Te Rau Arataki
Newcomers' Guide



HERETAUNGA HASTINGS DISTRICT COUNCIL

NAPIER CITY COUNCIL
Te Kaunihera o Ahuriri

Citizens Advice Bureau
Te Pou Whakawhirinaki o Aotearoa

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Nau mai
Welcome

Using this guide

This guide contains useful information to help you settle into your new home as easily as possible.



Using QR Codes in this guide:

- Open your phone's camera
- Point it at the QR code
- Tap the icon or web address that appears
- Your web browser will take you to the website automatically.

Finding local businesses:

- Visit ***www.yellow.co.nz***
- Enter the type of service you are looking for
- Specify Hastings or Napier as your location.

Accessing important information and services:

You can contact Citizens Advice Bureau (CAB) for free, confidential information and advice about setting up your life here. You do not need to be a New Zealand citizen to use this service. It is available for all people. More information can be found on page 35.

Within this guide is a list of 'important things to do'; from opening a bank account, to finding employment, to buying or renting a home. When setting up your life here, you will need identification and proof of address for many of these important steps.

The most commonly used documents include:

- passport
- phone or electricity account
- driver's licence
- credit card or bank statement
- official letter from your landlord.

All documents used for identification must show your local home address.

Emergency contacts:

- police, fire, ambulance:
  call 111, more information on page 18
- Civil Defence Emergency:
  Follow council notifications, more information on page 23
- after-hours council services:
  Contact numbers on page 6.

Useful online resources:

- council websites (as listed in council contact directory on page 6)
- council Facebook pages
  (Napier City Council, Hastings District Council, Hawke's Bay Regional Council)
- Civil Defence Facebook page (HB Civil Defence Emergency Management Group)
- ***www.yellow.co.nz*** business directory
- regional events calendar
  (***www.eventfinda.co.nz***)
- local community group pages.

Nau mai ki te kāenga!
Welcome to your new home!

Haere mai rā ngā manuhiri tūārangi e!

Haere mai, nau mai!

Mauria mai ō koutou tini mate,

Kia mihia, kia tangihia e!

Piki mai, kake mai,

Whakaekea mai te marae tapu o Te Matau-a-Māui,

O te iwi o Ngāti Kahungunu, Whakatau mai rā!

Come forward visitors from afar!

Come forward, welcome!

Bring with you the spirits of your deceased,

That they may be greeted, that they may be mourned,

Ascend to our marae,

Ascend the sacred marae of Te Matau-a-Māui, Of our people of Ngāti Kahungunu,

Welcome!



Te Reo Māori – The Māori language

Languages of Aotearoa New Zealand

Aotearoa New Zealand has two official languages: Te reo Māori and New Zealand Sign Language, while English is the most widely used language. Te reo Māori gained official status in 1987 to honour Te Tiriti o Waitangi Treaty of Waitangi, which established a partnership between Māori and the Crown in 1840. Legal status ensures the language is protected and promoted in public, legal, and educational contexts, reinforcing its place as a vital part of New Zealand's cultural heritage.

Throughout this guide, place names are given first in te reo Māori, followed by English. For example, Heretaunga is the original Māori name before Hastings, and Ahuriri is the original Māori name before Napier. As you travel around our region, you will see these dual names on road signs. These dual names reflect our rich cultural heritage and recognise the importance of both languages in our community.

You will also hear te reo Māori intermingled with English, as it becomes more frequently used by people whose first language is English. You can find a glossary of commonly used te reo words on the following page, along with some common Kiwi 'slang' terms, and the bilingual words to Aotearoa New Zealand's national anthem.

Te Ao Māori - The Māori World

Māori are the tangata whenua or people of the land. The term emphasises the relationship of Māori to a particular area of the land where they have ancestral connections.

In Heretaunga Hastings and Ahuriri Napier,

28.6%

of the population identifies as Māori.

(2023 Census result)



Formal greetings

You to one person - Tēnā koe

You to two people - Tēnā kōrua

You to three or more - Tēnā koutou

Informal greetings

Hello/be well or thank you - Kia ora

Good morning - Ata mārie

Goodnight - Pō marie

Welcome - Haere mai

Common words

Earth oven - hāngi

Elder - kaumātua

Family - whānau

Family tree - whakapapa

Female elder - kuia

Food - kai

Funeral - tangihanga

Good or well done - ka pai

Goodbye - haere rā

Love - aroha

Male elder - koroua

Meeting - hui

Meeting house - marae

Mountain - maunga

Ocean - moana

Pākehā - European

Prestige or dignity - mana

River - awa

Sacred - tapu

School - kura

Sub-tribe - hapū

Thank you - kia ora

Tribe - iwi

Welcoming ceremony - pōwhiri

The Kiwi accent and slang terms

It may take some time to get used to the Aotearoa New Zealand accent, so you may have to ask people to speak slowly and repeat what they have said. Do not be shy about this; most people are happy to help.

Like all cultures, we also use words that are not common elsewhere (slang).

Examples include:

Bro or mate - *friend*

Dairy - *convenience store/corner shop*

Sweet - *perfect, great*

Flick - *deliver/send (as in 'flick you an email...')*

Far out! - *crikey! (surprise)*

Bach - *holiday home (pronounced 'batch')*

Chips/chippies - *crisps/potato chips or hot fries*

She'll be right - *everything will be okay/it will be alright*

Hard case - *joker/witty person*



OE - *overseas experience (the Kiwi working holiday abroad)*

Smoko - *tea break or rest period during work*

Tramping - *walking or hiking through bush*

Wop wops - *rural bushland or farmland*

Jandals - *flip flops or thongs*

Thong - *women's skimpy underwear (included to avoid inappropriate use!).*



Getting started in our region

Councils

Understanding Aotearoa New Zealand's local democracy

Our system ensures communities have a direct voice in local decision-making. Elections are held every three years. People over 18 who are citizens or permanent residents can vote in council elections. Councils are mostly funded by 'rates' which are levied against local properties. See page 33 for more information and how to enrol to vote.

Council services

Hastings District Council, Te Kaunihera ā-Rohe o Heretaunga, and Napier City Council, Te Kaunihera o Ahuriri, provide a range of services to the community. If you have questions or concerns about any of these services, you should call the council in your area. The services include:

1. Infrastructure:
   - local roads
   - drinking water, wastewater and stormwater
   - rubbish disposal and recycling
   - parking facilities.
2. Community development:
   - community inclusion programmes
   - civil defence planning
   - local economic development
   - tourism promotion
   - community safety.
3. Environmental and regulatory:
   - land use and development processes
   - animal control
   - building control
   - environmental health
   - liquor licensing.
4. Community facilities:
   - public libraries
   - swimming pools
   - parks and reserves
   - playgrounds
   - museums
   - cemeteries and a crematorium
   - isites (information centres).

Hawke's Bay Regional Council services

Hawke's Bay Regional Council - Te Kaunihera ā-Rohe o Te Matau-a-Māui manages broader environmental and regional issues:

- water resource management and consents
- monitoring of air and water quality, wastewater, stormwater and solid waste
- river and coastal management
- pest control and management
- regional parks and tracks
- public transport
- regional land transport strategies
- harbourmaster functions
- regional emergency management.

Council contact directory

Napier City Council
Te Kaunihera o Ahuriri

- *Street address:* 215 Hastings Street, Napier
- *Postal address:* Private Bag 6010, Napier 4142
- *Phone:* 06 835 7579 or 0800 462 7437
- *Website:* ***www.napier.govt.nz***
- *Email:* info@napier.govt.nz

Hastings District Council
Te Kaunihera ā-Rohe o Heretaunga

- *Street address:* 207 Lyndon Road East, Hastings 4122
- *Postal address:* Private Bag 9002, Hastings 4156
- *Phone:* 06 871 5000
- *Website:* ***www.hastingsdc.govt.nz***
- *Email:* customerservice@hdc.govt.nz

Hawke's Bay Regional Council
Te Kaunihera ā-Rohe o Te Matau-a-Māui

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

Neighbouring councils

Central Hawke's Bay District Council

- *Street address:* 28-32 Ruataniwha Street, Waipawa
- *Postal address:* PO Box 127, Waipawa 4240
- *Phone:* 06 857 8060
- *Fax:* 06 857 7179
- *Website:* ***www.chbdc.govt.nz***
- *Email:* info@chbdc.govt.nz

Wairoa District Council
Te Kaunihera o Te Wairoa

- *Street address:* Coronation Square, 97 Queen Street, Wairoa
- *Postal address:* PO Box 54, Wairoa 4108
- *Phone:* 06 838 7309
- *Website:* ***www.wairoadc.govt.nz***
- *Email:* customerservice@wairoadc.govt.nz

Important things to do

- Personal Inland Revenue Department (IRD) tax number
- Bank account
- KiwiSaver
- RealMe account
- Place to live
- Insurance
- Education
- Employment
- Driving in New Zealand

Personal Inland Revenue Department (IRD) tax number

If you work or are in business, you must pay tax. To do this you need an IRD number.

