

WELCOME GUIDE

FOR NEWCOMERS TO MANUKAU CITY



SETTLEMENT SUPPORT

NEW ZEALAND

Connecting newcomers locally

Proudly supported by:



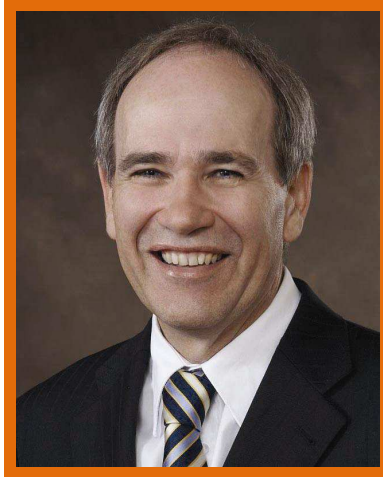
Auckland Regional Migrant Services
Charitable Trust (ARMS)

Department of Labour
TE TARI MAHI



Te Kaunihera-o
MANUKAU
City Council

MAYOR'S WELCOME



Welcome to Manukau City!

Kia ora, hello, kia orana, talofa lava, ia orana, malo e lelei, fakalofa lahi atu, ni hao, nee ho mar, sawt dee, namaste, selamat datang, apa kabar, knonnichiwa, annyong haseyo, chao mung, malo ni, ni sa bula, welkom, guten tag, bonjour, ciao, aloha, zdravstvuite, hola, bom dia, buna ziua, buon iorno, kalimera, god dag, merhaba, szia, shalom, namaste.

Moving to a new country can sometimes be a daunting experience. Some of our new kiwis find adjusting to their new lives difficult. Employment, language barriers, housing and cultural differences are sometimes challenging. Even finding out basic information, such as how to get a driver's licence or where to do the shopping, can seem overwhelming at first.

This guide has been produced to be part of your welcome to Manukau and New Zealand.

Manukau is home to people of 184 ethnicities, and more than 50 different languages are spoken here. Forty-one percent of our population was born overseas. Our vision is to make Manukau the place where new settlers are welcomed, embraced, valued and supported, so you can prosper, contribute, participate, celebrate your culture and feel you belong.

Whether you've chosen Manukau as the place to live or work, I congratulate you for choosing to be part of New Zealand's most dynamic and progressive city.

Len Brown

A handwritten signature in black ink, appearing to be 'Len Brown', written in a cursive style.

Mayor of Manukau

WELCOME FROM ARMS DIRECTOR



Haere mai and a warm welcome to new settlers and returning kiwis to New Zealand.

New Zealand has recognised the importance of newcomers and expats to the development and prosperity of our country. Specialist settlement services are there to help you and your family to settle as easily as possible.

The Auckland Regional Migrant Services (ARMS) has a vibrant centre in Manukau, which is dedicated to providing you with accurate and helpful information for all your settlement needs and referring you to other key agencies and organisations that can support you further.

This Welcome Pack contains local information that can help your settlement journey. Our highly experienced staff at the ARMS Manukau Centre are available Monday to Friday to offer advice, information resources and a variety of workshops.

We sincerely hope that your new life here in Manukau City fulfils the expectations that have brought you and your family to your new country.

Dr Mary Dawson

A handwritten signature in cursive script that reads "Mary Dawson".

Executive Director
Auckland Regional Migrant Services

Introduction to the Guide



Vimbai Mugadza
Settlement Support Coordinator - Manukau City

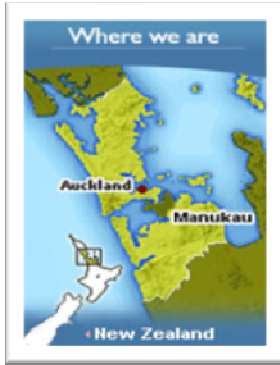
Settling into a new city can be challenging for newcomers and returning kiwis. This welcome guide has been produced by the Settlement Support New Zealand – Manukau City to provide you with information about how the settlement systems work in New Zealand.

