Muslim dress

In New Zealand, no one is allowed to be discriminated against due to their race, religion, colour, ethnicity or country of origin. The rules for this are outlined in the Human Rights Act 1993 (see the section in this Guide on harassment and discrimination for more details). It is not common to encounter negative attitudes towards people of different races or religions. Most New Zealanders hold the belief that everyone has the right to practice their religion in whatever way they choose. Even within the corporate working environment, people are generally very supportive of women wearing hijab. They will probably be curious as to what it means and why you wear it and will ask you questions, but you should not encounter any negative attitudes towards it.

You should not encounter negative attitudes and behaviour towards hijab or other forms of Muslim dress but you may still have some difficulties wearing it. Some international students have found wearing hijab in New Zealand difficult as they are not used to looking different to the people around them. New Zealanders may look at you or encourage you to dress like them. If you do want to wear hijab in New Zealand, it is likely there will be others at your educational institute who also wear it. There are Muslim students from many different countries, even from New Zealand.

Questions

As has already been mentioned, New Zealanders are friendly and inquisitive people. It is very likely that you will be asked questions relating to both your culture and your religion. Sometimes these questions can be hard to answer because in your home country they are taken for granted. Questions such as 'why do Muslim women wear scarves' are common. If you are unsure how to answer any questions such as these, there are lots of websites that can help or you can ask someone at your local mosque or at university.

PRAYER

The first concern for most Muslim students when they get to New Zealand is finding Qibla (the direction towards Mecca). If you have a compass, you can find it at 103° West (from North). This is just south of where the sun sets.

There are mosques in most of the major cities of New Zealand. You can find a list of mosques and their addresses both in the Appendix to this Guide and at www.fianz.co.nz. Most universities also have prayer rooms run by the Muslim Students Association (MSA). These will also have washing facilities. Some smaller institutions and work places or homestays may not have prayer facilities. You will need to explain to your work colleagues or hosts and ask them not to disturb you during prayer times. Many universities and language institutes may give you time off for Jumah prayer, if you tell them in advance.

One thing you will notice about praying in New Zealand is the huge difference between praying in summer and praying in winter. Fajr begins at 3.45am and Isha begins at 10:30pm during the height of summer, whilst in winter Fajr begins at 6.30am and Isha begins at 6.20pm.

You can find printable timetables for each month on the FIANZ website. Remember that you won't hear the adzan (call to prayer) in New Zealand. This can make it difficult to regulate yourself to the prayer times.

New Zealand has 'daylight saving' for six months of the year. This means that the clocks are put forward an hour in the summer months. This can be confusing and can put your prayer routines out of place. The time of Jumah changes from being prayed at around 12:30pm to around 1:30pm. Make sure you plan for this change and if your university or institute gives you time off on Fridays for Jumah, let them know in advance about the change in time. Daylight saving begins on the last Sunday in September and ends on the first Sunday in April.

As there aren't many official places available for you to pray in New Zealand, you may find yourself in the situation where you need to pray outside. There are generally no problems associated with this, though you are likely to get curious glances from people passing by. The main issue is finding a place to perform wudu (ablution). Bear this in mind before going out and remember that New Zealanders find it strange to see people cleaning their feet in washbasins!

HALAL FOOD

Though New Zealand is largely a Christian country, it is not the practice of New Zealanders to mention the name of God when they slaughter an animal that is to be eaten. It cannot, therefore, be assumed that the meat available is halal to eat. The good news is that, as New Zealand exports a lot of its meat to the Middle East and other Muslim countries, nearly all beef and lamb killed in New Zealand is slaughtered in the correct halal manner. In practice, this means that halal beef and lamb is widely available. Halal chicken is less common, but still relatively easy to find.

Certification

Many New Zealanders know the meaning of the term halal but there are still a lot who don't. The best guarantee that a place is halal is halal certification. Certification is mainly carried out by FIANZ and NZ Islamic Meat Management. There are also a couple of other smaller certifying agents around the country. If you are unsure whether a place is halal or not, you can always ask to see a halal certificate or ask one of the local Muslim contacts listed in this Guide. If you have any questions over the certifying process, contact FIANZ directly: fianz@xtra.co.nz.

Halal butchers

The benefit of buying from a halal butcher is the certainty that what you are buying is halal. Halal butchers stock a selection of meats and different cuts. They usually have sausages and both frozen and fresh meat. Most of the large cities in New Zealand have a halal butcher; in Auckland there are several. For a list of butchers, see the Appendix to this Guide.

Other butchers and supermarkets

You will often find other places that stock some halal meat, though many places will sell both halal meat and pork on the same premises. If you want to be totally sure that the food is halal, you can ask to see a certificate.

