

# Welcome to Auckland city

WANGANUI

CITY OF SAILS

ALL THAT  
LOW LAND  
+ HIGH SKY +  
WIDE WATER



Find out more: phone 09 379 2020  
or visit [www.aucklandcity.govt.nz](http://www.aucklandcity.govt.nz)



Auckland City

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# Haere mai / Welcome

Welcome to Auckland – First City of the Pacific  
and New Zealand's largest and liveliest city.



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## Our home is your home

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Auckland City Council welcomes you and invites you to enjoy the opportunities and experiences Auckland has to offer. We want you to make the most of your new home and share in the care of our beautiful natural environment.

Auckland city lies on a narrow stretch of land between the beautiful Manukau and Waitemata harbours. Most of Auckland's population lives on the mainland but there are also 65 islands in the Hauraki Gulf that make up 74 per cent of Auckland's total land area.

The gulf and its islands are recognised as a regional and national treasure with diverse landscapes and ecological systems.

The Auckland area was home to Maori for a thousand years before Europeans settled here.

The recognised mana whenua, or indigenous people of Auckland are Ngati Whatua o Orakei.

Now, over 181 different ethnic groups from all over the world call Auckland home. Our ethnic diversity helps make Auckland an exciting place to live.

This booklet provides new residents with a guide to living in Auckland. Auckland City Council has a range of services to support new residents and can offer advice to help make settling in Auckland easier.

We can be contacted on 379 2020, visit [www.aucklandcity.govt.nz](http://www.aucklandcity.govt.nz) or you can visit any of the service centres listed in the directory at the back of this booklet. An interpreter is available through the call centre for people with English as a second language.

Welcome to our city.

# Auckland city communities

To help build strong, vibrant communities we provide:

- 21 community centres
- 28 community halls
- 800 parks
- 9 community advisors who can help you.

Auckland City Council provides some great ways to get involved in your local community and meet new people. Our communities are what make Auckland a great place to live.

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## Community centres and halls

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Auckland City Council provides a variety of affordable and useful facilities for everyone to use and enjoy.

You can book these for regular events, one-off occasions or lease them long term.

These venues are mostly funded by Auckland City Council which means a reasonable fee for the user. You may also be eligible for a discount and funding options are available.

Contact Auckland City Council to make a booking or contact your local community centre.

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## Community groups

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There are many community groups in Auckland city offering a wide range of activities, including sporting, social and political. You are sure to find one that matches your interests.

You might want to join an existing group or start a new one. The Community Information to You (CITY) database is part of the Auckland City Libraries website and has a list of current groups and additional information.

Visit [www.aucklandcitylibraries.com](http://www.aucklandcitylibraries.com) or your local library.

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## Community advisors

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Community advisors are there to assist community groups with such things as getting funding, sorting out a good decision making structure and finding information about what's going on in the city.

Contact Auckland City Council to get in touch with your local community advisor.

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## Funding support

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Auckland City Council offers a variety of funding options, advice and support for not-for-profit community groups.

The community development team offers support through funding, workshops, training, network contacts, fundraising and assistance with projects. They can also help you fill out your funding application form.

Call an Auckland City Council community advisor or log on to [www.aucklandcity.govt.nz/grantsandfunding](http://www.aucklandcity.govt.nz/grantsandfunding) to access further funding information.

Visit [www.aucklandcitylibraries.com](http://www.aucklandcitylibraries.com) to access Fundview, a database for finding community funding sources – all you need is your Auckland City Libraries card barcode and pin number.

Auckland City Council community groups can submit articles of community interest to the *Catalyst*, a free monthly community newsletter by contacting a community advisor.

You can also get a community and recreation facilities guide by contacting the hall bookings team on 379 2030.

# Auckland arts, events and recreation

## Auckland City Council currently provides:

- over 60 free annual events
- an art gallery with over 12,000 works of art
- Auckland Zoo
- 20 swimming pools
- 17 libraries.