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

You will need one of these category A documents:

- current New Zealand (NZ) passport
- current overseas passport and a visa that shows the right to work in New Zealand
- full NZ birth certificate issued after 1 January 1998
- NZ citizenship certificate
- NZ firearm or dealer licence
- NZ certificate of identity from the Department of Internal Affairs (DIA) or the Ministry of Business, Innovation and Employment (MBIE)
- NZ refugee travel document
- NZ emergency travel document.

You will also need one of these category B documents:

- current New Zealand driver licence
- current overseas driver licence
- NZ 18+ card
- Kiwi Access Card - replaces the Hospitality New Zealand 18+ card (HANZ)
- HANZ 18+ card - existing cards are valid until their expiry dates
- NZ student photo ID
- International Driving Permit.

If you have changed your name, you will need a document proving your name change.

This can be either a:

- marriage or civil union certificate
- name change certificate.

Pay as you earn (PAYE)

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

To apply for an IRD number, call the Inland Revenue Department (IRD) 0800 700 334 or visit *www.ird.govt.nz*

Inland Revenue
Te Tari Taake

Bank account

Scan the QR code to find a list of banks with branches in Hawke's Bay.

What you will need to open a bank account

1. **Personal identification:** you will need two original documents that confirm your identity.
2. **Address:** you will need proof of your address in New Zealand. (By request, the bank may send you a letter in the mail to help verify your address).
3. **Visa:** If you are not a citizen or permanent New Zealand resident you will need to provide details of your work or residency visa.
4. **Inland Revenue Department number.**



Scan here for more information on payment methods in New Zealand.

KiwiSaver

KiwiSaver is a voluntary savings scheme to help you save for your retirement. You can make regular contributions from your pay or pay directly to your scheme provider. KiwiSaver is available to you if you are a New Zealand citizen or permanent resident.

If you are not working, you can make KiwiSaver contributions directly to your scheme provider.

If you are eligible, KiwiSaver benefits include contributions from your employer and the Government. If you are a NZ resident, you can apply to use your KiwiSaver funds to buy your first home. Other conditions do apply.

Find more information here: ***www.ird.govt.nz/kiwisaver/kiwisaver-individuals***

RealMe account

RealMe is a secure login service that lets customers access online services across agencies and businesses with a single username and password. Government agencies are required to use RealMe rather than developing new authentication and identity verification systems.

Visit ***www.realme.govt.nz*** for more information.



A place to live

Many newcomers decide to rent a home when they first arrive.

Renting a private house or flat

Properties for rent are advertised by real estate companies or individual owners, predominately on social media and on websites.

Places to look for rental properties are:

- *www.trademe.co.nz*
- *www.realestate.co.nz*
- *www.myrent.co.nz*
- *www.oneroof.co.nz*

Generally, landlords require a reference from a previous landlord or a character reference that confirms you will be a reliable tenant.

Healthy Home Standards

The Healthy Homes Standards lay out the minimum standards for heating, insulation, ventilation, moisture and drainage, and draught-stopping in rental properties. Check if the rental you are considering complies with the standards.

Scan here
for more details
or phone
0800 836 262

Tenancy agreement

This is a written, legal contract between you and the landlord, required by law. You should **not** sign any contract unless you fully understand and agree with everything in it. This is a legally binding document once it has been signed.

You usually have to pay rent in advance (typically two weeks) and a bond (usually between two and four weeks rent). The landlord must lodge the bond with Tenancy Services, which will send you confirmation that it has been lodged. The bond will be returned to you if the property is undamaged when you move out, or paid to the landlord if there is unpaid rent, damage to the property or other legitimate claims. Decisions on the non-repayment of a bond can be appealed to *www.tenancy.govt.nz*

You should keep a record of all payments you make to the landlord. If you pay your rent in cash, your landlord must give you a receipt.

If you have any questions about what you must do or what the landlord must do when you are renting, contact the following for free advice:

- Tenancy Services 0800 836 262, *www.tenancy.govt.nz*
- Citizens Advice Bureau (CAB) (more information on page 35).

Tenancy Services is the agency that deals with disputes between tenants and landlords. If you have a disagreement with your landlord about the house you are renting, the rent you are paying, or the lodgement or repayment of a bond, you can contact the Tribunal for advice. The Tribunal will hear both sides of the argument and can issue an order that is legally binding.

For more infomation visit:
www.tenancy.govt.nz/disputes/tribunal



Buying a house

Usually, you will need to have 20 per cent of a property's purchase price as a deposit to get a mortgage or long-term loan from a lender, such as a bank or finance organisation. The finance organisation or bank will look at your income, what you own, your debts, and your credit rating to decide if it will provide you with a mortgage.

The Government website ***www.settled.govt.nz*** has a 'buyer journey guide' to help you through the process.

To limit legal and financial risks, it is advisable to use a real estate agent registered with the Real Estate Institute of New Zealand (REINZ) and a lawyer.

You can check ***www.propertylawyers.org.nz***

Checking out the house

Before buying, it is important you inspect the house, and you should go to your local council and read the file on the property. Many buyers use experts, such as a builder, plumber and/or electrician, to check the state of the house.

Contact details for real estate agents, property lawyers, mortgage brokers and building inspectors can all be found online.

Scan here for Yellow, an online business directory.

Insurance

Insurance protects people and things that you value in the case of accidents or emergencies. It is particularly important if you own a car or house, or other valuable items such as furniture or jewellery. An insurance policy requires you to pay premiums (regular payments). If your property and belongings are damaged or destroyed, you will be compensated for those items provided you have met the terms of your policy.

Scan here for contact details for insurance companies here.

Disputes

When you buy consumer goods or services (goods usually bought for personal, domestic, or household use), you are covered by the Consumer Guarantees Act (CGA).

There may be times when you feel you have been treated unfairly. If you believe you have not received a fair deal either from a business, a shop, a landlord or an individual, there are options available to you. You can also get advice on these matters from Citizens Advice Bureau (CAB) (page 35).

Consumer NZ is an Aotearoa New Zealand organisation that provides:

- tests and surveys of consumer goods and services
- research into and advice on:
  - financial, food, health, safety, welfare and environmental matters
  - representation at parliamentary committees
  - public enquiries and an interest in consumer education and complaints advisory work.

To check your rights when purchasing a product or service, visit: ***www.consumerprotection.govt.nz***

The Disputes Tribunal is a government agency which will mediate between people who have a dispute about money or agreements. Disputes can range from money owed for buying something, to work not carried out as agreed between two parties.

The Tribunal is not like a formal court, it is run by a referee who will listen to both sides, identify the issues, review the evidence and help the parties reach a settlement. If this is not possible, the referee can make a decision.

This order is legally binding, as it is an order of the District Court.

Find more information here: ***www.disputestribunal.govt.nz***

Education

All children in New Zealand must go to school from age 6 to 16, however, most children start school at age five. Compulsory education is divided into primary, intermediate, and secondary. Many parents enrol their children in early childhood education (day care) centres before their fifth birthday.

Your child may qualify for up to 20 hours of free early childhood education each week.

All schools are assessed by the Education Review Office (ERO). To see these reports visit ***www.ero.govt.nz***

The New Zealand education system has five levels:

- early childhood education (ages 0–5)
- primary school (ages 5–10)
- intermediate school (ages 11–12)
- high/secondary school (13–18)
- tertiary education (18+).