Cafes and restaurants

Many cafes and restaurants use halal meat. There may be a sign or you may have to ask. Often, only some of their meat will be halal e.g. just the beef and lamb or just the chicken. Again, you can ask to see a certificate to verify whether it is halal or not. Many of these places may also sell pork products and/or alcohol.

Food products

As not all the meat available in New Zealand is halal, it is doubtful that ingredients containing animal products are halal, unless they have been properly certified. Many animal products are used as ingredients in canned, packaged and frozen food, or as cooking agents. All products are required to list their ingredients on the packet. You can use this list to check to see if any food product contains a doubtful ingredient. There is a list of the main ingredients to avoid in the Appendix.

RAMADAN AND EID

Ramadan can be a difficult month for international Muslim students. Being away from family, and in an environment where most people around you are not fasting, can create feelings of homesickness, isolation and frustration. The length of the days in New Zealand may also be longer than you are used to. It is a good idea to make contact with other Muslims who are fasting and to break fast together. You should try to visit the local mosque in the evenings if that is what you are used to. Most mosques run iftars/maghrib and tarawih prayers throughout Ramadan. If you are getting catered meals, you should arrange with the person organising your food to have it available for you when you break your fast.

To find out when Ramadan starts and finishes, and the times of the Eid prayers in your area, contact one of the mosques listed in the Appendix to this Guide. You can also call FIANZ on (04) 801 6391.

MUSLIM STUDENTS' ASSOCIATIONS (MSAS)

Most of the Universities in New Zealand have MSAs. They are your best source of information on Islamic services and facilities on campus and in your local area. They run much the same way as any other university club. They generally have a President, Vice President, Treasurer and Secretary who look after the running of the MSA. The main function of the MSA is to cater for the Islamic needs of Muslim students at the university and to organise social events for association members to get to know each other. It is their responsibility to look after the prayer room and run Friday Prayers (Jumah), if there are enough students. Most MSAs will be happy to help you with any information you need about Islamic services and facilities in your area, even if you are not a student at their university. There are opportunities within the MSAs for international students to get involved in community activities.

VOLUNTARY COMMUNITY WORK

Muslim organisations in New Zealand are not financed by the New Zealand government, but are run privately by the Muslim community. The community is young and very small and always appreciates voluntary support. There are many different groups in the New Zealand Muslim community; some involved in da'wah, some involved in education or recreation and some involved in fundraising. The MSAs are also in need of help from new students. If you have been educated in an Islamic environment you may find that your skills are in great demand. Many converts also need help to learn the basics about Islam. If you would like to be involved in community based activities contact your nearest mosque or MSA.

QUESTIONS FOR PARENTS

New Zealand is a long way from Indonesia, both in distance and in culture. It is therefore normal to be anxious about your child studying so far away. Here are some answers to questions that parents of Indonesian students are commonly worried about:

How can I make sure my child is doing well?

Anyone over the age of 18 is considered an independent adult in New Zealand and is protected by privacy laws. This means that no one except the educational institute and the student has the right to know what marks your child is getting. If you are particularly worried, it is possible to arrange for you to gain access to the results. In the event that your child is failing courses and their educational institute is worried, you will always be contacted.

How will I keep in contact with my child?

There are many easy ways for you and your child to keep in regular contact. Telephone, email and even text messaging are often used between parents and their children. It is inevitable that you will miss each other, however these modes of communication can ease the stress of being so far apart.

What if my child is having problems, who will help them?

It is important to remember that your child is not alone. There are likely to be other Indonesian students studying at the same institute or in the same area. If your child is staying in student accommodation, he or she will meet many other

students who can help them with any difficulties they may encounter. There are also Muslim communities in most cities and towns in New Zealand who are very happy to help international students in New Zealand. There are also many other support services in New Zealand for international students.

How will my child be treated?

New Zealand is a very tolerant, open society. Racism and discrimination are rare, no matter what culture, religion or ethnicity one is from. New Zealanders are renowned for their friendliness all over the world.

Will it be difficult for my child to practise Islam in New Zealand?

It is harder to practise Islam in New Zealand than it is in Indonesia. There are only one or two mosques in each city and only about 1% of the population is Muslim. Islam doesn't come to you in New Zealand; you have to find it. Though the numbers of Muslims are small, the communities are relatively strong and welcoming. It will be easy for your child to become part of the Muslim community and have the support of other Muslims if they want to. There are Muslim Student Associations at each university made up of Muslims from all over the world. These associations provide social activities for Muslims and encourage students to continue practising Islam.