Auckland offers a wide range of attractions and activities with something to suit everyone. Auckland City Council is involved in almost everything that goes on in the city whether it be organising, sponsoring or facilitating. We provide a huge range of services and activities such as:

- events and facilities – from small community events to major events like Pasifika Festival
- parks, beaches and walkways – over 800 parks and reserves as well as dozens of beaches and walkways
- places to go – regional attractions such as the zoo and various museums
- arts around the city – including Art Gallery, Waiheke Artworks, Artstation and art trails
- community facilities – pools, community centres, halls and libraries.



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## Ak@Play

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**Ak@Play is a database of things to do in Auckland city.**

It covers:

- events and festivals
- everyday attractions such as Auckland Zoo and Auckland Art Gallery
- places to go - community facilities such as libraries, swimming pools, recreation centres and community centres
- arts in Auckland
- parks, beaches and walkways
- sport and recreation
- things for kids to do.

You can access Ak@Play information in a variety of ways including the Ak@Play website [www.aucklandcity.govt.nz/akatplay](http://www.aucklandcity.govt.nz/akatplay) the weekly Ak@Play email newsletter which you can subscribe to online, the back page of *CityScene* (the council's weekly newspaper) and the Ak@Play guide which you can request by contacting Auckland City Council.

# Auckland City Libraries Tāmaki Pataka Kōrero

## Auckland City Libraries has:

- 17 libraries
- a world languages collection (26 different languages)
- CDs, DVDs, magazines and public internet access
- resources for people who are learning English.

Auckland City Libraries are exciting places for the whole community. In addition to a wide range of library services, they also run events. These include story times for children, a variety of beginner's computer classes, book clubs, after school homework centres, exhibitions and cultural activities for people of all ages.

You can also view rare treasures in special collections, and research local and family history in the Auckland Research Centre at the Central City Library.

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## How to join

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The Central City Library has an award-winning cafe called *real*. Come and try its great coffee, food and wine seven days a week.

Discover the latest library events online or visit your library to pick up a Library LIVE guide.

If you live within Auckland city it is free to join the library. Simply go to your local library and bring:

- proof of address for example (a letter or bill with your name and address printed on it)
- photo ID (such as a driver's licence or passport).

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## Computer access

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All libraries have computers that you can use for finding information, reading newspapers online, email, and internet searching. You can also get free access to the library catalogue, digital library and Microsoft Office software packages such as Word and Excel.

For more information visit [www.aucklandcitylibraries.com](http://www.aucklandcitylibraries.com)

# Caring for your property

## Auckland City Council:

- collects enough rubbish every month to fill a rugby field five-stories high
- has 28,000 street lights to help keep your neighbourhood and property safe
- has 200km of stormwater drains.

If we all work together to take care of our environment, we can help to keep Auckland safe, clean and a great place to live. Auckland City Council provides a number of services to support and ensure that your neighbourhood is pleasant for everyone.

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## Auckland City Council property information

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Auckland City Council provides a range of property information products. For instance, the council can provide you with a Land Information Memorandum or LIM. A LIM can tell you a lot of things about a property, including whether there are any flooding or erosion problems on the site; whether the buildings have been built legally; whether there is any contamination on site and details about sewage and stormwater drains.

Auckland City Council offers an urgent LIM service. This service provides users with LIM reports within four hours, which can be invaluable when you are buying property and need information as quickly as possible. The council also has other information on property available, including valuations, property files, and neighbourhood reports.

Visit [www.aucklandcityproperty.com](http://www.aucklandcityproperty.com) to find out more.

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## Rubbish collections

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Auckland City Council supplies every household with a blue recycling bin and a green “wheelie” bin. The council organises for your rubbish and recycling to be picked up outside your home once a week.

The Inner CBD works differently with each property receiving 104 official **red** rubbish bags and 156 official **clear** recycling bags per year. If you have not received your bags or have any questions – contact the council.

All residents and businesses are responsible for keeping their properties clean and tidy. This includes keeping grass mown, undergrowth tidy and getting rid of rubbish.

### **Auckland City Council produces two pamphlets that deal with rubbish and recycling:**

- Your rubbish and recycling guide (in English and Chinese)
- Planning to clear out some rubbish on your property? (in English and Chinese).

Contact Auckland City Council to order a copy.

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## Caring for the neighbourhood

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We all need to do our bit to help take care of our neighbourhood and be considerate of our neighbours.

The council is there to help if problems arise.