Your child is eligible for free education at a public school until the age of 18 if:

- you are a New Zealand citizen
- you have a work visa
- you have permanent residency
- you are a New Zealand Aid Scholar or a PhD student in a New Zealand tertiary institution.

Alternatively, you may choose to send your children to a private school where you will pay fees.

The school year:

- runs from late January to early December for high/secondary schools
- runs from late January to mid-December for primary schools
- is divided into four terms.

Visit the Ministry of Education (MOE) website at ***www.education.govt.nz*** for more information and school term dates.



Eastern Institute of Technology (EIT) Hawke's Bay

EIT is known for a wide range of programmes and tertiary study, including:

- art and design
- Māori studies
- tourism and hospitality
- education
- business
- health.

Visit ***www.eit.ac.nz*** for more information on the programmes they offer.

Find a school

Scan here to find a school for your child.

Early childhood education (day care services)

There are many different options for early learning services, including education and daycare centres, kindergartens, Kōhanga Reo, playcentres, and Pacific Island early childhood groups.

Scan here for more information on early childhood education.

Employment

Qualifications

It is important to have any formal overseas-gained educational qualifications approved by the New Zealand Qualifications Authority (NZQA). For more information visit ***www.nzqa.govt.nz*** or call **0800 623 243**.

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

Self-employment

If you plan to start your own business, you can contact the Hawke's Bay Chamber of Commerce on **06 876 5938** or visit: ***www.hbchamber.nz***

For more information on doing business in Hastings and Napier, visit: ***www.napier.govt.nz/economic-development*** and ***www.hastingsdc.govt.nz/economic-development***

Job search

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

For information about employment, New Zealand-style curriculum vitae (CV), resumes, job hunting, and interview techniques visit ***www.careers.govt.nz***

Work and Income New Zealand has helpful job-seeking resources as well as job listings, visit ***www.workandincome.govt.nz***

Useful job search websites:

- ***www.findajob.msd.govt.nz***
- ***www.seek.co.nz***
- ***www.jobs.govt.nz***
- ***www.trademe.co.nz***



Driving in New Zealand

- You must drive on the left-hand side of the road.
- You must wear a seatbelt.
- It is illegal to drive while you have drugs (including legal drugs that affect your ability to drive) in your system.
- It is illegal to drive if you are over the alcohol limit. If you are under 20 years old, the alcohol limit is zero.
- You must follow the speed limit (round white signs with red outline).

Scan here for more information on driving safe in New Zealand.

Driver's licence

To drive in New Zealand, you must have a valid driver's licence. If you have a valid current overseas driver's licence or international driving permit, you can drive using it for a maximum of 12 months from the date of your arrival in New Zealand.

When applying for your New Zealand licence, depending on the country you have come from, you may have to pass a theory and/or practical driving test.

NZ Transport Agency Waka Kotahi (NZTA) and its driver licensing agents can provide you with an application form for an overseas licence conversion visit: ***www.nzta.govt.nz***

New Zealand Road Code

Drivers new to this country, people learning to drive, and people wanting to gain a new licence class, need to know the New Zealand Road Code (Road Rules). Read it online at ***www.nzta.govt.nz/roadcode*** or you can buy it from a book shop, or read it at your public library.

Automobile Association (AA)

The AA can assist with questions on vehicles, licences, maps, and travel. It charges for its services and there are membership options. AA can also assist its members with their vehicles if they break down.

www.aa.co.nz
Hastings: 06 878 4101
Napier: 06 834 2590

Buying a vehicle

Purchasing a vehicle in NZ requires you to register it with NZTA. The vehicle needs a current registration and warrant of fitness (WOF).

- It is advised that you insure your vehicle. More information about insurance can be found on page 11.

For more info visit ***www.nzta.govt.nz/buying-a-vehicle***

Child safety and cars

Age-appropriate child restraints are compulsory for all children aged seven and under, as are seat belts for drivers and all passengers aged over seven. Car seats can be purchased, and some businesses offer them for hire.

Scan here for more information on child car restraints.

Infringement ticket

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

Important things to know

- Immigration New Zealand
- Health services
- Women's and children's health
- Dental health services
- Alternative health care
- Emergency information
- Police advice
- Civil defence emergency

Immigration New Zealand

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

Or you can contact Citizens Advice Bureau (CAB) for assistance (page 35).

Health services

IN AN EMERGENCY
call the ambulance service by phoning **111**

Doctors and hospitals

Accidents and sudden sickness

In the case of life-threatening illness or accident, call an ambulance by phoning 111 or go to the hospital (Hawke's Bay Fallen Soldiers Memorial Hospital) emergency department, Canning Road, Hastings.

For non-life-threatening accidents and illnesses after normal General Practitioner (GP) hours, contact an after-hours medical centre.

Scan here for more information on health services in the area.

Family doctor

You need to register with a GP, also known as a family doctor. They will be your main contact with the health system and based at a medical centre or medical practice. To find a local doctor visit ***www.ourhealthhb.nz***

You can register with a doctor of your choice, provided they are accepting new patients, even if that doctor is not in your suburb. Registering with a GP is free, however charges apply for appointments. Some centres or practices will allow you to enrol online; others will require you to enrol in person.

Scan here to find a doctor in your area.

Community Services Card (CSC)

Citizens and permanent residents who are on a low to middle income may be eligible for a Community Services Card from Work and Income to help with the cost of prescriptions and doctor fees.
Call **0800 999 999** to see if you are eligible.

If you have made 12 visits in the last 12 months, ask your doctor about the High User Health Card.

Women's and children's health

Many health services for children are free if you are a NZ resident. Children under 14 are eligible for free GP visits and some after-hours care. Mothers of babies born in New Zealand are eligible for free, essential antenatal and postnatal services.

Ask your GP, your lead maternity carer, or nurse for more information about services or visit ***www.health.govt.nz***



PlunketLine

PlunketLine is a free parent helpline and advice service available for all families, and caregivers. It is available at all hours of the day and night.

Visit ***plunket.org.nz*** or phone **0800 933 922** for more information.

Healthline

Healthline is a free telephone advice service and is available at all hours of the day and night.

Visit ***www.info.health.nz/healthline*** or phone 0800 661 116 for more information.

Accident Compensation Corporation (ACC)

If you have an injury either at work or at home, ACC provides personal injury cover to New Zealand citizens, residents and temporary visitors.

Visit ***www.acc.co.nz*** or phone **0800 101 996** for more information.

For regular health and medical care, it is advisable to register with General Practitioner (GP) soon after your arrival.



Dental health services

Basic dental care for children is free from birth until they reach 18.
To enrol, contact **0800 TALKTEETH (0800 825 583)**.

Children

Up to the end of school Year 8 (about 12-13 years of age), children are eligible for free dental care from the School Dental Service. They can be enrolled at the School Dental Service from one year of age. It is important that preschool children receive dental checks and treatment as early as possible.

Adolescents

From school Year 9 (13-14 years of age), until their 18th birthday, adolescents can receive free dental care from a dentist. Please note that orthodontic treatment is not a free service. Contact details of general dentists are available from the School Dental Service on **06 834 1815**.

Adults

Dental treatment is at your own expense. There is a hospital dental service which can be accessed by referral from a medical general practitioner. You will need to have a Community Services Card and there are eligibility requirements.

Scan here for a list of Hawke's Bay dentists.

Alternative health care

In Aotearoa New Zealand, multicultural healthcare, naturopathy and alternative forms of health care are available at the cost of the patient. Some services are covered in the case of an accident.

Scan here for natural therapy providers in your area.



Emergency information

An emergency is a situation in which you need the fire, ambulance or police assistance urgently.

For all other situations contact your local police station or GP.

In an emergency always phone 111

Police also have a 105 phone number, to report non-emergency incidents. For example, a burglary when the burglars are no longer in the area.

111 Emergency

One-one-one (111)

Phone triple one (111) when you need an emergency response from fire, ambulance or police.

105 Non-Emergency

Ten five (105)

Phone 105 to report things that don't need urgent police assistance.

Police Stations

- Hastings Police Station
  102 Eastbourne Street West, Hastings
- Napier Police Station
  135 Dalton Street, Napier South, Napier
- If an emergency is happening now, phone 111
- If a crime has already happened, phone 105.