STUDYING IN NEW ZEALAND

Topics covered in this section:

YOUR VISA / STUDENT PERMIT	61
How do I renew my Student Permit?.....	61
Agents.....	61
THE NEW ZEALAND TEACHING AND LEARNING ENVIRONMENT	61
Study	62
Assessment	62
Examinations	62
Study skill help.....	62
THE CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS	62
COURSE FEES AND WITHDRAWAL.....	63
Private Training Establishments (PTEs).....	63
IF YOU NEED TO COMPLAIN	64
Code of Practice concerns	64
Academic quality concerns	64
If studying at a university, polytechnic or college of education.....	64
If studying at a primary or secondary school.....	64
If studying at a private training establishment or language school.....	65
Getting your money back	65

Studying in New Zealand

YOUR VISA / STUDENT PERMIT

The New Zealand Immigration Service (NZIS) looks after Student Visas and Permits. If you have any questions about your Student Visa or Permit visit www.immigration.govt.nz, your nearest NZIS branch or phone free on 09 914 400 (within Auckland) or 0508 558 855 (outside Auckland). If you wish to change to another education provider, you will need to update your Student Permit. Take with you a record of your attendance, which your school or institution can give you.

It is important to know the conditions of your Student Permit and to make sure that it matches what you are doing. Remember to note when it runs out (the date it expires). If you haven't finished your study, you may be able to renew your Student Permit as long as you still meet the conditions. If you have a 'limited purposes' Visa or Permit, once it has expired it cannot be renewed, except in the most extreme of circumstances.

Student Permit applications in Auckland are carried out by mail, or you can put the forms into the box at NZIS offices in Auckland. Your passport and documents will be returned to you by courier within seven working days. If you are in a city other than Auckland, you can download an application form from the NZIS website, complete the form and either post it or take it, with your passport, to the nearest NZIS office.

How do I renew my Student Permit?

Renewing a Student Permit is not a difficult process and you should be able to do this yourself, by completing the necessary forms with accompanying documentation. Your education provider will gladly offer assistance if you ask for it. NZIS also has a special arrangement with most of the major education providers which enables you to renew your Student Permit on campus. Ask your education provider if you can renew your student Visa through them.

Agents

Immigration agents offer services for renewing Student Permits and may approach you with offers of assistance for a fee. Some agents may also suggest to you that you would be better off studying at another institution and offer to assist your enrolment at a new education provider. This offer is often **not** in your best interests. It is to earn the agent a commission. The agent will probably charge you and will certainly receive a fee from the new education provider. The tuition you receive at the new institution may be of a lower standard than at the institution that you came to New Zealand to study at. The change in institution may be disruptive to your long-term study goals. It may also affect your ability to get a further Student Permit.

If an agent suggests changing education providers to you, please discuss it fully with the student support centre where you are enrolled, with your agent at home and with your parents. Their advice will be in your best interests and in the interest of the long-term study and life goals you came to New Zealand with.

THE NEW ZEALAND TEACHING AND LEARNING ENVIRONMENT

The style of teaching and learning in New Zealand may be quite different to what you are used to. The biggest difference is that New Zealand has an independent learning environment. You are expected to take full responsibility for ensuring you attend classes, keep up with your studies, do your homework and complete course requirements. At first, the amount of work required and the level of responsibility may be overwhelming. It is important that you organise yourself well and give yourself time to adapt to the new learning environment.

All information is correct at the time of publication. While every effort is made to ensure the accuracy of the information contained herein, New Zealand Trade and Enterprise, its officers, employees and agents accept no liability for any errors or omissions or any opinion expressed, and no responsibility is accepted with respect to the standing of any firms, companies or individuals mentioned

Studying in New Zealand

Although it is an independent learning environment, you are still encouraged to ask questions and to seek help from your teachers and lecturers. It is also perfectly fine to work in groups as long as your work is your own. Teachers and lecturers want to make sure that **you** understand what you are writing and can apply the knowledge that you have learned. Plagiarism (i.e. copying other people's answers or copying from a textbook or from the Internet without acknowledging the source) is unacceptable in New Zealand and is treated very seriously by schools and tertiary institutes.

Study

Students participate in their learning i.e. you may be expected to ask and answer questions about the course material and provide ideas for discussion. Teachers and lecturers don't ask many 'right/wrong' or 'yes/no' questions. The focus is on understanding the course material rather than memorising it. This means that you may not be able to find answers in the course textbooks. The answers may come from many sources and students are expected to use different texts and to reference these in their written work.

At the tertiary level, homework is not usually set. You are expected independently to read the relevant chapters/pages of the textbook, take notes during lectures and review and understand the information discussed in lectures and tutorials. You will need to refer back to your lecture notes to prepare for examinations.