### **Some of the things the council deals with include:**

- neighbours who are unreasonably noisy at night
- damaged footpaths
- graffiti
- barking or roaming dogs.

If you want more information on any of these issues, phone the council for help and advice.

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## Civil emergencies

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We don't like to think about natural or human-made disasters, but Aucklanders need to be ready for possible civil emergencies. These can include infrastructure failure such as power and water outages, volcanic activity, or a tsunami. These could strike at any time without warning and you could have to fend for yourself for three days or more with no assistance from emergency services.

Auckland City Council can advise you on what to do at home and work to stay safe in an emergency. Contact Auckland City Council or visit [www.mcdem.govt.nz](http://www.mcdem.govt.nz) for more information.

# Your home



In the year ending 30 June 2006, Auckland City Council:

- processed more than 8000 building consents
- supplied more than 8800 LIM reports
- registered more than 18,000 dogs.

There are a number of rules in place to ensure that your neighbourhood is pleasant for all residents. These regulations help to protect the environment and ensure that activities do not adversely affect other members of the community.

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## Altering your home

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**A building and/or resource consent is required when you:**

- construct or demolish a building
- make an addition to a building
- erect a fence
- make internal or external alterations to your home or any other building.

A consent allows you to carry out work in accordance with the council's district plan and government legislation, such as the Building Act 2004. Following these rules ensures that developments are safe and of a high standard.

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## Trees and gardens

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Trees are important to Auckland City Council and provide value for the whole community. They protect both the soil and us from the effects of noise and weather as well as improving the city's visual environment.

Trees over a certain size are protected. A resource consent is required if you want to prune, trim, or remove a protected tree. Resource consent can be applied for and issued free of charge. Any work beneath the canopy of a tree, such as digging or storing materials also requires a consent.

### **Auckland City Council produces two pamphlets that deal with tree protection:**

- Guide to tree protection controls
- Planning on pruning or cutting down your trees? (in English and Chinese).

Contact Auckland City Council to order a copy.

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## Permeability

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Permeable surfaces are those that absorb water such as grass and gardens. Impermeable surfaces are those that cannot absorb water such as pavements, decks, driveways and buildings. If too large an area of your property is covered in impermeable surfaces pressure is put on the stormwater system and increases the risk of flooding. The council's district plan outlines exactly how much of your property can be made up of impermeable surfaces. If your property consists of too many impermeable surface areas and you do not have a consent, then some of these areas will have to be removed.

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## Pets

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You can keep a pet or other animals (eg rabbits and guinea pigs) in Auckland as long as it does not become a nuisance. All dogs over the age of three-months must be registered with the council. Dogs first registered in New Zealand after 1 July 2006 must be microchipped, unless they are working farm dogs. You need a permit to keep more than one dog. Dogs are also required to be on a leash in most public places.

Contact Auckland City Council for a copy of their pamphlet: Guide to responsible dog ownership.

There are special rules for pigs, chickens and bees, visit [www.aucklandcity.govt.nz](http://www.aucklandcity.govt.nz) or phone 379 2020 for more information.

# Your council

## Facts about Auckland city:

- the council has one Mayor and 19 councillors
- elections take place every three years
- Auckland city has 10 community boards with 52 community board members
- The council welcomes over 6000 new citizens each year in its citizenship ceremonies.

New Zealand's governance responsibilities can be divided into three separate levels.

## Central government

Covering all of New Zealand, the elected government is responsible for health, education, welfare, police, defence and immigration at a national level.

## Auckland Regional Council

Covers the greater Auckland area and deals with public transport, regional parks, regional land use and regional environmental planning.

## Auckland City Council

Is the local government body responsible for Auckland city's well-being, development and maintenance. In addition to managing day-to-day needs like rubbish collection, footpaths and storm water services, the council also works hard to support the economic development of the city and provide a supportive, active environment for people working and living in the city.

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## Council elections

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If you are over 18 years old, a citizen or permanent resident and have lived in New Zealand for more than one year, you can vote or stand in national, regional, or local body elections.

If you wish to stand as a candidate for the local body elections (Auckland) contact the electoral officer on 379 2020.

If you wish to vote you need to enrol to vote first. Phone Elections New Zealand on 0800 367 656 for help to enrol.