Scan here
Information about police services in 18 languages

Hato Hone St. John Ambulance

If you have a family or ongoing medical problems you may want to consider joining St. John Ambulance. There is an annual fee, however membership means there will be no charge for ambulance call-outs. Visit: ***www.stjohn.org.nz***

Talking to emergency services

It is a good idea to have your address written down and pinned somewhere obvious so you can read it to the service operator. If you are ringing for an ambulance or police and you don't know the address, tell them about landmarks near the accident site, such as shops, malls, restaurants or intersections. They will then be able to find you more easily.

If you have difficulty hearing or talking on the phone, you can register for an emergency text service.

Visit ***www.police.govt.nz/111-txt*** to register.

Phone 111: In an emergency try to remain calm and explain briefly what has happened.

Phoning 111 is free from public telephones and mobile phones.

Ringing the ambulance - DIAL 111



AMBULANCE:

Hello, ambulance service

YOU:

Street number: _____

Street name: _____

Suburb: _____

City: _____

Any landmark: _____

_____

(e.g. by the Taradale Town Clock)

The ambulance service may ask you the following questions:

What has happened?

Is the person conscious? (awake)

Is the person breathing?

Is the person in pain; where is the pain?

Is the person bleeding; where?

You may be asked to give a brief explanation of the situation to explain what is wrong: e.g. high fever, breathlessness, dehydration.

Ringing the fire service - DIAL 111



FIRE SERVICE:

Hello, fire service

YOU: (Explain why you are calling fire service)

FIRE SERVICE:

What is the address?

Street number: _____

Street name: _____

Suburb: _____

City: _____

Any landmark: _____

_____

(e.g. by the Taradale Town Clock)

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

Ringing the police - DIAL 111



POLICE:

Hello, police

YOU: My name is

Street number: _____

Street name: _____

Suburb: _____

City: _____

Any landmark: _____

_____

(e.g. by the Taradale Town Clock)

POLICE: What has happened?

YOU: (Explain the emergency)

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

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

Make your home and family fire safe



Fire and Emergency New Zealand offers **free home fire safety visits** to support people to make their homes fire safe for them and their families.



During a visit we:

- Provide information on fire safety
- Install and test smoke alarms
- Provide a free smoke alarm to those eligible

FIRE EMERGENCY NEW ZEALAND
WHAKARATONGA IWI

For more information or to book a free visit, scan the QR code, call **0800 693473** or visit **www.fireandemergency.nz/hfsv**

Police advice

Motor vehicle crime

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

While you are shopping

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

NEW ZEALAND POLICE
Ngā Pirihimana o Aotearoa

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

Neighbourhood Support
NEW ZEALAND

Neighbourhood Support

Neighbourhood Support is a community-led movement that brings people and neighbourhoods together to create safe, resilient and connected communities. In Hawke's Bay there are Neighbourhood Support groups. These are people who live in the same area and work together to support each other, solve local issues and make neighbourhoods safer and more welcoming. For more information see:

- ***www.napier.govt.nz/neighbourhood-support***
- ***www.hastingsdc.govt.nz/neighbourhood-and-community-safety***
- ***www.neighbourhoodsupport.co.nz***



Tips for children

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

Police have information about how to speak to your children about keeping themselves safe, and there is also information available about online safety.

More information:

- *www.police.govt.nz/advice/personal-and-community-advice/school-portal/resources/successful-relationships/info-parents-whanau*
- *www.netsafe.org.nz/parents-and-caregivers*

Protection against family violence

Violence is unacceptable. The police take family or domestic violence very seriously. Domestic violence includes things like physical, mental, emotional, financial, verbal, and sexual abuse, scare tactics, controlling behaviour, threats, and intimidation.

Get help here

Phone the police on 111 immediately if you or someone you know is in immediate danger.

National Response for Sexual Harm
07 843 3810
www.shama.org.nz/services/national

Local Women's Refuge
0800 REFUGE (0800 733 843)
or 07 855 1569
www.womensrefuge.org.nz

Citizens Advice Bureau (CAB) (page 35)
0800 FOR CAB (0800 367 222)
www.cab.org.nz

AreYouOK (Family violence)
0800 456 450
www.areyouok.org.nz

Scams and fraud

Scams are intended to manipulate or trick people into giving away their personal details, financial details, or money. A scam becomes fraud when the individual responsible for the scam gets and uses someone's personal, financial details or money under false pretences, for their own gain. Fraud is a criminal offence.

Scan here
for more information on scams and fraud.

Civil defence emergency management

For information before emergencies:

- Contact your local council, details on page 6.

For information and aid during emergencies, visit:

- *www.hbemergency.govt.nz*
- *Facebook.com/hbemergency*
- For a list of radio stations visit *www.hbemergency.govt.nz/radio-stations*
- Visit your local council's website.

If you are in a life-threatening situation, call 111 for fire, ambulance or police. During an emergency, check on other people and share information and resources.

Assuring personal safety in an emergency is the priority for all members of the community. Assessing risks should be done regularly and no one should do anything which may put themselves or others in danger.

In an emergency you will need



Scan here for more information on emergency management in different languages

Emergency supplies

- store basic supplies to be prepared, you don't have to have them all in one place, but you might need to find them in a hurry and/or in the dark
- nine litres of water per person
- non-perishable food
- first aid kit, gloves and masks
- torch.

You can also store emergency cash, photocopies of your ID and important documents, and keep your car half full of fuel.

An emergency plan

- make a plan for your household, whānau (family) and pets to get through an emergency
- where will you meet or evacuate to?
- how will you look after each other?
- what will you do if you have no power, water, or ways to communicate?

Household information

- General information
- Telephone services
- Electricity and gas services
- Rates
- Pets
- Kerbside rubbish and recycling services
- Postal services
- Transportation and getting around

General information

Daylight saving

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

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

Seasons

Spring: September, October, November

Summer: December, January, February

Autumn: March, April, May

Winter: June, July, August

Public holidays

New Year's Day - 1 January

Day after New Year's Day - 2 January

Waitangi Day - 6 February

Good Friday and Easter Monday
In March or April (dates change each year)

ANZAC Day - 25 April

King's Birthday - First Monday in June

Matariki Māori New Year
End of June/early July
(dates change each year)

Hawke's Bay Anniversary Day
The Friday before Labour Day

Labour Day - Last Monday in October

Christmas Day - 25 December

Boxing Day - 26 December

Telephone services

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

Telephone numbers

Numbers starting with 0800 or 0508 are free of charge.

Numbers starting with 0900 provide specialist information and entertainment services which you have to pay for.

Save important numbers in your mobile phone.

Call rates

Calls to and from a landline within your local area are free. For calls to mobiles or to other areas of the country, check the call rates with your phone service provider.

Mobile phones

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

Internet service providers

There are many Internet Service Providers (ISPs) found on ***www.yellow.co.nz*** or online. Each provider has its own rates.

Scan here
for internet providers in Hawke's Bay.

Electricity and gas services

There are several electricity suppliers in Hawke's Bay providing power to residences and businesses.

Scan here to find an electricity supplier in Hawke's Bay.

Unison is the electricity powerline network operator in Hawke's Bay but is not an electricity supplier.

Visit ***unison.co.nz/outages*** for information on power outages. Phone 0800 286 476 to report faults.

Several gas suppliers provide piped gas supplies to residences and businesses in some areas of Hawke's Bay.

Scan here here to find a gas company in Hawke's Bay.

Ring the electricity and/or gas company of your choice to start the supply from the date you will be living in the house. You can arrange this before you move into your new home.

You will be asked for some kind of identification, such as your driver's licence number or passport number, and the name and phone number of a friend or a relative not living with you.

Some companies may check your credit rating or ask for a bond which you will pay on your first bill, but is refundable when you discontinue this service provided all your obligations have been met (payments etc).



Rates

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

Rates pay for services including drinking water supply, wastewater management, rubbish and recycling collection, roading, animal control and parks maintenance.

Residential ratepayers on a low income can apply for the government rates rebate managed by councils. Contact your local council for more information (page 6).

If you are renting, you do not pay rates directly, however it is likely that your landlord factors the cost of rates into your rent.