Assessment

Each course will have its own method of assessment. This may be a mixture of in-course assessment (e.g. essays, assignments, tests), as well as end-of-course examinations. Some courses may require students to achieve a certain standard in the in-course assessment to be able to sit the final examination.

At the end of the course, each student will receive a grade or mark. To pass the course and receive credit for it, the student must achieve a level equal or higher than the grade or pass mark set by the school or institute. To progress in your programme of study, you will need to pass your courses and meet the entry level requirements for your next course. Some courses require that you achieve in a previous course a higher level than just a passing mark or grade before you can enter.

Examinations

Examinations in New Zealand are designed to test how well each student understands concepts and ideas presented during study. Students are expected to be able to remember what they have been taught and to use that knowledge to answer questions in a practical manner, rather than reproduce information they have memorised word for word. Like plagiarism, cheating is unacceptable and is taken very seriously in New Zealand. There will be other differences, many of which will depend, to an extent, on the field you are studying.

Study skill help

Your education provider may have a support system, perhaps run through a Student Learning Support Centre, to help you understand New Zealand's teaching and learning environment. In most cases, your education provider will run study skill seminars or give opportunities for practice before assessments, especially in critical analysis and creative thinking. If you are having difficulty, or want to learn how to improve your grades, don't be afraid to ask for help.

THE CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

The Code of Practice for the Pastoral Care of International Students (the Code) is an agreement to ensure that all education providers take responsibility for the well-being of their international students. It means they are more than just education providers: it means that they have promised that you will be looked after. Signing the agreement

Studying in New Zealand

means they have agreed with the requirements of the Ministry of Education and have systems in place to meet these requirements.

A Student Visa or Limited Purpose Visa is only given to you to study at an education provider that is registered with the New Zealand Qualifications Authority (NZQA), has accredited courses and has signed the Code. Education providers who do not meet these requirements are not legally allowed to enrol international students.

You will be given a summary of the Code when you enrol. If you would like to read the entire Code, you can go to: www.minedu.govt.nz/international. If there is something you cannot understand about the Code that can't be answered by your education provider, contact the Code Advisory Officer, phone: 09 3745481 or email info.code@inedu.govt.nz.

COURSE FEES AND WITHDRAWAL

Your education provider must inform you of the total costs of your course. If you decide to change your course, getting your money back will normally only be possible if you advise the education provider very early. This often means you must inform them by the end of the first week of the course.

The education provider will provide information about rules that apply:

- if you decide to withdraw from a course
- if the school or institution wishes to stop providing tuition in your subject
- if you request a refund of your fees
- to protect the fees you have paid if the school or institution closes or cancels your course

If you withdraw from a course and believe that the school or institution did not follow its rules, you can make a formal complaint. If you withdraw after finding a much cheaper school or institution, you should try and talk to an ex-student to find out if the cheaper school or institution is as good as the one you are already enrolled with.

If a course stops before it is scheduled to, you will be given assistance to find a place in a similar course at another education provider. If you decide not to continue your studies with another education provider, you may be offered a refund of the unused portion of your fees.

Private Training Establishments (PTEs)

All Private Training Establishments (this term includes English language schools) have a trust account which your fees are paid into. If you withdraw from your course, you may be entitled to your money back as follows.

- If your course is less than five weeks and you withdraw within the **first two days** of the start of the course, you'll get 50% of your total fees back
- If your course is between 5 weeks and 13 weeks and you withdraw within the **first five days** of the course, you'll get 75% of your total fees back
- If your course is longer than 13 weeks and you withdraw within the first **eight days** you will receive all your money back, less an administration charge of 10% or \$500, whichever is lower. (www.nzqa.govt.nz)

If you withdraw from your course outside the times identified above, any money you receive back will depend on the particular PTE's policies.

IF YOU NEED TO COMPLAIN

Code of Practice concerns

If you think your school or institution has not kept its promises under the Code of Practice, try talking to an international student support person to resolve the issue. If the issue is not resolved, you will need to make a formal complaint to the education provider, using the procedures your education provider has in place.

If you are unhappy with the answers you receive after you have complained formally to your education provider, there is an independent appeal authority that will investigate your complaint for you. This organisation is known as the International Education Appeal Authority (IEAA). You should contact the IEAA only after you have tried to work with your education provider to resolve the complaint. You can write to the IEAA using the following address:

International Education Appeal Authority

C/- Ministry of Education
PO Box 8454
Symonds St
AUCKLAND
Website: www.minedu.govt.nz – search for IEAA

Academic quality concerns

If you have a worry or wish to complain about the quality of the education you are receiving, you should first talk to your education provider. There will be rules or procedures to follow when making a complaint about education quality.