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## Having your say

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You can express your views on city-wide and local issues to elected representatives, such as councillors and community board members. You can also raise issues through council committees, community boards, formal council meetings and formal consultation, such as the annual plan process.

Community board members are elected to look after local interests and to be a link between the community and the council. Community boards were established to ensure people have their say on local issues.

Contact details for councillors and committee board members may be obtained from the council website ([www.aucklandcity.govt.nz](http://www.aucklandcity.govt.nz)) or by contacting Auckland City Council.

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## Funding

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Rates are paid by all ratepayers in Auckland – this is usually the owner of the property.

Rates pay for a wide range of facilities and services including roads, drainage, maintenance of parks, rubbish collections, museums, the art gallery, the zoo and libraries.

### **Rates may be paid:**

- in person at an Auckland City Council service centre
- in person at the 40 Westpac Bank branches between Orewa and Bombay
- by mailing in the envelope supplied
- by paying online with your credit card at [www.aucklandcity.govt.nz/council/online/rates](http://www.aucklandcity.govt.nz/council/online/rates)
- by direct debit at fortnightly, monthly, bi-monthly, quarterly and annual intervals
- by setting up an automatic payment from your bank account
- by telephone banking
- by internet banking.

Refer to your rates notice for more information on rates.

# Transport

## Auckland city has:

- 1415km of roads
- 2214km of footpaths
- about 39km of cycleways
- about 26km of shared bus and bike lanes
- over 120 bus routes
- 12 ferry routes across the Waitemata Harbour
- trains that run regularly along two rail lines accessing the east, west and south of the city.

Auckland City Council is delivering more transport choice for the city. We are constantly improving the city's cycling and walking network, access to public transport including bus, train and ferry services, and the road network.

Visit [www.aucklandcity.govt.nz/transport](http://www.aucklandcity.govt.nz/transport) to find out more about the council's plans to improve transport in Auckland. Aucklanders have lots of choice when it comes to travelling around Auckland.

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## Take the bus

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There are bus services servicing key routes to and from the CBD as well as across the city. The Link and City Circuit buses travel around the CBD with other services available for travel between the CBD and the city suburbs.

Travel by bus is getting quicker as Auckland's network of bus lanes grows. Bus lanes can be used by buses, cyclists, motorbikes and emergency services. The lanes operate during peak traffic times and these times can vary. It is important to check the signs to find out when the bus lanes are operating.

There are other rules for using Auckland City Council's bus lanes. Visit [www.aucklandcity.govt.nz/transport](http://www.aucklandcity.govt.nz/transport) to find out more.

Visit [www.maxx.co.nz](http://www.maxx.co.nz) for free information on planning your journey around Auckland by public transport. The website includes timetable and fare information for travel by train, bus and ferry. Otherwise phone MAXX on 366 6400.

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## Catch a train

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There are two rail lines across Auckland servicing the city.

The Britomart Transport Centre is in downtown Auckland, meaning travelling by train is a real choice for visiting the CBD. At some local stations across the city, park-and-ride facilities are available or planned so it easier for people to travel by train. Some bus routes also service the rail stations.

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## Take a ferry

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Catching a ferry is a great way to travel. Ferry services connect the city with the North Shore, eastern bays and Hauraki Gulf islands.

In the CBD, all ferries leave from the historic Ferry Building at the bottom of Queen Street.

Visit [www.maxx.co.nz](http://www.maxx.co.nz) for free information on planning your journey around Auckland by public transport. The website includes timetable and fare information for travel by train, bus and ferry. Otherwise phone MAXX on 366 6400.

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## Driving a car in New Zealand

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You can drive a car with a valid overseas drivers licence or an international driving permit in New Zealand for up to 12 months. If you stay longer than 12 months you must get a New Zealand drivers licence. Contact the Automobile Association at [www.aa.co.nz](http://www.aa.co.nz) to find out more about New Zealand's road rules and driver licensing.

If you do drive, you'll need to find parking. Auckland City's ParkRight car park buildings offer secure and competitively priced parking in the central city.

The council also manages pay-and-display parking on the city's streets. This ensures everyone has an equal chance of finding a park. Remember to check the signs before you park and pay using text messaging, credit card or coins to avoid a parking fine.