Your Settlement Support Coordinator is there to provide you with any information you may require to settle well in the community. If you have any questions about this guide or you would like to find out more information, please contact your Settlement Support Coordinator for Manukau City through the:

Auckland Regional Migrant Services
6 Osterley Way
Manukau City
Tel: 09 263 5490
Email: ssnzmanukau@arms-mrc.org.nz

How can we help you?

- We provide a clear point of contact to inform newcomers about local settlement information
- We identify the settlement needs of newcomers and direct them to services that meet their needs.
- We work collaboratively with and support development of the local settlement network.
- We provide information to support effective settlement, for local service providers and for migrants, refugees and their families.
- We inform local planning and the development of national settlement policy.



Manukau City

Manukau is a young, vibrant city with something on offer for everyone. Manukau City is New Zealand's third largest city. It is home to more than 184 different ethnic groups, with the largest Māori and Pacific communities in New Zealand.

Manukau City is home to a number of Tangata Whenua (original inhabitants). Many belong to the Māori tribal groups with Wai-o-hua and Tainui ancestry who uphold [kaitiakitanga](#) (guardianship) responsibilities within Manukau City.

Location

Manukau City is located within the Auckland region in the upper North Island of New Zealand. Just twenty five minutes south of Auckland city, Manukau City is home to the [Auckland International Airport](#). To the south of the city, the magnificent [Hunua Ranges](#) with their forests, lakes and waterfalls provide a dramatic backdrop to the gently rolling farmlands of Clevedon.

Climate

The climate of Manukau City is temperate, with an average daytime summer temperature of 23 degrees Celsius and winter temperatures of 14 degrees Celsius. On average the city annually has 2148 hours of sunshine and 1157mm rainfall.

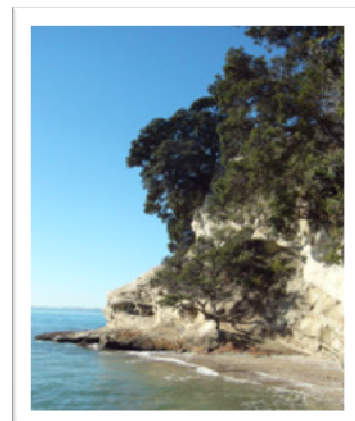
Population

Just under half of Manukau's 335,000 residents identify their ethnic grouping as European, with 17% as Māori, 27% as Pacific and 15% as Asian. The balance is made up of a mix of other ethnic groups. Manukau City is a very young city with around 42% of its population under 25 years of age.

Area

Manukau City has a land area of some 552 square kilometres and is made up of seven *electoral wards*: *Manurewa, Mangere, Otara, Howick, Pakuranga, Papatoetoe, and Clevedon.*

A distinguishing feature of the 382 kilometres of coastline is its diversity, ranging from pohutukawa-lined cliffs around Musick Point to the tidal flats of the Mangere Inlet. The coast and waters adjacent to Manukau city are of spiritual, historical and cultural significance to the [tangata whenua](#).



Musick Point

Useful Information

Māori Greetings

- [Haere mai](#) Welcome!, Come!
- [Hei konā rā](#) Goodbye (less formal)
- [Tēnā koe](#) formal greeting to one person
- [Tama](#) son, young man, youth
- [Tamāhine](#) daughter
- [Tāne](#) man, husband, men, husbands
- [Whānau](#) extended or non-nuclear family
- [Whanaunga](#) kin, relatives
- [Hui](#) a meeting of any kind, conference, gathering
- [Marae](#) the area for formal discourse in front of a meeting house or applied to a whole marae complex, including meeting house, dining hall, forecourt, etc.
- [Haere mai!](#) Welcome! Enter!
- [Nau mai!](#) Welcome!
- [Manuhiri](#) guests, visitors
- [Tangata whenua](#) original people belonging to a place, local people, hosts
- [Haka](#) chant with dance for the purpose of challenge

