

Kia ora

Your guide to Hamilton Kirikiriroa



**Welcoming
Communities**
TE WAHAROA KI NGĀ HĀPORI



**Hamilton
City Council**
Te kaunihera o Kirikiriroa

About this Guide

This guide to Hamilton Kirikiriroa provides basic settlement information for people who have recently moved to the city to live, work, or study.

The Council plays an important role in helping new settlers forge new lives in the city, working with various settlement organisations and community groups to make settlement easier. This is a handy resource providing information on Hamilton. It also lists a range of important services and agencies you will find useful such as community groups, places of worship, employment services, schools, doctors and other important contacts.

This guide is created by Hamilton City Council – Te Kaunihera o Kirikiriroa, and is available on the website. For copies of this guide, any changes or requests for new listings or information on how the Council supports all new settlers and the ethnic and Pacific communities, please get in touch:

Hamilton City Council

260 Angelsea Street

Hamilton Central

E communityadvisors@hcc.govt.nz

T 07 838 6699

For settlement enquiries contact:

Settlement Centre Waikato

46G Boundary Road, Claudelands Park

E info@scw.org.nz

T 07 853 2192

W scw.org.nz

ISBN 2463-4719

Citizens Advice Bureau

55 Victoria Street, Hamilton Central

E hamilton@cab.org.nz

T 07 839 0395

W cab.org.nz

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Nau mai, haere mai

A very warm welcome to your new home, Hamilton Kirikiriroa. Welcome to our wonderfully diverse city – a city that is proud to celebrate and welcome different cultures. In fact, we are very fortunate to have 160 different ethnic groups call Hamilton Kirikiriroa home.

Each of those groups offers our city and our people a richness and diversity that make our city a better place.

We welcome your customs, culture, and food - all of which add colour and value to our city. We look forward to enjoying these with you. While it may be very different to where you have come from, I am confident that you and your family will also soon feel at home here.

This booklet contains information I know you will find useful as you settle into your new neighbourhood and new community. There are details on different schools, advice on how and where you can get help if you need it, and also information about where you can worship. There is information on English language classes, plus advice on where you can go for community, medical and other social services. It shares some of the history of our city and contains information about Te Ao Maaori (the Maaori world). Maaori are the original people of Kirikiriroa, tangata whenua. So Hamilton is rich in Maaori history and culture. We encourage you to learn more.

This information has been put together by your Council (the organisation which runs the city). As Mayor, I lead that Council of your representatives. Your Hamilton City Councillors are elected by the people of this city. It's their job to look after the wellbeing of all Hamiltonians. The contact details of all Elected Members, including my details, are included in this booklet. Feel free to contact me or your councillors.

Over the following months and years, I hope we will meet in person. Until then, on behalf of our city, I welcome you again to Hamilton Kirikiriroa.

I hope you take full advantage of everything our beautiful river city has to offer, and that you prosper in your new home.



Paula Southgate
Mayor of Hamilton



Te Ao Maaori - The Maaori World

Maaori are the tangatawhenua or people of the land. The term emphasises the relationship of Maaori to a particular area of the land where they have ancestral connections. In Hamilton Kirikiriroa, 20% of the population identifies as Maaori.

The Maaori language and tikanga (customs, rules and regulations) provide the foundation for Maaori culture. Tikanga sets the codes of conduct for all situations, including important events such as the welcome on a marae, or everyday interactions with people that make Maaori who they are.

Learning a few basic words of Te Reo is a great way of understanding Maaori and the New Zealand culture. Please note that Waikato Tainui uses double vowels instead of a macron to make their vowel sounds longer. In other areas of Aotearoa New Zealand, you may see these words spelled differently.

Formal greetings

You to one person – Teenaa koe

You to two people – Teenaa kurua

You to three or more – Teenaa koutou

Informal greetings

Hello/stay healthy or thank you – Kia ora

Good morning – Moorena

Goodnight – Poo marie

Welcome – Haere mai

Common words

Earth oven – haangi

Elder – kaumaatua

Family tree – whakapapa

Female elder – kuia

Food – kai

Funeral – tangihanga

Good or well done – ka pai

Good bye – haere raa

Love – aroha

Male elder – koroua

Meeting – hui

Meeting house – marae

Mountain – maunga

Ocean – moana

Paakehaa – European

Prestige or dignity – mana

River – Awa

Sacred – tapu

Sub-tribe – hapuu

Thank you – kia ora

Tribe – iwi

Whaanau – family

Welcoming ceremony – poowhiri

History of Maaori in Kirikiriroa Hamilton

Timeline

Pre-European

The area has a history of 700–800 years of Maaori occupation and settlement. Hamilton was originally known as Kirikiriroa and was a large paa (settlement) located on the western side of the Waikato River.