# Directories

## Accident and emergency

In an emergency, dial 111 for police, fire or ambulance.

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### Telephone directories

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Telephone directories are a useful source of information. They are updated every year and delivered to your home. You can also get them from your local New Zealand Postshop.

The telephone directory is also called the White Pages. This lists the telephone numbers for all people and businesses in Auckland in alphabetical order. This service is also available online at [www.whitepages.co.nz](http://www.whitepages.co.nz)

The Yellow Pages arrives as two books. These list businesses only. The lists are in alphabetical order by the type of service the business provides. This service is also available online at [www.yellowpages.co.nz](http://www.yellowpages.co.nz)

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### Auckland City Council

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Auckland City Council can help provide you with a wide range of information, from subjects covered in this leaflet, to directing you to other organisations that can meet your needs.

Auckland City Council has a translation service which enables callers to receive information in 37 languages.

Please phone 379 2020 to access this and other services.

# Auckland City Council

## Auckland City Council

For general enquiries about the council visit  
[www.aucklandcity.govt.nz](http://www.aucklandcity.govt.nz) or phone 379 2020.

(An interpreter is available for people with English as a second language through the call centre.)

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### Offices

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#### Civic Building

1 Greys Avenue  
Central city  
Auckland

Open Monday to Friday, 8am to 5pm

#### Services:

- payments and receipting
- publications and reports
- specialist advice.

#### Graham Street

35 Graham Street  
Central city  
Auckland

Open Monday to Friday, 8am to 5pm

#### Services:

- payments and receipting
- publications and reports
- specialist advice
- viewing property information.

#### Waiheke Island

10 Belgium Street  
Ostend

Open Monday to Friday, 8.30am to 5pm

#### Services:

- payments and receipting
- publications and reports
- specialist advice
- viewing property information.

#### Great Barrier Island

Hector Sanderson Road  
Claris

Open Monday to Friday, 8am to 5pm

#### Services:

- payments and receipting
- publications and reports
- specialist advice
- viewing property information.

# Auckland City Council

If you need specialist advice, each of the service centres has experts in a wide range of subject areas available to assist you.

## **Graham Street service centre**

Building, planning, environmental health and licensing, property information.

## **Civic service centre**

Parking, traffic and roading, central area planning.

## **Waiheke Island service centre**

A range of specialist advice, with an emphasis on Waiheke Island issues.

## **Great Barrier Island service centre**

A range of specialist advice, with an emphasis on Great Barrier Island issues.

Please note: opening hours are subject to change for public holidays and the Christmas period. Please contact us for confirmation.

# Auckland City Council services

## **Auckland Art Gallery Toi o Tāmaki**

### **Main Gallery**

Corner Wellesley and Kitchener streets.

Open 10am to 5pm daily, entry free except for specified exhibitions.

Phone 379 1349

### **New Gallery**

Corner Wellesley and Lorne streets.

Open 10am to 5pm daily.

Phone 379 1349\*

## **Auckland City Libraries Tāmaki**

### **Pataka Kōrero**

For opening hours phone 307 7737.

Other enquiries phone 377 0209.

## **Auckland Zoo**

Motions Road, Western Springs.

Open daily 9.30am to 5.30pm, family and group discounts available.

Phone 360 3800\*

## **Auckland War Memorial Museum**

Auckland Domain.

Open daily 10am to 5pm, entry by donation.

Phone 309 0443

## **Auckland's Living Parks**

Brochures available from Auckland City Council offices.

## **Motat (Museum of Transport and Technology)**

Great North Road, Western Springs.

Open daily 10am to 5pm.

Phone 846 7020\*

## **Stardome Observatory**

One Tree Hill Domain, Royal Oak.

Open Tuesday to Saturday with viewings at 8pm and 9pm.

Phone 624 1246\*

## **New Zealand Maritime Museum**

Viaduct Harbour.

Open daily 9am to 6pm.

Phone 373 0800 or (0800) 725 897\*

## **Artstation**

1 Ponsonby Road.

Office hours 8.30am to 5pm, Monday to Friday.

Evening hours 7am to 9pm Monday to Thursday, 10am to 4pm on Saturdays.