If studying at a university, polytechnic or college of education

Universities, polytechnics and colleges of education have rules and procedures for complaints by students about academic quality. If you are not sure where to find a copy of the rules and procedures, check with the administration office. Usually, what are called 'grievance procedures' will suggest that you first raise your complaint with your lecturer or tutor. Next you may be directed to the Head of the Department, the Dean of the Faculty, or to the Chief Executive or Vice Chancellor.

If you are not satisfied that your problem or concern has been adequately addressed, you can lay a complaint with the Office of the Ombudsmen. This is a high-level government office established to review administrative decisions taken by government departments and officials. You need to have tried all other steps before contacting the Office of the Ombudsmen. Further information about the Office of the Ombudsmen is available online at www.ombudsmen.govt.nz.

If studying at a primary or secondary school

Every school in New Zealand has its own governing Board of Trustees, which employs the Principal and staff. The Principal is responsible for the day to day management of the school, on behalf of the Board of Trustees. You (or your parents) should first talk to the Principal about any questions or worries you may have about academic quality. If the response from the Principal is not satisfactory, you can contact the Board of Trustees.

The Education Review Office (ERO) is a New Zealand government agency which regularly evaluates the quality of education in all New Zealand schools. It makes recommendations to schools' Boards of Trustees on how they can improve student achievement and it comments on management issues and the school environment. It also reviews how schools handle complaints. ERO can receive individual complaints if procedures at the school have been followed and you are not satisfied with the result.

ERO's reports on individual schools are regularly published and are available online at www.ero.govt.nz.

If studying at a private training establishment or language school

The New Zealand Qualifications Authority (NZQA) is a government agency that monitors the quality of education provided by private training establishments (PTEs), including language schools. The NZQA registers PTEs if they can prove they are able to provide high quality education and training in a sound and stable learning environment. Once they are registered, the NZQA can approve courses if they meet standards. Each course must be based on clear and consistent aims, content, outcomes and assessment practices. If you have a concern or complaint about your PTE or language school you should first raise the problem with the management staff. If the matter is not resolved, you can then approach the NZQA. The NZQA will investigate your concern or complaint, and inform you of the outcome.

If you decide to go to the NZQA with your concern or complaint, it should be in writing, saying exactly what the problem is and what has been done to try and fix it. It is helpful if any copies of relevant documents can be provided. You need to have tried all other steps **before** the NZQA will investigate (e.g. discussing your concerns or problems with the private training establishment or language school management staff). You can, however, call the NZQA to discuss the matter before submitting your written complaint.

For advice about complaints, phone the NZQA's helpline free on 0800 72 4357, or write to the New Zealand Qualifications Authority, PO Box 160, Wellington, or email via the website www.nzqa.govt.nz/for-learners/complaints.html.

Getting your money back

If you withdraw from a course, and believe that the education provider did not follow its rules, you should first discuss the problem with the education provider. If you have problems getting your money back, you may complain to the International Education Appeal Authority or the NZQA:

International Education Appeal Authority

Email: info.ieaa@minedu.govt.nz
c/- Ministry of Education
PO Box 8454
Symonds St
AUCKLAND

The New Zealand Qualifications Authority

Free phone: 0800 72 4356
PO Box 160
WELLINGTON

APPENDIX

Topics covered in this section:

NEW ZEALAND PUBLIC HOLIDAYS	67
GLOSSARY OF COMMON MĀORI WORDS	67
COMMON NEW ZEALAND SLANG	68
INFORMATION ON NEW ZEALAND CITIES	70
LOCAL TELEPHONE CALLING CODES	71
LIST OF NON HALAL INGREDIENTS TO AVOID IN FOOD	71
SUMMARY OF IMPORTANT CONTACTS	72
Arriving in New Zealand	72
Living in New Zealand	72
Tourism and recreation	73
Education and Immigration	73
Muslim Student Associations	73
Mosques and Islamic Centres	74
Halal butchers	74

All information is correct at the time of publication. While every effort is made to ensure the accuracy of the information contained herein, New Zealand Trade and Enterprise, its officers, employees and agents accept no liability for any errors or omissions or any opinion expressed, and no responsibility is accepted with respect to the standing of any firms, companies or individuals mentioned

Appendix

NEW ZEALAND PUBLIC HOLIDAYS

New Zealand has fewer public holidays than Indonesia. When there is a public holiday, most organisations are closed and many people go away for a holiday. On Christmas Day, Easter Friday, Easter Sunday and until noon on ANZAC day, only essential services will be available.