Property owners can pay the rates by arranging a direct debit or automatic payment, using telebanking, internet banking or by paying in person by EFTPOS or cash at the customer service centres of the respective councils.

Regional rates are paid by all Hawke's Bay property owners to Hawke's Bay Regional Council. The regional rate is billed once a year and is due each September.

Pets

All dogs must be registered before they are three months old. Cats should be prevented from hunting native birds. You are not allowed to keep roosters in urban areas of Napier and Hastings.

The dog registration year is 1 July to 30 June. Registration should be paid in full by 30 June each year to take advantage of a reduced fee. A registration tag is issued upon payment of the dog registration fee and your dog must wear it on its collar when it is off your property. If you change your address, if your dog dies, or has a new owner, you must inform your council in writing within 14 days.

To register a dog, visit the Napier or Hastings council customer service centres, or download a form from the respective websites:

- Napier City Council Customer Service Centre
  215 Hastings Street, Napier
  www.napier.govt.nz/services/animal-education/dog-registration/
- Hastings District Council
  Customer Service Centre
  207 Lyndon Road East, Hastings
  www.hastingsdc.govt.nz/services/animal-education/dog-owners

To find a lost pet contact:

- your local council's animal control
- SPCA Napier - 06 835 7758
- SPCA Hastings - 06 878 8733
- local veterinarians.

To purchase or adopt a pet contact:

- your local council's animal control
- SPCA
- local pet shops.



Kerbside rubbish and recycling services

Kerbside rubbish and recycling services are available for properties in council collection zones. Only rubbish and recycling placed in the right council provided bins will be collected.

Both recycling and rubbish are collected **weekly**, on different days.

Rubbish

120L kerbside rubbish wheelie bin.

NO

- concrete
- heavy items
- garden waste
- hazardous items

You can find out your collection days online at:

Hastings
www.hastingsdc.govt.nz/collection-days

Napier
www.napier.govt.nz/collection-days

My rubbish day:

Recycling

Three crates

Items accepted:



Clean glass bottles and jars



Household plastics that are numbered 1, 2 & 5, food and drink cans and tins



Cardboard and paper

My recycling day:

Rubbish and recycling need to be kerbside **by 7am**

- Separate items into the three categories. **Items must be clean.**
- You can put out multiple crates with the same items (for example two crates of paper), but don't mix the different categories in the same crate.
- The services are paid for by rates charged to properties in collection areas.

Glass



Plastic & cans



Paper & cardboard



Place everything kerbside – like this









Please do not overfill crates or bins. This is a hazard for workers.

Transfer stations

If you have a large amount of rubbish (fees apply) or recycling (free), take it to a transfer station. Transfer stations also accept a range of other items. See your council website for details.

Hastings:

- Henderson Road Transfer Station, 121 Henderson Road, Flaxmere
- Blackbridge Transfer Station, Mill Road, Haumoana

Napier:

- Redclyffe Transfer Station, 193 Springfield Road, Taradale, Napier

Rural recycling stations

Rural residents can take recycling to free rural recycling stations in Tūtira, Poukawa, Pukehamoamoa, Maraekākaho, Waimārama and Waipātiki.

Rural rubbish

Residents living outside of council collection zones need to pay a waste collection company or buy official Hastings District Council rubbish bags and take them to Henderson Road Transfer Station.

Garden waste

Garden waste can not go in your rubbish bin. Please take it to:

- a transfer station or
- Biorich Compost, 201 Waitangi Road, Awatoto, Napier.

Fees apply.

For more information, get a Recycling and Rubbish Guide from your council or see your council's website:

- ***www.napier.govt.nz/waste*** (Napier) or ***www.hastingsdc.govt.nz/waste*** (Hastings). You can also phone your council (page 6).

Postal services

Post Shops can be standalone or part of other stores, such as book shops, pharmacies or local Four Square stores. They provide a wide range of services, as well as the regular postal service. The services include private boxes and bags; change of address; advisory forms; and vehicle licensing. You can find out the costs of postage at your local Post Shop.

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

Find out more here: ***www.nzpost.co.nz/contact-support/in-store-services***

Hawke's Bay Post Shops

Napier

Marewa Post Shop; Andrew Spence Pharmacy Onekawa; Paper Plus Taradale; Four Square Greenmeadows.

Hastings

Flaxmere Pharmacy; Paper Plus Hastings; Whittakers Pharmacy Havelock North; Mahora Pharmacy; BP Clive.

Find other post shops here: ***www.nzpost.co.nz/tools/find-nz-post***

Courier services

Courier operators can deliver packages within Hawke's Bay and throughout New Zealand. Post shops offer courier booking services.

Scan here for a list of courier services in Hawke's Bay.



Transportation and getting around

City bus services

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

Scan here for information on the services, including routes and timetables

Scan here for information on bus services, including routes and timetables.

Inter-city travel

Intercity buses run daily. For more information, go to ***intercity.co.nz*** or ask for advice at an isite (more infomation on page 38).

Taxi and shuttle services

There are ride-sharing and transport services on demand operating in Hastings such as Uber. You can download the apps on your smartphone.

Taxi and shuttle services in New Zealand have regulations which they must follow.

Your rights are that drivers must

- display a photo identity card
- display a registered fare schedule
- display an address for complaints
- use the shortest or most convenient route to the destination
- not allow other people to ride in the taxi without the original hirer's permission
- provide fare information or a receipt when asked.

Complaints should be directed to the taxi or shuttle company in the first instance, and then to NZTA if you are not satisfied with the company's response.



If the matter is serious, you should contact the New Zealand Police (see page 18) and/or NZTA -you can use a form to submit a written complaint.

Hawke's Bay Airport

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

Air New Zealand provides frequent daily direct services to Auckland, Wellington and Christchurch as well as connections to other centres.

Walking and cycling options

- extensive urban walk/cycleways) in Heretaunga Hastings and Ahuriri Napier
- safe cycle routes between cities
- scenic coastal and riverside walk/ cycleways.

Maps are available at council offices and visitor centres (isites), or visit ***www.hbtrails.nz***

General living

- Births, deaths and marriages
- New Zealand governance and electoral system (voting)
- Making a will
- Legal problems
- Gambling problems
- Citizens Advice Bureau (CAB)

Births, deaths and marriages

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

Registering a death

The law requires that all deaths in Aotearoa New Zealand must be registered within three working days after the burial or cremation of the body. Death registration is free.

The funeral director or person in charge of the funeral arrangements is responsible for notifying the registrar about a death.

If there is a death in your family contact a funeral director immediately to assist you. Fees do apply.

Scan here for more information or to order registration forms for a birth, death, or marriage.

Scan here to find a funeral director.





Registering a marriage

There are several different types of marriages in Aotearoa New Zealand.

Wedding: a couple are married in a religious facility, with a celebrant performing the ceremony.

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

Civil union: a ceremony which is a legal recognition of a couple's partnership regardless of gender. Civil unions are legal in Aotearoa New Zealand.

Every marriage must be registered with the Department of Internal Affairs.

It is your choice whether to change your last name after marriage. If you change your last name through marriage, a marriage certificate should be obtained for identification purposes, for example to use when you apply for a passport or driver's licence, etc.

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

Changing your name

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

Scan here
to register a name change.

New Zealand governance and electoral system (voting)

Constitutional monarchy

Aotearoa New Zealand (NZ) is a constitutional monarchy. This is a government where a King or Queen is the head of state, but laws are made and carried out by an elected body independent of the monarchy.

The King of England, King Charles III, is NZ's Head of State. The King's representative in NZ is the Governor General, who has all the powers of the King in NZ. Although important in the process of government, the King and the Governor General remain politically neutral (they don't take sides). The Governor General's website is ***www.gg.govt.nz***

Parliament

Aotearoa New Zealand is a democracy.

Members of Parliament (MPs) are chosen in free and fair elections by citizens and permanent residents.

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

Any NZ citizen enrolled to vote, can stand as a candidate for election as a Member of Parliament.

Further information:

- ***www.parliament.nz/en***
- ***www.beehive.govt.nz***

Information about the Prime Minister and Cabinet:

- ***www.dpmc.govt.nz***

All government agencies and services:

- ***www.govt.nz***

Information about making laws:

- ***www.legislation.govt.nz***



Elections

Parliament is elected under the Mixed Member Proportional (MMP) system.