1830-1850

This was a relatively peaceful period when Maaori and settlers (Paakehaa) lived and traded with each other. Waikato tribes grew and shipped large amounts of produce (wheat, pigs, maize, fruit and vegetables) as well as dressed flax to Auckland for both the local and international markets.

1863

The New Zealand Settlement Act enabled land to be taken from Maaori by the Crown. This resulted in 12,000 km² of land being confiscated in the Waikato region, and part of this land provided the basis for European settlement in Hamilton Kirikiriroa.

1800s

Between the 1400s and up until the invasions of the 1860s several hapuu of Tainui ancestry settled and occupied the area we know today as Hamilton Kirikiriroa. Many paa and mara (gardens) featured along the Waikato River which acted as the main transport corridor to Auckland. Today, Ngaati Maahanga, Ngaati Tamainupo, Ngaati Wairere, Ngaati Korokii Kahukura and Ngaati Hauaa are regarded as the mana whenua of Hamilton Kirikiriroa.

1858

The first Maaori King, Pootatau Te Wherowhero, was appointed. This was the beginning of the kiingi movement (Kiingitanga) and its centralisation within the Waikato.

1860s

Invasion of the Waikato occurred during 1863 and 1864, starting near Mercer, with the final battle occurring near Te Awamutu.

1976

More than 10% of Kirikiriroa/Hamilton inhabitants (9077 of 87,968 people) were recorded as Maaori.

2011

Several food storage pits (rua) were found near the Waikato River, close to the Waikato Museum.

2013

20% of Hamilton Kirikiriroa residents identified themselves as Maaori.

2018

23.7% of Hamilton Kirikiriroa residents identified themselves as Maaori.

1936

Only 194 Maaori were recorded among the overall population of 16,150 people living in Kirikiriroa/Hamilton.

1995

Following a long period of negotiation over recompense for land losses in the 1800s, Waikato-Tainui signed a deed of settlement with the Crown, giving the tribe an estimated \$170 million in land and cash. This settlement made its iwi one of the most significant economic players in the region.



About Hamilton Kirikiriroa

The gateway to the central North Island, Hamilton, or Kirikiriroa in Maaori, is New Zealand's largest inland city, sitting on the banks of the Waikato River. The river flows for 16km through the city with the eastern and western suburbs on either side.

Hamilton is at the centre of one of the richest agricultural and pastoral areas in the world. Dairy industry is centred around Hamilton and Waikato – a world-class centre of agricultural biotech excellence. The city is within a two-hour drive of two of the country's main sea ports (Auckland and Tauranga) and Auckland International Airport (New Zealand's major inbound and outbound airport).

Fast facts

- The city area is about 110km²
- About 169,000 people call Hamilton Kirikiriroa home (Stats NZ, June 2019).
- Hamilton remains the youngest of New Zealand's 67 territorial authorities by median age, with an average age of 32.3 years.
- New Zealand Europeans make up three quarters of the population with 19% Maaori.
- The city is home to 160 ethnicities making up about 20% of the population.
- Indian, Chinese, Samoan, Filipino and Tonga are the major ethnic groups identified.
- The climate is mild and moderate year round and the rainfall keeps the city and surrounding areas very green.
- The city has more than 11.6km² of open space with 145 parks and gardens, 80 playgrounds, and 63 sports areas.
- Hamilton has three major events venues – FMG Stadium Waikato, Seddon Park, and Claudelands Event Centre.
- Hamilton Gardens attracts more than a million visitors each year and was listed as a Best of the Best destination by TripAdvisor in 2023.

Your Council

Hamilton City Council is here to make Hamilton a great place to live, work and play. Understanding how Hamilton is governed and managed gives you the opportunity to easily find information and allows you to get involved in decision-making.