The public holidays are:

DATE	HOLIDAY
1 - 2 January	New Year's holiday
6 February	Waitangi Day (celebrates the signing of the Treaty of Waitangi in 1840 between Māori Chiefs and the British Crown in agreement for governance)
A Friday and a Monday in March/April (timing depends on the year)	Easter: Good Friday and Easter Monday.
25 April	ANZAC Day (commemorating New Zealand and Australia's forces killed in World War I)
First Monday in June	Queen's Birthday
Third Monday in October	Labour Day
25 December	Christmas Day
26 December	Boxing Day

Most Government departments and services, many businesses and some shops and restaurants close during the period from 25 December to 2 January. Many educational institutions are also closed on the Tuesday after Easter.

Each region also has a provincial anniversary holiday. Ask your education provider when the regional holiday is. It is usually on a Monday, during the summer months.

GLOSSARY OF COMMON MĀORI WORDS

Here is a list of Māori words that you are likely to come across and their meanings:

Aotearoa	Land of the long white cloud (the Māori name for New Zealand)
Haere mai	Welcome
Haere rā	Goodbye
Hāngī	Traditional way of cooking food, where the food is cooked in the ground
Hapū	Sub-tribe
Hongi	To press noses, a formal greeting
Hui	Meeting to discuss a special topic
Iwi	Tribal people
Kai	Food
Kaiako	Teacher
Ka pai	Good
Kawa	Customs
Kia ora	Māori greeting, also used as an expression of gratitude and agreement
Kōhanga	Learning nest (kindergarten with instruction in Māori)
Kura	School, college
Mana	Prestige, authority, status

Appendix

Marae	A Māori communal facility (generally consisting of a meeting house, dining hall, kitchen)
Me	And
Mihimihi	Greeting
Pākehā	The Māori word for non-Māori people
Pōwhiri	Formal Māori welcome
Rangatira	High-ranking person
Reo	Language
Tamariki	Children
Tangata whenua	(local) people of the land
Tangi	Funeral
Taonga	Values (spiritual, personal) and physical treasures
Tapu	Sacred
Tēnā koe	How do you do?
Te reo	The language (Māori)
Tiriti	Treaty (of Waitangi)
Waka	Canoe, vessel
Wānanga	University
Whānau	Family
Whare	House, meeting house on a marae
Whenua	Land

COMMON NEW ZEALAND SLANG

The following is a list of some New Zealand slang words and their meanings. Warning - care should be taken with the use of these words!

awesome	fine, excellent
bach	a holiday home (also known as a crib in the south island)
barbie	barbecue (also written as bbq) - food cooked outside over a charcoal or gas fire
beaut, beauty	something good or outstanding
bro	term of address for a male friend or relative
bright as a button	looking fresh, alert
bright spark	intelligent, alert, attentive, awake
bring a plate	everyone brings food to share. (don't bring an empty plate.)
bush	New Zealand's native forest
bushed, had it	exhausted
BYO	bring your own. a BYO restaurant is a restaurant that allows customers to bring their own wine to drink with their meal.
cheers	thanks
chocker	full
choice	fine, excellent
clean as a whistle	sparkling clean
clown	term of abuse, idiot
cool	good, acceptable
crook	a thief. to 'feel crook' is to be ill or unwell
cuz	term of address for friend or relative
dough	money
drive around the bend	annoy so much you lose your temper
dude	a cool or good looking male

Appendix

fade	type of hair cut that is very short at the back and over the ears and gradually becomes longer on top
feed	a meal
flat tack	at top speed
foxy, fox	a good looking person of either sex
fully	I agree
g'day	greeting meaning hello
got the blues	feeling sad
greenie	a conservationist
gumboots	waterproof rubber boots
grog	alcohol
grouse	fine, excellent, often used to express delight
hard case/core	a tough but likeable person, an eccentric person
hard graft	hard work
head over heels	usually describing somebody who is very very happy or in love
heart of gold	describing a person who is very kind
hook up	meet up or join in
hoon	a noisy person, a lout
jandals	rubber sandals or thongs
kiwi	New Zealand native bird symbol: also, a general term for a New Zealander
lolly	the usual word for a confection or sweet
mate	a friend, also a term of address
mission	an adventure
mullet	a type of haircut where the hair is short and spiky on top and long and straggly at the back
munted	to be broken or distorted
narley	good
nerd	a boring or intelligent person
nifty	good (applied to a thing)
no worries	no problem, it's all right
on to it	efficient or intelligent person
on a high	a good feeling that can come from success
once in a blue moon	very rarely, seldom, almost never
paddock	a field. also a sports pitch
paint the town red	to go out and have a good time
piker	someone who doesn't want to do a proposed activity
pop on over/ pop in	come and visit me at my house
potluck dinner	everyone brings prepared food to share with all the guests. see 'bring a plate'.
prezzie	a present (gift)
pulling your leg	joking
pub	a bar where alcoholic drinks are served over the counter
rapt	very pleased
rellie	a relation or relative
rough ride	a difficult experience
she'll be right	everything is going to be ok
shocking	very bad
shout	to buy your friends something such as a drink or a meal
skite	to boast. a boaster or show-off
smoko	coffee or tea break
snowed under	has too much work or responsibility
spuds	potatoes
sticks	remote or rural district, the countryside