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

Scan here
to enrol to vote.

- You can also vote in your local council elections, see page 6.

Making a will

A will sets out how your property and money should be managed after your death.

Anyone over 18 years old can make a will. If you have children, a will is very important.

Before you make a will

You need to consider what you own, the people who depend on you, and who you might want to leave things to.

To make a will you need to contact a lawyer who specialises in writing wills.

The making and ongoing management of your will, will be different, depending on who you chose to make it with.

Find out about costs, to you and your beneficiaries (the people who your property goes to) before you decide where you will make your will. A list of lawyers can be found online.

You can also make a 'living will'. This states what your wishes about your care and welfare are before your death. In this will, you can decide on your care and treatment if are unable to make your own decisions.

Budgeting and money management

If you have difficulty managing your finances, are behind with payments or have debts you can't pay, you should ask for help from an advisor in your local area before your name goes to a Debt Collection Agency.

A budget advisor can help you work out how to pay your debts, and/or speak on your behalf if necessary.

You can find help in Hawke's Bay: **www.moneytalks.co.nz/find-a-local-financial-mentor/**

Visit: ***www.moneytalks.co.nz/contact/*** or free phone **0800 345 123**



Legal problems

Community Law Centre offers free legal advice and information (but usually not business problems or buying or selling houses). Phone the Hawke's Bay Community Law Centre to make an appointment on **(06) 878 4868**.

For more information visit ***www.communitylaw.org.nz***

If you have been affected by, or are a victim of crime you can get help by phoning **0800 650 654** or visit ***www.victimsinfo.govt.nz***

Gambling problems

There are organisations that can help people with gambling problems.

Gambling Helpline: **0800 654 655**
www.gamblinghelpline.co.nz

You can also contact Te Rangihaeata Oranga, Gambling Recovery Services (HB)

www.gamblinghb.co.nz

0800 422 947 or text for confidential help **022 043 5346**

Citizens Advice Bureau (CAB)

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

Language is not a barrier to accessing information. CAB has access to a telephone and video interpreting service, Connecting Now. This complements their own nationwide pool of volunteers who speak various languages.

CAB can offer advice and information about many topics including:

- consumer rights
- employment and business
- family and personal advice
- government and law
- health and wellbeing
- housing, land and environment
- money
- travel and transport.



Te Rau Arataki

CAB Napier

18 Bower Street, Napier
Phone **(06) 835 9664**
napier@cab.org.nz

CAB Hastings

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

Justice of the Peace (JP)

A Justice of the Peace (JP) is an authorised witness. They can witness your declaration and certify copies of your official documents. CAB can help you find a JP.

Immigration advisor

CAB has an immigration advisor available once a month.

Free legal clinic

CAB has a free legal clinic available every Saturday morning.

Citizens Advice Bureau
Te Pou Whakawhirinaki o Aotearoa

For more information on the services that CAB offer, visit ***www.cab.org.nz***

Tūao Te Matau-a-Māui
Volunteering Hawke's Bay

Volunteering Hawke's Bay

Volunteering gives you the opportunity to gain experience, new skills, new ideas and a chance to make a difference in the community. Having that experience may help when you apply for paid employment.

If you are interested in volunteering, visit ***www.volunteeringhb.org.nz*** for more information and current positions.

Discovering your new home

- Cultural and community facilities
- Places of worship
- Recreation and open spaces
- Public libraries
- Community events
- Leisure activities
- Rivers and beaches
- Community support and integration

Cultural and community facilities

Ahuriri Napier

- MTG (Museum, Theatre, Gallery) Hawke's Bay, home to an extensive collection of Māori and Ngāti Kahungunu taonga (treasured artifacts)
- Faraday Centre and Holt Planetarium
- Municipal Theatre, hosting diverse performing arts
- Art Deco heritage buildings and arts trails
- galleries and theatres
- National Aquarium of New Zealand
- Ocean Spa/Onekawa Pools
- EIT (tertiary education)

Heretaunga Hastings

- Te Mata o Rongokako Te Mata Peak
- Waiaroha, Heretaunga Water Discovery Centre
- Te Whare Toi o Heretaunga Hastings Art Gallery
- Toitoi – Hawke's Bay Arts and Events Centre, including the historic Opera House
- Splash Planet (New Zealand's biggest water theme park)
- three public swimming pools (Flaxmere, Havelock North, Clive)
- community centres (Flaxmere and Camberley)
- inner city heritage buildings (neoclassical, art deco, spanish mission)
  - Karamū Hastings city
  - Karanema Havelock North
  - Pāharakeke Flaxmere.

Places of worship

Napier

Visit ***www.napier.govt.nz/napier/find-a-group*** for a list of faith groups and places of worship in Napier.

Hastings

Visit ***www.hastingsdc.govt.nz/welcoming-communities*** for a list of faith groups and places of worship in Hastings.





Recreation and open spaces

Ahuriri Napier

- Napier Botanical Gardens
- Anderson Park Destination Playground, with accessible equipment
- Marine Parade Gardens
- Spriggs Park
- Rotary Pathway, a network of paths and cycleways
- Park Island and Mclean Park
- Rodney Green Arenas
- Dolbel Reserve.

Heretaunga Hastings

- Cornwall Park, including the Osmanthus Gardens and mobility access playground
- Havelock North Village Green
- Flaxmere Park
- Frimley Park
- 185 hectares of reserves
- an extensive walk/cycleway network
- gannet colony
- wine trails
- Mitre 10 Sports Park.

Public libraries

With free Wi-Fi (wireless internet), internet PCs (computers), community noticeboards and a range of services, libraries are a great source of information. Membership is free to everyone living in our area and books are free to borrow, however some services require a small fee. To become a member, fill out an online form either at the library or at home, and take a photo ID into the library to receive your library card.

Borrowing

Items you can borrow include printed books, eBooks, eAudiobooks, stream movies and documentaries, and much more. Go to your local library to find out more. The libraries also have an app, which means you can search the directory, renew and reserve items using your own device. Libraries also have books in other languages, bilingual books for children, English and foreign language kitsets and dictionaries.

Digital services

As well as internet, libraries offer scanning, email and faxing, photocopying and printing services.

Community spaces

Community groups use library spaces and meeting rooms. There are also talks, noticeboards, council information and flyers.

Newspapers

Libraries carry a range of New Zealand newspapers. You can also view international newspapers and magazines via Pressreader or Libby (apps).

HASTINGS DISTRICT LIBRARIES

For Hastings library information including addresses and opening hours see: ***hastingslibraries.co.nz***

NAPIER CITY COUNCIL Te Kaunihera o Ahuriri | LIBRARIES

For Napier library information including addresses and opening hours see ***napierlibrary.co.nz***

Community events

Throughout the year, both cities host events that bring people together:

- cultural festivals
- arts shows
- sporting events
- market days
- community celebrations
- seasonal festivals.



isite

The councils' isite visitor information centres can provide lots of advice and information on free things to do and paid and free events across Ahuriri Napier and Heretaunga Hastings (and the rest of Aotearoa New Zealand when you go on holiday). The three local sites are part of a New Zealand network of official visitor information centres.

www.isite.nz

isite visitor centres

Ahuriri Napier isite Visitor Information Centre
100 Marine Parade, Napier • 06 834 1911

Hastings isite Visitor Information Centre
319 Heretaunga Street East,
Hastings • 06 873 0080 / 0800 427 846

Havelock North isite Visitor Information Centre
Corner of Te Aute and Middle Roads,
Havelock North • 06 877 9600

Leisure activities

Have a look online at ***www.hawkesbaynz.com*** or ***www.eventfinda.co.nz*** for information about sights, activities, and events. Other useful sites include:

- ***www.sporthb.net.nz*** for sporting club, recreation and event information
- ***www.napier.govt.nz*** keyword search for recreational, hobby, and sport club information
- ***www.toitoivenues.co.nz*** and ***www.napiermunicipaltheatre.co.nz***
- ***www.hastingscityartgallery.co.nz***
- ***www.mtghawkesbay.com***
- ***www.hbtrails.nz*** and ***www.iway.org.nz*** for more information on the over 200km of pathways and trails for cycling and walking initiatives
- ***www.hawkesbaynz.com/wineries-and-cellar-doors*** for information about wine tastings, winery-based concerts and markets.