Council has two separate components: the Elected Members comprised of the Mayor and the Councillors, who are elected for a three-year term of office, and the corporate body who are the administrators (staff).

Hamilton City Council is your point of contact for:

- building permits
- community safety, hygiene, noise and dog control
- liquor licenses
- local business development
- rubbish and recycling
- water supply
- open spaces including parks, gullies, lakes, and town squares
- community facilities like libraries
- community groups
- and more! Check out [hamilton.govt.nz](https://www.hamilton.govt.nz).

Rubbish and recycling

Hamilton Kirikiriroa has four bins provided to each house by Council - rubbish (red lid), recycling (yellow lid), food scraps (green lid), and glass (green crate).

While food scraps are collected every week, your rubbish bin and your recycling and glass bins alternate fortnightly. You can find out which day to put which bins out at fightthelandfill.co.nz, or call 0800 101 010 for free.

Get involved

The Elected Members of Hamilton City Council hold regular meetings to discuss topics relating to aspects of Hamilton life. The calendar, agenda, and minutes, and how to apply to speak at a meeting can be found at [hamilton.govt.nz/meetings](https://www.hamilton.govt.nz/meetings).

Council regularly calls for community feedback on projects at [hamilton.govt.nz/haveyoursay](https://www.hamilton.govt.nz/haveyoursay).

Local elections

In the local body elections, people vote for those they want to manage the running of the city. Local body elections are held every three years.

Hamiltonians cast their votes using the Standard Transferable Vote (STV) method. This means that voters will rank the candidates in order of preference rather than ticking the candidates they are voting for. Hamilton City Council also introduced the Maaori Ward in the last elections. Voters on the Maaori roll voted for candidates contesting two (2) Maaori wards.

Please visit elections.org.nz or [hamilton.govt.nz](https://www.hamilton.govt.nz) for more information.

Elected Members of Hamilton City Council

**Paula Southgate**

Hamilton Mayor

T 07 838 6976

E Paula.southgate@council.hcc.govt.nz

**Angela O'Leary**

Deputy Mayor of Hamilton Kirikiriroa

T 07 974 0510

E Angela.oleary@council.hcc.govt.nz

**Maria Huata**

Councillor - Kirikiriroa Maaori Ward

M 027 206 4398

E Maria.Huata@council.hcc.govt.nz

**Geoff Taylor**

Councillor - West Ward

T 07 974 0507

E Geoff.Taylor@council.hcc.govt.nz

**Moko Tauairiki**

Councillor - Kirikiriroa Maaori Ward

T 07 8386723

E Moko.Tauariki@council.hcc.govt.nz

**Tim Macindoe**

Councillor - East Ward

E Tim.Macindoe@council.hcc.govt.nz

**Sarah Thomson**

Councillor - West Ward

T 07 974 0425

E Sarah.Thomson@council.hcc.govt.nz

**Kesh Naidoo-Rauf**

Councillor – East Ward

T 07 974 0505

E Kesh.naidoo-rauf@council.hcc.govt.nz

**Louise Hutt**

Councillor - West Ward

T 07 838 6438

E Louise.Hutt@council.hcc.govt.nz

**Maxine Van Oosten**

Councillor - East Ward

T 07 974 0506

E Maxine.VanOosten@council.hcc.govt.nz

**Ewan Wilson**

Councillor - West Ward

T 07 974 0423

E Ewan.Wilson@council.hcc.govt.nz

**Mark Donovan**

Councillor - East Ward

T 07 974 0425

E Mark.Donovan@council.hcc.govt.nz

**Emma Pike**

Councillor - West Ward

T 07 838 6980

E Emma.Pike@council.hcc.govt.nz

**Andrew Bydder**

Councillor - East Ward

T 07 838 6519

E Andrew.Bydder@council.hcc.govt.nz

**Anna Casey-Cox**

Councillor - East Ward

T 07 974 0505

E Anna.Casey-Cox@council.hcc.govt.nz

If you have any ideas or feedback, you can also contact any of the Elected Members via their contact details above.

Welcoming Communities Plan

This is Hamilton City Council's commitment to lead collaborative efforts to develop a Welcoming Plan. This plan will follow the Welcoming Communities Standard and ensure our city is more open and accepting, building on existing efforts to embrace cultural diversity and inclusion.