Appendix

stinge/stingy	not generous with your money
stoked	very excited
sunnies	sunglasses
sweet as	great, okay
swot	study hard, especially before an exam
ta	thanks
to take for a ride	to deceive or trick someone
togs	swimming costume
tucker	food
turn to custard	collapse of ideas, schemes, plans
twist your arm	convince you to do something
under the weather	feeling unwell or tired
uni	university
varsity	university
veggies	vegetables
wicked	fine, excellent
wop-wops	remote or rural district, the countryside

INFORMATION ON NEW ZEALAND CITIES

CITY	WEBSITE	ADDRESS
Auckland	Auckland City Council Tourism Auckland	www.aucklandcity.govt.nz www.aucklandnz.com
Christchurch	Christchurch City Council Visitor information site for Christchurch and Canterbury Christchurch City Promotions Education Christchurch	www.ccc.govt.nz www.christchurchnz.net www.christchurch.org.nz www.educationchristchurch.com
Dunedin	Dunedin City Council Dunedin Tourism Tourism Dunedin Education Dunedin	www.cityofdunedin.com www.dunedintourism.info www.dunedinnz.com/tourism www.educationdunedin.co.nz
Hamilton	Hamilton city website Hamilton City Council	www.hamiltoncity.co.nz www.hcc.govt.nz
Napier	Napier City Council	www.napier.govt.nz
Nelson	Napier NZ Tourism Nelson City Council	www.napier.nz.com www.nelsoncitycouncil.co.nz
New Plymouth	New Plymouth District Council	www.newplymouthnz.com
Palmerston North	Palmerston North City Council Destination Manawatu	www.pncc.govt.nz www.manawatunz.co.nz
Wellington	Education Wellington International Tourism Wellington Wellington City Council	www.ewi.org.nz www.wellingtonnz.com www.wellington.govt.nz

Appendix

LOCAL TELEPHONE CALLING CODES

AREA	CALLING CODE
Northland/Auckland	09
Waikato/Bay of Plenty	07
Central North Island	06
Wellington/Kapiti	04
South Island and Stewart Island	03

LIST OF NON HALAL INGREDIENTS TO AVOID IN FOOD

A list of ingredients can be found on the packaging of any product you buy. Below is a list of ingredients to avoid as they may contain non halal food items.

- **Animal Shortening:** used mainly in pastry, biscuits and cakes.
- **Animal Fat, Tallow:** used for deep-frying. Most potato chips/french fries in New Zealand are deep fried in beef tallow though many places are switching to vegetable oil as it is healthier. Frozen chip packets will list tallow or animal fat in their ingredients. Restaurants and fast food outlets can also tell you what they fry their chips in
- **Broth or Stock:** used as a base for soups, stews and sauces.
- **Gelatin:** used in the production of jellies, marshmallows and most sweets.
- **Rennet (or Rennin):** used in making cheese. Most cheeses made in New Zealand use vegetable based rennet unless otherwise stated. If you are unsure buy vegetarian cheese.
- **Whey:** uses rennet in its production. Used in some yoghurts and ice cream.
- **Pepsin:** often used with Rennet to make cheeses.

All these ingredients can be halal if they are made from vegetables or halal animals. Many products will state on the list of ingredients whether something is vegetarian and some may state that the ingredient is halal. Things such as soya or soyabean, canola, sunflower and palm are all vegetable sources.

Note that the following ingredients are **always haram**:

Alcoholic products such as: ethanol, ethyl alcohol, gin, vodka, brandy, whisky, red and white wine, liqueurs and rum. Brandy, liqueurs and rum are sometimes used in desserts (e.g. some ice creams). Wine is often used in salad dressings, sauces, gravies, and the cooking of mussels.

Pork products: Bacon and ham are types of pork. Lard is made from pork fat and is sometimes used in frying and baking.

SUMMARY OF IMPORTANT CONTACTS

The table below provides a summary of important contacts listed throughout this booklet.