Rivers and beaches

Rivers

To view maps showing the locations of the rivers and beaches go to *www.hbrc.govt.nz/public-access-to-rivers/*

Beaches

Hawke's Bay has a diverse coastline with a number of beautiful beaches. Although these beaches offer wonderful recreational opportunities, they can also be dangerous and rough at times. Unfortunately, people have drowned and others have had to be rescued by lifeguards. **It is crucial visitors are aware of the dangers** and follow the safety tips offered by lifeguards. Always swim between the flags. **Do not swim at the Marine Parade beach; It is very dangerous.**

The sun can be harsh in the middle of the day, with burn times of just 10 minutes in summer. It is important to use sunblock and wear protective clothing when in the sun.

Waipuka Ocean Beach and Waimārama are only 30 and 45 minute drives respectively from Hastings. The two beaches are long, with golden sand. They are popular for surfing and boogie boarding. Waimārama has many kiwi baches (some available to rent), a shop, a camping ground and a boat ramp.



Hawke's Bay beaches are only patrolled by lifeguards during the summer months.

Other swimming beaches are:

- Tangoio Beach - 40 mins north of Napier
- Clifton Beach - 30 mins from Hastings
- Hardinge Road - Ahuriri, Napier
- Haumoana Beach - 24 mins from Hastings
- Te Āwanga Beach - 25 mins from Hastings
- Waipatiki Beach - 45 mins north of Napier
- Westshore Beach - in Napier.

Scan here for beach safety tips.

Community support and integration

Older persons support

There are a number of services available to support our elderley community. These include:

- Age concern *www.ageconcern.org.nz*
- Enliven *www.ps.org.nz/enliven-nz*
- University of the Third Age (U3A) *www.u3ahastingsnz.org.nz*
- Friendship New Zealand *www.fnzi.nz*
- Grey power *www.greypower.co.nz*

Community support and integration

MULTICULTURAL ASSOCIATION HAWKES BAY INC
TE KĀHUI KANORAU O TE MATAU-A-MĀUI

An important partner organisation is the Multicultural Association Hawke's Bay.

With a vision to create and maintain a harmonious, collaborative, respectful, multicultural society where we all have the opportunity to participate, the association promotes cultural diversity and awareness in the region through events, programmes and community engagement.

Multicultural Association Hawke's Bay helps to promote cultural events and offer help and advice to individuals.

For more information email: *communityconnector@mcahb.org.nz* or phone 022 569 7065.

Welcoming Communities
TE WAHAROA KI NGĀ HAPORI

Welcoming Communities programme

The Hastings and Napier councils actively participate in the national Welcoming Communities programme to help newcomers:

- settle into the community
- find essential services
- connect with community groups
- participate in cultural events
- learn about local customs and practices.

Napier Welcoming Communities information: *napier.govt.nz/welcoming-communities*

Hastings Welcoming Communities information: *hastingsdc.govt.nz/welcoming-communities*

Language assistance

The Citizens Advice Bureau (CAB) has two options available:

- trained volunteers who speak various languages
- access to a telephone and video interpreting service, Connecting Now.

If you have a question and you want to speak to someone in your own language, visit your local CAB, or telephone the free number 0800 367 222.

Learn English and Te Reo Māori

Knowledge of English and te reo Māori is helpful for positively communicating in Aotearoa New Zealand. If you need help with your communication skills, you can enrol for English and/or te reo Māori classes.

Learn English

ENGLISH LANGUAGE PARTNERS
Working with former Refugees and Migrants

- English Language Partners HB
  This service is free for New Zealand residents, a fee is charged for non-residents.
  Phone 027 2344 268 / 06 835 7155
  www.englishlanguage.org.nz
- Learning Innovations
  06 870 9281
  www.facebook.com/LearningInnovations/
  You need to be receiving a social benefit to be eligible for free English lessons.
- Eastern Bridge Education
  www.ebedu.co.nz

Learn English or te reo

- Eastern Institute of Technology (EIT)
  06 974 8000 extn 6902
  www.eit.ac.nz

Learn te reo

- Te Wānanga o Aotearoa
  0800 355 553
  www.twoa.ac.nz

Te Matau-a-Māui Hawke's Bay

Heretaunga (Hastings) and Ahuriri (Napier) are part of Te Matau-a-Māui (Hawke's Bay) region. Ahuriri has a rich Māori history centred on the former lake Te Whanganui-a-Orotū, which provided abundant food resources for local Māori. Europeans first sighted this area in 1769, and Napier was founded in 1855, steadily developing thanks to the expanding Port Ahuriri.

The story of our region is deeply connected to Māui, a legendary ancestor celebrated throughout the Pacific Islands.

The Māori name and associations of Te Matau-A-Māui revolve around the ancestor Māui, whose journey and exploits are renowned throughout the Pacific Islands. Māui lived an extraordinary life which is still recalled and discussed today.

The meaning of his name is: Mā = for. Ui = question. Māui = for questioning; that is, Māui questioned our world for the enlightenment of the people.

Māui was born premature and his body was wrapped by his mother Hina Taranga in a top-knot of her hair and cast into the ocean, hence his name Māui Tikitiki-a-Taranga. He was found in the ocean by ocean spirits who wrapped him in seaweed, and nurtured him back to health until he returned to the land and his family as a young man.

Māui is credited with many daring feats, including slowing down the sun, capturing fire, and perhaps most importantly to this place, the discovery of Aotearoa, perpetuated as the hauling of 'Te Ika-a-Māui The Great Fish of Māui' from 'Te Waka-a-Māui The Vessel of Māui'.

As the story goes, Māui sought the help of his goddess grandmother Murirangawhenua who gifted her jawbone that he fashioned into the magic hook with which he caught this giant fish, a tarawhai stingray.

"Māui wanted to go fishing but his older brothers would not help or take him. One day he visited his grandmother and she gave him her jawbone to use as a fish-hook. Because his grandmother was a goddess, her jawbone contained special powers.

Māui hid in the bottom of his brother's fishing waka (boat) and when they were far out to sea at their fishing grounds Māui came out of hiding. Māui did not like the fishing ground where they were as the special powers of his hook told him to travel more. He made his brothers travel further and further out to sea.

When Māui was happy with a place to fish, his brothers would not share their fishing bait with him. His brothers were angry because Māui had made them travel so far. So, Māui hit his own nose causing it to bleed. He used his blood as bait on the special hook from his grandmother and threw the hook into the sea.

Māui caught a huge fish – a giant stingray."

You can see the outline of Te Matau-a-Māui Hawke's Bay extending from Te Kauae-a-Māui (Cape Kidnappers) at the southern end, to Waikawa (Portland Island) at the northern end, a double-barbed hook. Some say the bay was made in the shape of the special hook as a reminder of how the land was fished up. Others say the hook fell and turned into the land surrounding the bay, the land that we live on today.

One could ask why the hook and line is on the wing of the fish; the explanation is that fish was foul hooked (the fish was hooked through the wing and the mouth).

'Te Whakapunake a te matau a Māui-tikitiki-a-Taranga'.

Courtesy of Nigel How, Wairoa Museum

Te Matau-a-Māui Hawke's Bay boundary map



Our cities

Ahuriri Napier city

This city has a rich history rooted in Māori culture and traditions. Ahuriri was named after Te Whanganui-a-Orotū, a vast lagoon that once covered much of the area, providing abundant food resources such as fish, eels, and birds. The region was significant for its strategic location and fertile lands, leading to conflicts between iwi (tribes) over its control. Ngāti Kahungunu established dominance and thrived through farming, fishing, and trade. The area also held spiritual significance, with pā (fortified villages) on surrounding hills, such as Mataruahou (now Napier Hill).

European settlement began in the early 19th century with whalers and traders arriving. In 1855, Napier was officially established and named after Sir Charles Napier, a British military leader. The early European settlers drained parts of the lagoon for farmland and urban development, altering the landscape significantly. By the 1880s, Napier had developed into a thriving town with roads, schools, and infrastructure. The introduction of railways connected Napier to surrounding areas, boosting trade and settlement.