Welcoming Communities is an initiative of Immigration New Zealand (INZ) in collaboration with the Ministry for Ethnic Communities, Department of Internal Affairs, and the Human Rights Commission. The initiative aims to help anyone new to the city feel more supported and included.

In 2020, Hamilton City Council applied to be a part of the Welcoming Communities Initiative, with our application being accepted in 2021.

On 1 April 2022, Council and Te Haa o te Whenua o Kirikiriroa signed a commitment to support Welcoming Communities, and we launched Council's Welcoming Communities Plan.

Hamilton Kirikiriroa is incredibly diverse with Hamiltonians representing more than 160 ethnicities, and a long history of people moving here from other countries. Latest statistics tell us that more than 27% of the city's population were born overseas.

Moving town or country can be challenging, and a comprehensive plan will help us to make Kirikiriroa a more welcoming place to be. Our goal is to ensure that Kirikiriroa feels like home for anyone who chooses to live here. The wellbeing of the community is at the heart of everything Council does, and that includes the wellbeing of people who are new to the city.

This plan was translated into ten languages: Hindi, Simplified Chinese, Samoan, Tongan, Spanish, Arabic, Filipino, Urdu, Dari, and Burmese. It will continue to grow and develop. If your organisation would like to contribute, contact communityadvisors@hcc.govt.nz.





Inclusive leadership

Local government, tangata whenua and other community leaders work together to create, advocate for and continue to foster a welcoming and inclusive community. They lead a shared plan to increase connections between newcomers and existing residents.

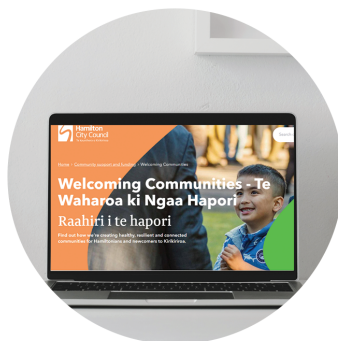
- The Welcoming Advisory Group worked with hapuu (sub-tribe) aligning Welcoming Plans with He Pou Manawa Ora (Hamilton City Council's Pillars of Wellbeing Strategy), principles of partnership, participation, protection and prosperity.
- The Welcoming Advisory Group worked with Maaori to develop a plan that reflects the principles of manaakitanga (the expression of aroha, hospitality, generosity and mutual respect, whanaungatanga (relationship, kinship, a sense of family connection between people), rangatiratanga (sovereignty, self-determination, the right to exercise
- Council through its People, Wellness and Safety Team worked with Diversity Works to develop a Diversity and Inclusion Strategy.
- Council started offering unconscious bias and cultural awareness training for leaders and staff.
- Council continue to maximise its Maangai Maaori (Maaori voice representatives within the Council governance structure) relationships when engaging on key policies, plans and strategies.
- Council used Single Transferrable Voting in the 2022 Elections and now has two Maaori wards.
- Te Haa o te Whenua o Kirikiriroa has partnered and supported the delivery of the Welcoming Plan.



Welcoming communications

People of all cultures and backgrounds feel included, listened to and well informed through a range of ways that take into account their different communication needs.

- Council launched a new website in July 2022 with a dedicated Welcoming Communities Page.
- Council invited diverse volunteers for a photo shoot to add to the database of images for Council use in its promotions and campaigns.
- Council used translated posters to promote local election.
- Council promoted election registration and voting in other languages.
- Welcoming Communities Plan translated into five migrant and five former refugee languages.
- Council booked 72 translation jobs with Decypher Interpreting. This includes the translation for the Welcoming Communities Plan.
- Hamilton City Council made it easy for residents to have their say on its draft Long-Term Plan, with information available in Simplified and Traditional Chinese as well as Hindi.





Equitable access

Opportunities to access services and activities and to participate in the community are available to all, including newcomers.

- K'aute Pasifika Trust opened the Pasifika Fale, the first stage of the Pasifika Village which will include Social and Health Services as well as an early learning centre.
- Talents of the Pacific Academy continues to work with schools to provide an environment for young people to engage and reconnect with their cultural roots, build confidence and learn the essence and beauty of Pasifika culture through the art of song, dance and language.
- As part of the requirements of the Disability Policy Action Plan 2022 -2025, Council is undertaking Accessibility Audits for Waterworld and Gallaghers Pool complexes.
- Council started offering unconscious bias and cultural awareness training for leaders and staff.
- Settlement organisations continue to provide information that is relevant and enables newcomers to access services they need.