NZ Public Holidays

Holiday

New Year's Day

Day after New Year's Day

Auckland and Northland Anniversary Day

Waitangi Day

Good Friday, Easter Day and

Easter Monday

ANZAC Day

Queens Birthday

Labour Day

Christmas Day

Boxing Day

Date

1 January

2 January

Last Monday in January

6 February

In March or April (varies)

25 April

First Monday in June

Fourth Monday in October

25 December

26 December

Emergency contact numbers

In an emergency dial **111** for:

- Ambulance
- Fire
- Police
- Civil Defence emergencies

Call 0800 16 16 16 (text phone only) or fax 0800 16 16 10 if you have impaired hearing. Visit <http://www.111.govt.nz/> for information on how to call 111 and what to expect when you call 111.

Utilities in Manukau City

Electricity and Gas

All homes in the Manukau City are connected to the electricity supply. Some are also connected to the gas mains line. Others have been adapted for bottled gas, which can be delivered to your house on a truck. Look in Yellow Pages for electricity and gas companies (online at www.yellow.co.nz)

Post Box and Mail

You may choose to use a postal box for your mail delivery or have your mail delivered to your residential and business addresses. A postal box address is acceptable as your official address until you have a permanent address. Apply for a postal box in Manukau on the New Zealand Post website (www.nzpost.co.nz) or visit your local Post Shop (Look in Yellow Pages for a post shop near you www.yellow.co.nz).

Opening a Bank Account

You may arrange to open an account before you leave for New Zealand. To open an account you will need photo identification and a proof of your address. Look in Yellow Pages for a bank near you www.yellow.co.nz)

Water

All New Zealand tap water is safe to drink. Water supplies are managed by Manukau City Council. There is a charge for the supply of water to your home, as well as for the removal of sewage and storm water. You may pay water rates. If your home has a water meter, you pay a charge based on how much water you use. If you buy a house, the council will send you a letter when you move in, explaining the payment system. If you are renting, your landlord will arrange for you to pay your water rates.

Telephone, Mobile and Internet

You can get telephone and internet connections to your house through a 'fixed line' or a wireless connection. **For a telephone landline** contact Telecom by dialling: 0800 000 000 or 123. Many companies will also supply you with mobile phones and internet connections. Only one company, called Woosh, supplies wireless telephone and internet connections.

Only two companies provide mobile phone networks: Telecom and Vodafone. They offer a range of packages including texting, video messaging, 3G and call plans. You can buy a pre-pay phone at Auckland Airport or from a local mobile phone shop or electrical goods shop.

Many internet service providers (ISPs) offer a wide range of packages and fee plans. Dial-up internet connections in New Zealand are extremely slow by international standards. So are the cheaper broadband packages that are available. You can get faster broadband, but this is more expensive. You can find ISPs the www.yellow.co.nz under 'Internet service providers' or 'ISPs'.

Utilities in Manukau City

Supplementary Information

List of Internet service providers List in Manukau City

Actrix Internet	Ph: 0800 228 749
Compass Communications Ltd	Ph: 0800 640 840
Concept Net Limited	Ph: (09) 414 4297
Cybercom Technologies Ltd	Ph: (09) 309 8288
E3	Ph: 0800 843 638
Illusive Edge Ltd	Ph: 0508 4558 7483
Kiwi Online	Ph: 0800 438 565
Maxnet	Ph: (09) 300 7222
NZNET Internet Services Ltd	ph: 914 0058
OneSquared	ph: 0800 663 778
Orcon Internet	ph: 0800 131 415
Outer Site Technology Ltd	ph: (09) 443 8819
SafetyNet ISP Ltd	ph: 0800 438 723
Slingshot Internet	ph: 0800 89 2000
TelestraClear Ltd	ph:0508 888 800
Paradise.net	free phone 0800 46 72 72
Clear.net	free phone 0508 888 800
Watchdog Corporation Ltd	ph: 0508 928 243
Webiz Ltd	ph: (09) 412 6933
Webstream Ltd	ph: 0800 474 748
Webworld	ph: (09) 366 3500
Wireless Nation	ph: (09) 354 4222
Woosh Wireless Ltd	ph: 0800 49 66 74
World-Net Ltd	ph: 0800 891 001/ (09) 309 9007
Xtra	ph: 0800 22 55 98
Zip Internet (NZ) Ltd	ph: (09) 579 5979