ARRIVING IN NEW ZEALAND	CONTACT	PHONE / EMAIL	WEBSITE
What not to bring into New Zealand	NZ Customs Service	0800 4CUSTOMS (0800 428 786) Email: feedback@customs.govt.nz	www.customs.govt.nz
	Biosecurity New Zealand	+64 4 894 0560 Email: info.biosecurity@maf.govt.nz	www.protectnz.org.nz www.biosecurity.govt.nz
Transit Visas for Australia	Dept of Immigration and Citizenship		www.immi.gov.au/allforms/transit.htm

LIVING IN NEW ZEALAND	CONTACT	PHONE / EMAIL	WEBSITE
Racial / sexual harassment or discrimination	Human Rights Commission	0800 496 877 Email: infoline@hrc.co.nz	www.hrc.co.nz
Work	Student Job Search		www.sjs.co.nz
	Inland Revenue Department	General Tax Enquiries: 0800 227 774 Automated Services: 0800 257 777	www.ird.govt.nz
Your rights while working in NZ	Employment Relations Service- Department of Labour	0800 800 863 Email: info@ers.dol.govt.nz	www.ers.dol.govt.nz
Flating in NZ	New Zealand Tenancy Service	Bond Enquiries 0800 737 666 Tenancy Advice 0800 TENANCY 0800 83 62 62	www.dbh.govt.nz/ housing/tenancy/
Driving and owning a vehicle	Land Transport New Zealand	General Road Safety: 0800 699 000 Driver Licensing: 0800 822 422 Email: info@landtransport.govt.nz	www.landtransport.govt.nz
General advice (personal, housing, financial, vehicle and legal issues)	Citizens' Advice Bureau (CAB)	0800 FOR CAB (0800 367 222)	www.cab.govt.nz
Interpretation Service when interacting with government departments	Language Line	Language www.Line@dia.govt.nz	www.languageline.govt.nz.
Translation of important documents	The Translation Service	0800 TRANSLATE 0800 87 26 75 translate@parliament.govt.nz	http://www.dia.govt.nz/ diawebsite.nsf/wpg_URL/ Services-Translation-Index
Legal issues	Community Law Centre	Refer to the Whitepages as differs between areas	
To report a crime or talk to the Police	New Zealand Police	Emergency Services only 111 Refer to the Whitepages or Police website for the local phone number	www.police.govt.nz

LIVING IN NEW ZEALAND	CONTACT	PHONE / EMAIL	WEBSITE
For support if you have been the victim of a crime	Victim Support	0800 VICTIM (0800 842 846) Email: victim@xtra.co.nz	www.victimsupport.org.nz

TOURISM AND RECREATION	CONTACT	PHONE / EMAIL	WEBSITE
Information about what to see and do in New Zealand	i-SITE	There are i-SITE centres in most cities and towns in New Zealand	www.i-SITE.org
General information on tourism in New Zealand	New Zealand Tourism Board		www.purenz.com
Touring by car, maps and places to stay	New Zealand Automobile Association	The AA has offices in all major towns and also operates a vehicle breakdown service	www.aa.co.nz

EDUCATION AND IMMIGRATION	CONTACT	PHONE / EMAIL	WEBSITE
Renewing your student Visa or Permit	New Zealand Immigration Service	0508 558 855 info@immigration.govt.nz	www.immigration.govt.nz
Information about New Zealand education institutions and studying in New Zealand	Education New Zealand	(04) 472 0788 Email: educationnz@educationnz.org.nz	www.newzealandeducated.com
The Code of Practice for the Pastoral Care of International Students	Ministry of Education	(09) 302 9263 Email: info.code@minedu.govt.nz	www.minedu.govt.nz/goto/ international and click on 'Code of Practice'
Making a complaint relating to a breach of the Code of Practice	International Education Appeal	(09) 302 9263 Email: info.ieaa@minedu.govt.nz	www.minedu.govt.nz/goto/ international and click on 'Code of Practice' and then 'IEAA'

MUSLIM STUDENT ASSOCIATIONS	LOCATION	PHONE / EMAIL
Auckland Muslim Girls Association	Auckland	nz_muslimgirlz@hotmail.com
There are several MSAs in Auckland, one at each main educational institute. The contact details for these associations change every year so they are not listed here. Ask your education provider to give you the contact details for these associations.		
Waikato University Muslim Club	Hamilton	waikatomc@yahoo.com
Muslim Students of Victoria University	Wellington	vicmuslims@yahoo.com
Canterbury Muslim Association	Christchurch	info@mac.net.nz
Otago Muslim Association	Dunedin	musa.club@stonebow.otago.ac.nz

For information on Indonesian or Muslim student groups at other educational institutions, ask the International Students' Office at your institution.