Connected and inclusive communities

People feel safe in their identity and that they are connected with and belong in the community. There are high levels of trust and understanding between members of the receiving community and newcomers.

- During Welcoming Week, Council partnered with Te Haa o te Whenua o Kirikiriroa to host the 'Poowhiri, waananga and kai' event as a cultural experience for newcomers.
- Council supported the collaborative celebration of World Refugee Day with Waikato Refugee Forum, NZ Red Cross, Refugee Orientation Centre Trust, Shama Ethnic Women's Centre, Hamilton Multicultural Services Trust and other related organisations to acknowledge the resilience of former refugees.
- Council funded 22 organisations through the Welcoming Communities Fund to support programmes and initiatives that contribute to the Welcoming Plan.
- Council in partnership with Tangata Whenua and ten other organisations successfully celebrated Welcoming Week and hosted events across the city.
- Hamilton Libraries worked with community groups in promoting cultures and their celebrations.
- Earthdiverse supported by Council and other funders continue to run 'diversity education courses and provide programmes designed to mitigate racism and discrimination and aspire to strengthen social cohesion in Hamilton.'
- Ethnic and community organisations worked together to celebrate Hamilton's diversity:
 - Africa Day
 - Hispanic Spring Festival
 - Lantern Festival Celebration
 - Multicultural Day
 - Unified Diwali Celebration
 - Shama Fashion Fusion
 - This is Kiwi - Indigo Festival
 - Welcoming Week Celebration
 - World Refugee Day





Economic development, business and employment

Communities maximise and harness the economic development opportunities that newcomers can offer. Councils work with business associations to promote the contribution that newcomer business owners and skilled migrants make to the region's economy.

- The following organisations delivered employment programmes:
 - NZ Red Cross supported 100 clients through Pathways to Employment Programme
 - HMS Trust – Migrant Employment Solutions placed 78 people to work
 - K'aute Pasifika assisted clients through their Employment and Education team
 - Refugee Youth Employment and Young Workers Resource supported young people to work
 - Council with Glenview Community Centre, K'aute Pasifika hosted He Waka Eke Noa with a number of employers to provide a drop-in opportunity for young people looking for work.
 - Waikato Hospital (Te Whatu Ora), Ministry of Education, Waikato Kindergarten Association and other organisations distributed copies of the Your Guide to Hamilton for their staff.
 - Workhub delivered Whakamana Programme to prepare young people for employment.



Civic engagement and participation

Newcomers feel welcome to fully participate in the community. Newcomers are active in all forms of civic participation.

- Council worked with high schools and ran sessions on civic education and other topics.
- Council events team provided opportunities for volunteers to be part of city events.
- Council ran voter education workshops with the Refugee Orientation Centre.
- Council worked with ethnic community groups to encourage and promote voting during the 2022 Local elections.





Welcoming public spaces

Newcomers and receiving communities feel welcome in and comfortable using public spaces.

- Using a co-design process, The Wise Group developed Houchens Retreat Centre into Tirohanga - the Houchens Wellness Place.
- K'aute Pasifika Trust opened its Fale as part of the K'aute Pasifika Village offering services at the heart of the city.
- Council parks and open spaces are accessible to individuals and community groups for sports and other celebratory or cultural events.
- Hamilton Libraries promote and support services and collections for ethnic and migrant communities.
- Nepalese community hosted the Tenzing-Hillary football cup at Ashurst Park.
- Chinese community celebrated Lantern Festival at Garden Place.



Culture and identity

There is a shared sense of pride in being part of a culturally rich and vibrant community. People feel their culture is respected and valued by other members of the community. There are opportunities to learn about each other's cultures.

- Council supported the development of identity spaces in the city such as the K'aute Pasifika Fale and village and the Al Rasool Community Centre
- Creative Waikato launched Whiria te Tangata 'to weave creativity and wellbeing into the diverse and under-represented communities they are already activating across the Waikato'
- Waikato Muslim Association in partnership with the University of Waikato supported by Council, hosted a Waikato Inclusivity Symposium in November 2022 to strengthen collaboration and engagement to create a dynamic and inclusive community.
- Council worked with ethnic community groups to encourage and promote voting during the 2022 Local elections.