Electricity Providers

Genesis Energy	free phone: 0800 300 400
Mercury Energy	free phone: 0800 10 18 10
Northpower	phone: (09) 274 4545

Gas Providers

Genesis Energy	free phone: 0800 300 400
Mercury Energy	free phone: 0800 10 18 10
Northpower	phone: (09) 274 4545
Rockgas Ltd	0800 762 542/ 0800 367 427
Supagas	(09) 278 0145

Job Search

A number of **free** job search services are available. These include job search skills training, assistance with adapting your CV to attract a New Zealand employer, mentoring schemes and job search clubs. By using these services you will get a picture of the Auckland labour market, tips on how to make your job search successful and an idea of common mistakes and misunderstandings about the employment area.

Contact the Auckland Regional Migrant Services in Manukau, or your local Settlement Support Co-ordinator on 09 263 5490 for details of workshops and courses. You can also contact the Career Services office in Manukau City, on 09 262 4250, or the Chamber of Commerce Office on 09 309 0081.

Volunteering is a very common and useful way to gain work experience and the opportunity to learn more about the NZ workplace. If you are interested in gaining a volunteer position: phone Auckland Regional Migrant Services on 263 5490 or visit www.volunteeringauckland.org.nz or phone: Ph (09) 377 7887.

Getting an Inland Revenue Department (IRD) Number

You need to get an IRD number so that your employer can transfer taxes on the income you earn to Inland Revenue. It is advisable to get an IRD number before you start a job. The application form can be downloaded (IR 595) from www.ird.govt.nz or phone: 0800 257 773 to order the form.

If you want to **start a business**, a good first step is to get your **free** Business Start-Up pack from Enterprising Manukau: Email: communication@em.org.nz or phone: (09) 262 2244. There is a Government run organisation called Biz, that helps businesses that are just starting up. Email: manukau@bizinformation.org.nz or phone on 09 262 2244 .

Useful job search websites

Information and advice sites

www.winz.govt.nz, www.worksite.govt.nz, www.newkiwis.co.nz

General Job search websites

www.jobsearch.co.nz, www.nzsearch.co.nz, http://jobs.nzherald.co.nz , www.seek.co.nz, www.recruiting.co.nz/ , www.trademe.co.nz/Trade-me-jobs, www.workingin-newzealand.com

Specialist job search websites

www.hospo.com, www.edgazette.govt.nz, www.jobuniverse.co.nz, www.counciljobs.com, www.jobs.govt.nz, www.job.co.nz

Employment support agencies

www.arms-mrc.org.nz, www.dressforsuccess.org.nz, www.workfocus.org.nz, www.eeotrust.org.nz, www.ers.govt.nz, www.migrantactiontrust.org.nz,

Some skilled jobs need professional or trade registration either by the New Zealand Qualification Authority (NZQA) or a registered authority. Contact the NZQA by phone: 0800 724357 or by visiting: www.nzqa.govt.nz. The following table shows the **registration authorities** for different occupations, and their contact details:

Occupation	Registration authority	Phone	Website
Accountants	Institute of Chartered Accountants of NZ	(09) 522 0820	http://www.nzica.com
Architects	New Zealand Registered Architects Board	(04) 471 1336	http://www.nzrab.org.nz/
Barristers & Solicitors	New Zealand Law Society	(09) 304 1000	www.lawyers.org.nz
Chiropractors, Dieticians, Opticians, Midwives, Optometrists,	Registration Boards Secretariat	(04) 499 7979	www.regboards.co.nz
Dentists, Dental Therapists,	Dental Council of New Zealand	(04) 499 4820	www.dentalcouncil.org.nz
Electricians, Technicians, Line Mechanics	Electrical Workers Registration Board	0800 661 000	www.ewrb.govt.nz
Engineers	The Institute of Professional Engineers New Zealand	(09) 415 3987	www.ipenz.org.nz
Medical Practitioners	Medical Council of New Zealand	0800 286 801	www.mcnz.org.nz
Nurses	Nursing Council of New Zealand	(04) 385 9589	www.nursingcouncil.org.nz
Pharmacists	Pharmacy Council of New Zealand	(04) 495 0330	www.pharmacycouncil.org.nz
Physiotherapists	The Physiotherapy Board of New Zealand	(04) 471 2610	www.physioboard.org.nz
Plumbers, Gasfitters & Drain layers	Plumbers, Gasfitters & Drain layers Board	(04) 494 2970	www.pgdb.co.nz
Teachers	New Zealand Teachers Council	(04) 471 0852	www.teacherscouncil.govt.nz
Veterinarians, Surgeons	Veterinary Council of New Zealand	(04) 473 9600	www.vetcouncil.org.nz

Language

English for Speakers of Other Languages (ESOL)

Unless you are fluent in reading, writing, speaking and listening to 'Kiwi' English (with no pronunciation or accent problems), you will benefit from meeting with an independent English Advisor. Contact the ESOL Advisor at Auckland Regional Migrant Services, Manukau Centre, phone (09) 263 5490, or email manukau@arms-mrc.org.nz, or visit our website on <http://www.arms-mrc.org.nz/ESOL.aspx>. This service is **free** to all migrants and refugees.

English Language Study

The options for English language study in New Zealand range from short courses that may combine classroom study with recreational activities, to longer diploma courses, preparation programmes for the International English Language Testing System (IELTS) and Test of English as a Foreign Language (TOEFL) examination, and academic study preparation courses. In case you are not able to attend formal classes **English Language Partners (formerly ESOL Home Tutors)** may be able to help. They are located on: 89 Great South Road, Papatoetoe. You can phone them on: (09) 278 9099 or email: aucklandsouth@englishlanguage.org.nz

Translation and Interpreting services

The Citizens Advice Bureau (CAB) is a national, not-for-profit organisation that gives free information, advice and support. The CAB Language Link is a free face to face and telephone service. **Anyone** can make an enquiry about anything. All CAB branches are connected to the CAB-Language Link and three-way conversations are possible in 26 languages. To contact **CAB-Language Link** phone 09 625 2550.

English for Migrants

The Tertiary Education Commission (TEC) administers pre-purchased English language funds on behalf of the Department of Labour, as part of its English for Migrants programme. If you have pre-purchased English language tuition as part of your residence application process, or to learn more about course information in Auckland, visit the TEC website <http://www.tec.govt.nz>.

Accommodation in Manukau City

Short Term: If you already have family and friends in Manukau, you might stay with them as a first step and contribute to the rent and food. You may want to book a backpacker lodge, motel, hotel, bed and breakfast or private rooms for rent. Information about accommodation can be found on the local newspapers and on the following websites; www.hnzc.co.nz, www.bluecastle.co.nz, www.jasons.com/New-Zealand, www.accommodationz.co.nz, www.welcomehomeloan.co.nz

Long Term: Rental - The New Zealand rental market is divided between two main suppliers: state housing via Housing New Zealand Corporation, and private housing via real estate agents, letting agencies or private individuals. There is no state housing to buy, only to rent. Migrants are generally not automatically eligible for HNZC housing. Unless you came to New Zealand under immigration programmes such as the Samoan Quota Scheme (SQS) or the Pacific Access Category (PAC), you need to have lived in New Zealand for two years before being eligible for government assistance. However, migrants can apply for an emergency benefit to assist with accommodation costs if they are experiencing hardship within the first few years of being in New Zealand. Refugees are automatically eligible for HNZC housing.