Phone 376 3221

Visit Auckland City Council's website at [www.aucklandcity.govt.nz](http://www.aucklandcity.govt.nz) for locations and details of the council's swimming pools, recreation centres and community centres.

\* Entry fees apply.

# Business help

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## Auckland City Council

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Auckland City Council offers a wide range of business support services to create the right environment for economic growth. It includes projects involving international relations, investment attraction, economic strategy, developing Auckland's specific business areas and broadband delivery.

Visit [www.aucklandcity.govt.nz/auckland/economy/](http://www.aucklandcity.govt.nz/auckland/economy/)

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## New Zealand Trade & Enterprise

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Business Information Zone (BIZ) is a gateway to business resources. It includes information on business training, grants, finance, tips on good business practice, e-business, exporting and growing a business.

Visit [www.business.govt.nz](http://www.business.govt.nz)

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## Companies Office

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New Zealand Companies Office is responsible for the registration and maintenance of documents relating to companies. Online services include forming, incorporating and maintaining a company, filing annual returns, company searching and reserving a company name.

Visit [www.companies.govt.nz](http://www.companies.govt.nz)

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## Business Mentors New Zealand

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Business Mentors New Zealand provides help identifying strengths, weaknesses and opportunities available to a business.

Visit [www.businessmentor.org.nz/](http://www.businessmentor.org.nz/)

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## Auckland Regional Chamber of Commerce

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Auckland Regional Chamber of Commerce and Industry provides training assistance, resources, news and upcoming events for local businesses.

Visit [www.chamber.org.nz](http://www.chamber.org.nz)

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# Children

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## Child, Youth and Family

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Government department promoting the well-being and safety of children and positive parenting.

Visit [www.cyf.govt.nz](http://www.cyf.govt.nz) or phone 0508 326 459

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## What's Up

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Telephone counselling service for children and young people (noon to midnight).

Visit [www.whatsup.co.nz](http://www.whatsup.co.nz) or phone 0800 942 8787

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# Community groups

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## CITY database

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Online directory of clubs and community groups in Auckland

Visit [www.aucklandcitylibraries.com](http://www.aucklandcitylibraries.com) or call into your local library.

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## Community Net Aotearoa

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An internet resource to support communities throughout New Zealand. (also see Citizens Advice Bureau)

[www.community.net.nz](http://www.community.net.nz)

# Ethnic communities

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## Auckland Regional Migrant Service

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Supports migrants with help and information to settle successfully in Auckland.

Visit [www.arms-mrc.org.nz](http://www.arms-mrc.org.nz) or phone 625 2440.

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## Ministry of Pacific Island Affairs

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Promotes the development of Pacific peoples in New Zealand by providing policy and communications advice to agencies on issues that affect Pacific peoples.

Phone 262 1513.

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## Office of Ethnic Affairs

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Provides advisory services to government and non-government agencies on policy matters. They have ethnic advisors who encourage supportive social networks for ethnic community groups so an environment where identity and cultural heritage are valued can be maintained.

Visit [www.ethnicaffairs.govt.nz](http://www.ethnicaffairs.govt.nz) or phone 362 7968.

# Government services

Some services you require may be provided by central government. This may include finding a job, assistance with housing, schools, study, immigration, or New Zealand law.

Information on how to contact the correct government department is available by visiting [www.govt.nz](http://www.govt.nz) or looking in the telephone directory under the government section near the front of the White Pages.

## Health

### Public hospitals in Auckland city are:

Auckland Hospital  
Starship Children's Hospital  
Greenlane Hospital  
National Women's Hospital.

Hospitals 367 0000  
Healthline on 0800 611 116

## Housing

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### Department of Building and Housing

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Provides information and guidance on building law and compliance. Also gives advice to tenants and landlords.

Phone 0800 801 601.

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### Housing New Zealand Corporation

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Providing affordable rental homes for people on a low or moderate income.

Visit [www.hnzc.co.nz](http://www.hnzc.co.nz) or phone 261 5000.

## Jobs and work

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### New Zealand Immigration Service (Department of Labour)

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Provides information, visa and permits for different migration categories. Information on what New Zealand has to offer immigrants and assistance for employers.