Culture and identity

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The following events were celebrated:

- Vietnamese New Year celebration
- Tamil Pongal/Sankranti celebration
- Nepalese Everest Day
- Eid al Adha with the Muslim community
- Kiribati language week and Independence Day
- Colombian Independence celebration
- Kerala Keralotsavam celebration
- Indian Independence celebration
- Unified Diwali
- Chinese Moon Festival celebration
- Tuvalu Independence and Language Week
- Pasko sa Nayon by the Filipino community
- Bangladeshi Victory Day





Council Facilities

Council, community, and leisure facilities

Te Whare Taonga o Waikato - Waikato Museum

1 Grantham Street, Hamilton

T 07 838 6606

E museum@hcc.govt.nz

W waikatomuseum.co.nz

Open: 10am - 5pm, daily - closed Christmas Day.

Entry: Free, except select exhibitions and activities

Telling our stories from a regional and global perspective, Waikato Museum is home to an exciting and engaging programme of exhibitions and public events with particular strengths in tangata whenua, visual arts, social history, and science. For families with young tamariki, there's also our interactive centre for discovery, Excite.



EXCITE

1 Grantham Street, Hamilton

T 07 838 6606

E museum@hcc.govt.nz

W waikatomuseum.co.nz/excite

Open: Daily 10am - 5pm - except Christmas Day

Entry: From \$5.

Excite is Waikato Museum's interactive centre for discovery. It's a hands-on space where tamariki can play and learn through tactile and immersive surroundings. Build something new with our big Lego bricks, connect the circuit wall to make the lights sparkle, or gather around the firepit to share stories. There's always something to discover!



Council, community, and leisure facilities

Hamilton Gardens

Hungerford Crescent, Hamilton East

T 07 838 6782 (Gardens Information Centre)

E hamilton.gardens@hcc.govt.nz

W hamiltongardens.co.nz

Open: 9am – 5pm, daily.

Entry: Free.

Rated in the top 1% travel experiences by TripAdvisor for 2023, Hamilton Gardens is a living museum that tells a story of cultures and civilisations through 18 beautiful, inspiring, and iconic gardens.

From Ancient Egypt to the 21st century, you will travel across continents and stroll through history as never before. Our guided tours and audio tours are perfect for first-time visitors or those who want to uncover the deeper meaning behind our beautiful gardens.



Council, community, and leisure facilities

Hamilton Libraries

Our libraries exist to help people find their place in the hapori (community), provide access to reliable information and services, and help people connect through the koorero (stories) they love. Find your local library below.

Te Koopuu Maania o Kirikiriroa - Hamilton Central Library

9 Garden Place

T 07 838 6826

E hamiltoncitylibraries@hcc.govt.nz

Kukutaaruhe - Chartwell Library

Lynden Court

T 07 838 6844

E chartwell.library@hcc.govt.nz

Te Tiwha o Pareiiriwhare - Dinsdale Library

22 Dinsdale Road

T 07 838 6855

E dinsdale.library@hcc.govt.nz

Mangakootukutuku - Glenview Library

MacDonald Road

T 07 838 6821

E glenview.library@hcc.govt.nz

Manga-o-Nua - Hillcrest Library

58 Masters Avenue

T 07 838 6849

E hillcrest.library@hcc.govt.nz

Waiwherowhero - St Andrews Library

Corner of Braid Road and Taylor Terrace

T 07 838 6847

E standrews.library@hcc.govt.nz

Te Kete Aronui - Rototuna Library

Rototuna Village

T 07 838 6699

E info@hcc.govt.nz

Books are available in several languages. Audio and visual resources English for Speakers of Other Languages kits and International English Language Testing System supporting materials are available for English learning.

Visit hamiltonlibraries.co.nz for opening hours.



Council, community, and leisure facilities

Te Kaaroro Nature Precinct

Brymer Road, RD9

T 07 838 6720

Te Kaaroro in Hamilton Kirikiriroa includes Hamilton Zoo, Waiwhakareke Natural Heritage Park, and Hamilton Observatory.



Hamilton Zoo

183 Brymer Road, Rotokauri

T 07838 6720

E zooinfo@hcc.govt.nz

W hamiltonzoo.co.nz

Open: 9.30am - 4.30pm, daily

Entry: \$26 for adults, \$12 for children, \$75 for families.