Tenancy Services www.dbh.govt.nz/tenancy info@dbh.govt.nz Free phone: 0800 83 62 62	Trade & Exchange www.te.co.nz click on: Houses & flats to let Flatmates & Board	Trade Me www.trademe.co.nz search for: Houses to rent Flatmates wanted
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The rental agent or landlord **must** give you a 'Tenancy Agreement'. If they have asked for a 'Bond' (a single payment extra to your rent), they are **not allowed** to keep it themselves. They must 'lodge' it with the Government-run Tenancy Services, who will look after it on your behalf. At the end of your rental period (or 'tenancy'), you should get back the Bond — unless you owe rent or have deliberately damaged the property.

Another option to renting in the Auckland area is '**flattening**'. This is where a group of people (not just one family) share the rent and bills for a house. It is especially popular with younger people, but people of all ages can 'go flattening'. Look in the 'Flatmates Wanted' section of The New Zealand Herald or on sites like Trade Me.

Health Services in Manukau City

Counties Manukau District Health Board (CMDHB) funds a number of primary health care services ensuring that you receive effective health care that meets your needs. Most of these services are provided through *Primary Health Organisations (PHOs)*, general practices.

Doctors/General Practitioners

If you are a New Zealand citizen, resident, Australian citizen, a holder of a two-year work permit or a refugee then you are eligible for public health care. If you are non-resident you may have to pay for some hospital services. Find out about your eligibility click on: <http://www.moh.govt.nz/eligibility>

If you are looking for GP contact details for Manukau City, go to www.webhealth.co.nz. To find out how to access hospital or specialist services in Manukau City, go to www.healthpoint.co.nz.

In case of accidents, the *Accident Compensation Corporation (ACC)* will usually cover the cost of treatment. For information about ACC personal injury cover phone: 0800 101 996 or visit: www.acc.co.nz.

Plunket is a **free** service that helps families with children under 5 years of age. For more information, visit <http://www.plunket.org.nz>

Dentists

Most adult oral health is provided by private dental services and is not subsidised. CMDHB provides some emergency dental services (relief of pain and infection only) for community services card holders through both hospital and selected community providers. These services require a patient contribution. Basic dental care for children is **free** from birth up to age 18. Regular checks and treatment are available at your child's school.

Pharmacies/ Chemists

If you need medicine, your GP will give you a written prescription to take to a pharmacy (also called a 'chemist'). There is a charge for each item on the prescription. Ask your GP if you or your family can get any reduced charges or subsidies. Pharmacists are trained to give advice on medicines and some health problems. This advice is usually **free**. Outside normal trading hours, medicine is available from an 'urgent pharmacy'. Ask your GP or the receptionist at the medical centre about your nearest urgent pharmacy or look in the White or Yellow Pages.

Education

Schooling in New Zealand

Compulsory education in New Zealand is divided into primary, intermediate and secondary schooling.

The Team-Up programme is a Ministry of Education initiative, which provides information, ideas and materials to help parents support their children and get more involved in their education. Visit their website for education information for parents of migrant and refugee background children in different ethnic languages, as well information about Children with Special education needs. <http://www.teamup.co.nz/YoungChild/EducationAndChildcare/Migrants.aspx>

- **Early childhood** starts from the 0 – 5 years of age. Work and Income offers a childcare subsidy for children under five attending an early childhood education service for three or more hours a week. More information on the Childcare Subsidy can be found at <http://www.workingforfamilies.govt.nz/> or by calling 257 477.
- **Enrolment:** Parents can apply to enrol their child at any state school. Each school has its own 'zone' (based on its location) and your address must be in a school's zone before you can enrol your child at that school. www.schoolzones.co.nz/enrolmentzones/FAQ.aspx
- **Primary schools** are the first level. They cater for children from from entry to school (usually age five years) - to the end of year 6 (usually age 10). A child starting primary school for the first time between July (when the school roll is counted) and 31 December of a school year, and aged between five and six, will start in year 0. To view a list of primary and intermediate schools in Manukau City, click on the following link: <http://www.schoolzones.co.nz/enrolmentzones/Index.aspx>
- **Secondary schools** usually provide for students from year 9 (age 13) until the end of year 13 (age 17). To view a list of secondary schools in Manukau City, click on the following link: <http://www.schoolzones.co.nz/enrolmentzones/Index.aspx>