Visit [www.immigration.govt.nz](http://www.immigration.govt.nz) or phone 914 4100.

# Government services

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## New Zealand Inland Revenue Department

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Information on obligations and entitlements on income and business tax.

Visit [www.ird.govt.nz](http://www.ird.govt.nz) or phone 0800 377 774 (business) or 0800 227 774 (personal).

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## Work and Income

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Provides assistance with finding a job, seasonal employment or help becoming self-employed. Also offers financial assistance for individuals through benefits such as sickness or unemployment benefits and superannuation. Can provide extra help with accommodation, childcare and disability-related costs as well as emergency help.

Visit [www.winz.govt.nz](http://www.winz.govt.nz) or phone 0800 559 009.

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## Career Services

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Provides advice on choosing, planning and developing your career. They have information on jobs in New Zealand and information on courses and training. Career Services also have information on industries in New Zealand and national and regional work trends.

Visit [www.kiwicareers.govt.nz](http://www.kiwicareers.govt.nz) or phone 0800 222 733.

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## Skill NZ

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Information on gaining new skills and qualifications while in a job.

Visit [www.skillnz.govt.nz](http://www.skillnz.govt.nz) or phone 377 2620.

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## New Kiwis

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Information that matches the skills of migrants with organisations and businesses.

Visit [www.newkiwis.co.nz](http://www.newkiwis.co.nz)

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## SEEK

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A job, career and employment website.

Visit [www.seek.co.nz](http://www.seek.co.nz)

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## Language

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### English for Speakers of Other Languages (ESOL)

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Provides home tutors for people wanting to learn English.

Visit [www.esolht.org.nz](http://www.esolht.org.nz)

# Government services

## Personal help

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### Citizens Advice Bureau (CAB)

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Free information, advice and referral provided by community volunteers.

Visit [www.cab.org.nz](http://www.cab.org.nz) or phone 0800 367 222 or 625 3090 for a multi-lingual service.

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### Police

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For non-emergencies, contact your local police station or community constable listed under Police in the government section of the telephone directory White Pages.

## Studying and learning

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### Pre-schools

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#### Kidspot

Provides an online directory of early education suppliers.

Visit [www.kidspot.co.nz](http://www.kidspot.co.nz)

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### Schools

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#### Ministry of Education

Provides information on schools, teaching and job vacancies. Also has school term dates, information about studying in New Zealand, student loans and allowances, and school enrolment procedures.

Visit [www.minedu.govt.nz](http://www.minedu.govt.nz)

# Things to do in Auckland

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## Auckland city

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### Auckland City Council – events pages

Visit [www.aucklandcity.govt.nz/whatson/default](http://www.aucklandcity.govt.nz/whatson/default) or phone 379 2020.

### Tourism Auckland visitor information centre

Provides information on what's on in Auckland, where to stay, what to do, how to get around and Maori tourism.

Visit [www.aucklandnz.com](http://www.aucklandnz.com) or phone 979 2333.

# Transport

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## Driving your car in New Zealand

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### Land Transport Safety Authority

General enquiries

Visit [www.ltsa.govt.nz](http://www.ltsa.govt.nz) or phone 0800 699 000.

Motor vehicle registration

Phone 0800 108 809.

Driver licensing

Phone 0800 822 422.

# Public transport

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## MAXX Regional Transport

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A guide to transport in the Auckland region. Everything you need to know about getting around Auckland on buses, trains and ferries.

Visit [www.maxx.co.nz](http://www.maxx.co.nz) or phone 366 6400.

# Universities and institutes of technology

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## AUT University

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Offers a wide range of undergraduate and postgraduate degrees as well as diplomas and certificates.

Visit [www.aut.ac.nz](http://www.aut.ac.nz) or phone 917 9999.

## Unitec

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Offers degree-level study and postgraduate degrees across a range of professional and vocational areas.

Visit [www.unitec.ac.nz](http://www.unitec.ac.nz) or phone 0800 109 510.

## University of Auckland

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Offers a wide range of undergraduate and postgraduate degrees as well as diplomas and certificates.

Visit [www.auckland.ac.nz](http://www.auckland.ac.nz) or phone 0800 616 263.