By the early 1900s, Napier had become a picturesque town known for its tree-lined streets and Edwardian architecture. Tourism grew as visitors were drawn to its seaside location and temperate climate. However, Napier faced a huge setback in 1931, when the Hawke's Bay earthquake struck, killing more than 160 people, devastating the city, and reshaping its geography and architecture. Today, Napier is renowned for its Art Deco architecture, much of it designed and constructed as the city rebuilt after the earthquake.

Heretaunga Hastings district

The Heretaunga (Hastings) district covers 5229 square kilometres and has a population of 80,965 (2023 Census).

Understanding the district's names is important: Karamū is the name for Hastings city, while Heretaunga refers to the wider district.

Europeans began settling in Heretaunga from 1864, when Thomas Tanner leased about 7000 hectares of the Karamū Plains from Māori. Some years later, an area known as the Heretaunga Block was secured by 12 people, often referred to as the '12 Apostles'.

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

At that stage, wetland and swamp, the settlers decided that Karanema (Havelock North) was to be the future city. It was only when the railway opened in Hastings in 1874 that Karamū was chosen as the town site.

The 1931 earthquake also severely impacted Hastings where it killed more than 90 people and destroyed buildings. Like Napier, very many of the replacement buildings were constructed in the Art Deco style.

Heretaunga Haukūnui Ararau Hāro Te Kāhu

Heretaunga of Life-Giving Dews and Arcadian Pathways, whose beauty is seen through the eye of the Hawk.

The whakataukī (proverb) of our district describes the landscape of Heretaunga in its abundance and beauty from the mountains to the sea. The proverb originates from Te Ikahoungata, a 17th century chief whose large house overlooked a bountiful network of wetland lakes, rivers, streams, swamps, forests and fern covered hills – a veritable edible landscape. The whakataukī demonstrates that tangata whenua (People of the Land) have a long-held relationship with the edible landscape of Heretaunga.

National anthem

Aotearoa

(Māori version)

E Ihowa Atua,

O ngā iwi mātou rā ,

Āta whakarangona;

Me aroha noa.

Kia hua ko te pai;

Kia tau tō atawhai;

Manaakitia mai,

Aotearoa.

God Defend New Zealand

(English version)

God of Nations at Thy feet

In the bonds of love we meet

Hear our voices, we entreat

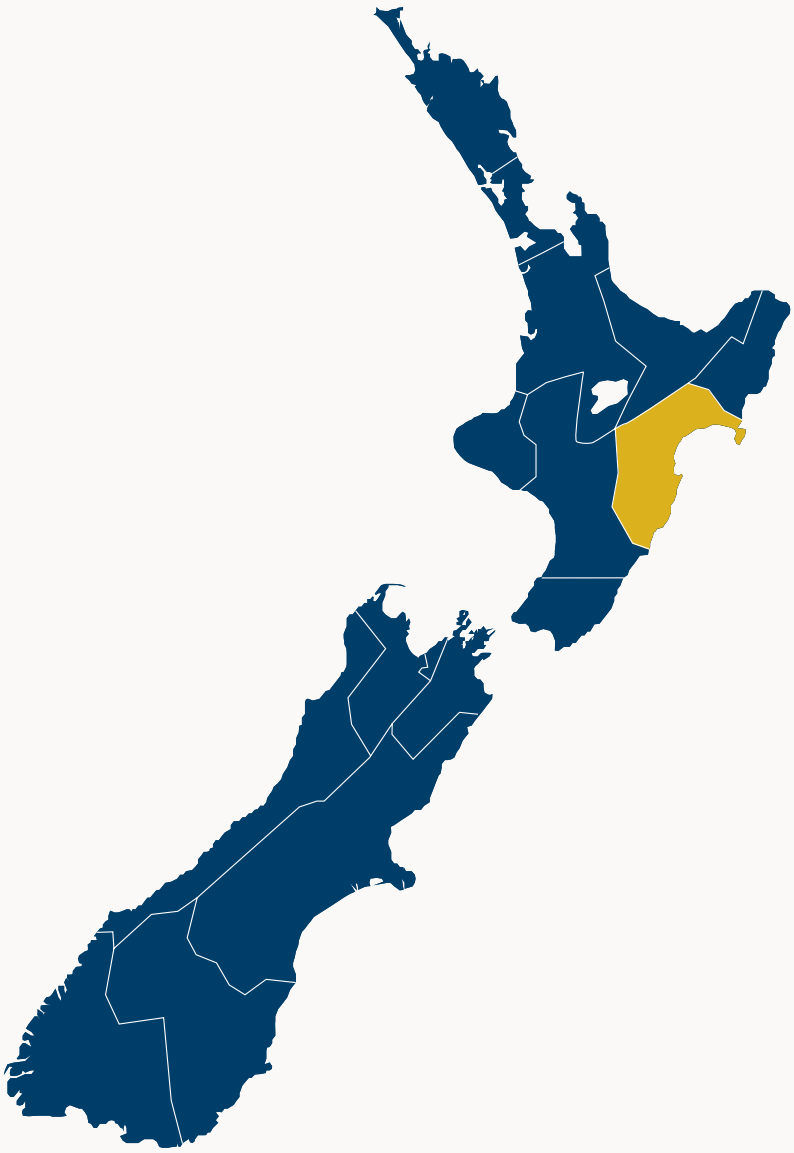
God defend our free land

Guard Pacific's triple star

From the shafts of strife and war

Make his praises heard afar

God defend New Zealand





Aotearoa New Zealand Flag

The blue background symbolises the sea and sky. The four stars symbolise the constellation 'the Southern Cross'.

The Southern Cross is a prominent constellation in the southern hemisphere. On the flag, it represents Aotearoa New Zealand's geographical position in relation to the rest of the world.

The Union Jack represents Aotearoa New Zealand's British Commonwealth heritage.



Final tips for new residents

Getting connected

- set up utilities (power, water, internet)
- register with a local medical centre
- join your local library
- connect with community groups
- get to know your neighbours.

Settling in

- explore your local area
- go to community events
- join local social media groups
- participate in local activities.

Looking after our environment

- follow kerbside recycling rules
- use designated rubbish and recycling bins
- participate in community clean-up events
- support local environmental initiatives
- practise water conservation.

Local wildlife

- respect native plants and animals by keeping your distance
- follow signposted rules in parks and reserves
- report environmental concerns to Hawke's Bay Regional Council
- participate in conservation efforts.



Conclusion

Welcome again to Heretaunga Hastings and Ahuriri Napier. We hope this guide helps you settle into your new home. Remember that council staff are always available to help with any questions you may have.

Nō reira, tēnā koutou, tēnā koutou, tēnā tātou katoa

Therefore, greetings, greetings, greetings to us all

As you become part of our community, we encourage you to:

- embrace the rich cultural heritage of our region
- participate in community life
- enjoy the natural beauty of Te Matau-a-Māui Hawke's Bay
- connect with your neighbours and community
- make the most of the services and facilities available to you.

For updates to this guide please visit your local council website or service centre.

If you need further information or clarification on content in this guide, please contact your local Citizens Advice Bureau (page 35).



Notes

Notes

Proudly supported by

HERETAUNGA HASTINGS DISTRICT COUNCIL

NAPIER CITY COUNCIL
Te Kaunihera o Ahuriri

Citizens Advice Bureau
Te Pou Whakawhirinaki o Aotearoa

Ministry for Ethnic Communities
Te Tari Mātāwaka

MCA
MULTICULTURAL ASSOCIATION HAWKES BAY INC
TE KĀHUI KANORAU O TE MATAU-A-MĀUI

Welcoming Communities
TE WAHAROA KI NGĀ HAPORI

This guide has been created through the Welcoming Communities programme and is available online at Hastings ***hastingsdc.govt.nz/welcoming-communities***

Napier ***napier.govt.nz/welcoming-communities***

For copies of this guide, any changes or updates, please contact ***welcomingcommunities@hdc.govt.nz***



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- Please note all information and links were correct at the time of printing but may be subject to change over time.

Current at August 2025.



Scan to view this guide online