Tertiary institutions: Undergraduate degrees such as BA (Bachelor of Arts) or a BSc (Bachelor of Science) take 3 to 4 years to complete while vocational or professional training may take longer. The entry requirements for university are either an A or B Bursary or Higher School Certificate with at least three Cs

University of Waikato	Howick, Pukekohoe, Remurea, Manukau City	Free phone 0800 924 528
Manukau Institute of Technology	Newbury St, Otara	Free phone 0800 626 252
New Zealand Institute Of Sport	33 Lambie Dve, Manukau City	09-262 4215
New Zealand Career College	8 Puhinui Rd, Manukau City	09-250 4652
Te Wananga o Aotearoa	15 Canning Crescent, Mangere	09-256 5900

Shopping in Manukau City

Manukau City is famous for vibrant cultural diversity with over 184 different ethnic groups. There is a wide range of shopping covering fashion, food, general, gifts, jewellery, souvenirs and specialties. There are malls, ethnic shopping precincts and markets.

Malls in Manukau City



In almost every suburb in Manukau city, there is an open market where you can buy vegetables, fruit, clothes and other household items at very reasonable prices.

In addition many households organise 'garage sale'. You need to look in your local newspaper, or the [Trade Me website](#), or check for signs on the roads to see the garage sales in your area.

Driving In Manukau City

If you have a current and valid overseas Driver Licence or International Driving Permit you can drive using that for a maximum of 12 months from the date you arrive in New Zealand.

If your overseas Licence or Permit is not in English, you must carry an accurate translation. For more information about driving in New Zealand, visit the Land Transport Authority website at <http://www.ltsa.govt.nz/index.html>

There are a few things used to when driving in



that you may not be New Zealand.

We drive on the left side of the road

We have a give way rule at intersections. If you are turning left, cars coming from the opposite direction and turning to their right have the right of way.

New Zealand has strict drink driving laws.

You must wear seat belts at all times whilst driving

The general speed is 50kph inside towns and cities and 100kmp outside towns and cities.

Obtaining a NZ Licence

- If you wish to drive in New Zealand after being here for one year, you must first gain a New Zealand Driver License. You must pass a theory test and you need to pass a practical driving test as well.
- When you have passed the test(s), you will get a New Zealand Driver Licence and you will no longer use your Overseas Driver Licence for driving in New Zealand, even if you have been here less than one year.
- If your New Zealand Driver Licence has been issued with any conditions, you must adhere to them.
- If you want to earn a living from driving, you will have to convert your overseas licence to a New Zealand Driver Licence first, and you may also get a Driver Licence endorsement. You can go to your nearest Land Transport New Zealand regional office or phone the Driver Licensing Call Centre on 0800 822 422.

Transportation in Manukau City

Buying and owning a vehicle

New Zealand has very specific rules for buying and selling vehicles. Genuine car traders and dealers have to be registered. Before you buy your car, go on www.aalemoncheck.co.nz/ to check if the car you are about to purchase is a stolen car, owes money or has an accident history, and to check out the ownership history and more. You can find a Vehicle History Report on any registered vehicle in New Zealand so you are not liable to damages and money owing. Motor vehicle insurance is not compulsory in New Zealand, but it is very good idea to have it.

All vehicles in New Zealand must be registered each year — and you must display your registration licence in the **lower left** corner of your windscreen or in the holder on your motorcycle. Vehicles must also pass a Warrant of Fitness (WOF) every twelve or six months depending on when it was first registered — and your sticker must be displayed in the **top right** corner of your windscreen or in the holder on your motorcycle. Find out more on <http://www.ltsa.govt.nz/vehicle-ownership/warrant.html>

Public Transport

Manukau City Council develops and maintains infrastructure such as bus lanes, park and ride facilities, bus shelters and bus stops to support public transport. Information on bus, ferry and train transport services can be obtained by going to the MAXX website: <http://www.maxx.co.nz/> or phoning (09) 366 6400 or 0800 103 080.

Land Transport New Zealand (LTNZ)
www.landtransport.govt.nz
www.ltsa.govt.nz/roadcode
www.landtransport.govt.nz/licensing

Automobile Association (AA)
www.aa.co.nz
www.aa.co.nz/location
www.aa.co.nz/membership
Freephone: 0800 500 444

Driver Licensing Centre
www.landtransport.govt.nz/licensing/getting-licence/where
Freephone: 0800 822 422

Transportation in Manukau City

Supplementary Information

Private Transport

If you are looking for a private transport to travel around the Manukau area and the wider Auckland region you may choose one of the following means:

Taxis

Diamond CABS	ph: (09)275 3211
Discount Taxis	ph: (09) 529 1000
Eastern Taxis Ltd	ph: (09)534 4644
Kiwi Taxis NZ Ltd	ph: (09) 278 7656
Kiwi Taxi CABS Ltd	free ph: 0800 459 452 or (09) 298 2000
Sail Taxis Ltd	ph: (09)278 5522
South Auckland Taxi Association Ltd	ph: (09)278 5678
Taxis United Ltd	ph: (09)295 1000 or 0800 660 044

Shuttle Services

Aeroport Shuttles	ph: 269 8173
Airport SuperShuttle	free phone: 0800 748 885
Eastern Connection Shuttle	ph: 534 2967
Howick & Pakuranga Shuttle	ph: 535 9750
Omana Shuttles & Coaches	ph: 536 5935

Buses

Abbots Holdings Ltd	ph: 278 8858 or 027 271 1472
Greg Paul Coaches	ph: 917 5175
Harker's Passenger Services	ph: 235 8243
Howick & Eastern Buses	ph: 273 3660
Keith's Coaches	ph: 266 9467
Murphy Buses	ph: 268 6620
Northern Coach Tours	ph: 267 1702 or 021 671161
Over the Moon Bus Charter Ltd	ph: 576 9847 or 027 648 8800
Papakura Bus services Ltd	ph: 266 8680
Parakai Travel (2003) Ltd	ph: 275 6981
Taverner Bus Services Ltd	ph: 235 1007 or 027 477 7177
Sports Tours & Charters	mobile: 027 498 4182
TK Tours Ltd	ph: 275 0116

Manukau City Council Services

Leisure and recreation centres

Manukau City Council has a range of facilities that cater for residents. The following is a list of some of the services Manukau City Council has to offer:

- Joining Manukau Libraries is free for residents and ratepayers of Manukau City. Visit: www.manukau-libraries.govt.nz for more information.
- Entry to your local swimming pool is free. Learn more about swimming pools and fitness centres: www.manukauleisure.co.nz
- Rubbish/Recycling – find out what day your bin is emptied:
<http://www.manukau.govt.nz/default.aspx?id=2999>
- Parks – Manukau City has over 800 acres of open space for you to enjoy:
<http://www.manukau.govt.nz/default.aspx?fid=294>
- Rates and information about your property:
<http://www.manukau.govt.nz/default.aspx?id=237>
- Building and resource consents – find out about regulations and requirements when making changes to your property:
<http://www.manukau.govt.nz/default.aspx?id=90>
- Information about pets: <http://www.manukau.govt.nz/default.aspx?id=216>
- Noise – Information on acceptable noise levels and what to do about excessive noise: <http://www.manukau.govt.nz/default.aspx?id=436>
- Have your say – there are a number of ways your comments or concerns can be given to Council. Find out more at:
http://www.manukau.govt.nz/default.aspx?page=have_your_say
- Community advisors – our community advisors can help groups with networking and linking to other resources, local community project development and funding:
<http://www.manukau.govt.nz/default.aspx?id=113> for more details.
- Childcare and out-of-school care: www.manukauleisure.co.nz/childcare.html