Home to more than 600 native and exotic animals, Hamilton Zoo hosts New Zealand's largest walk-through aviary for native birds and plants.



Waiwhakareke Natural Heritage Park

Entry opposite Hamilton Zoo

W hamilton.govt.nz/waiwhakareke

Open: 8am - 5pm, daily

Entry: Free

New Zealand's largest inland restoration project, providing an ecological paradise for native wildlife. It has a rich cultural history for tangata whenua.



Council, community, and leisure facilities

Hamilton Observatory

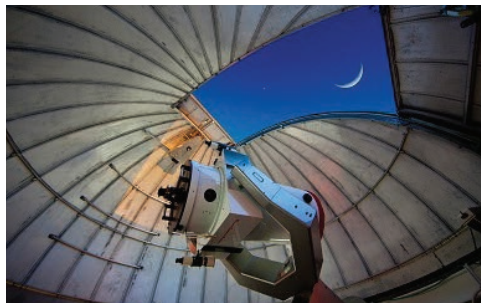
183 Brymer Road, Rotokauri

W has.org.nz

Hours: Selected evenings and must be booked in advance.

Entry: Please check has.org.nz

Visitors to the observatory can learn about astronomy and stargaze through telescopes with assistance from members of the Hamilton Astronomical Society.



Waterworld

Garnett Avenue, Forest Lake

T 07 958 5860

E waterworld@hcc.govt.nz

W hamiltonpools.co.nz

For entry fees and opening hours, please see the Hamilton Pools website.



Gallagher Aquatic Centre

20 Collins Road, Melville

T 07 958 5890

E gallagheraquaticcentre@hcc.govt.nz

W hamiltonpools.co.nz

For entry fees and opening hours, please see the Hamilton Pools website.





PathwaysTM

➤ *your immigration partner*

Pathways to New ZealandTM has been supporting the Hamilton migrant community since 1992. During this time, we have successfully guided almost 25,000 people from over 110 countries on their migration journey to New Zealand.

Our friendly PathwaysTM team are ready to guide you on your immigration journey.



For an initial free assessment and for up-to-date, professional, immigration advice please contact us today!

Pathways to New Zealand

Level 2, 586 Victoria Street, Hamilton | 07 834 9222 | info@pathwaysnz.com

www.pathwaysnz.com



Settlement information

Settlement Information

Discrimination based on race, colour, ethnic or national origins is unlawful. Everyone has a right to be protected from discrimination if you experience any of it.

Human Rights Commission

T 0800 496 877 (free call)

E infoline@hrc.co.nz

TXT: 0210 236 4253

In an emergency, call **111**

Use this number to **report something currently happening**. They will put you through to the relevant service.

For non-emergencies, call **105**. Use this number to **report something that has already happened**. They will be help you with next steps.

Aotearoa New Zealand has three emergency services:

- Fire and Emergency NZ
- NZ Police | Nga Pirihimana o Aotearoa
- Hatu Hone | St Johns Ambulance

You can call from any phone, at any time, on any day, for free.

CitySafe

The Council operates a public safety plan to prevent crime and anti-social behaviour. The CitySafe team works together to ensure Hamilton is a vibrant and safe city. The team work in the central city, and suburban retail areas. Camera operators work to spot issues within the central city and ensure City Safe patrols, Police or ambulance are dispatched when issues escalate.

The team also ensures anyone travelling by bus and using the Transport Centre feels safe. More information about safety is available in many languages on their website police.govt.nz/english

Neighbourhood Support

Neighbourhood Support Hamilton work in your community to help make our homes, streets and communities safer and more caring places to live. With more than 950 active groups in Hamilton, joining an existing group is easy. If there is no group in your street, we can help set one up. As part of a group, then you will cope better in civil emergencies, and provide safe environments for our vulnerable communities. For more information visit nshamilton.org.

Disaster Preparedness

What would you do when disaster strikes? In the event of an emergency, you may need to look after yourself for at least three days before the emergency services can reach you. Make sure you have enough water and food stored for you and your family. If you have a phone you will automatically be sent an Emergency Mobile Alert if lives, property and health are at serious risk. Some useful information about how to prepare for an emergency can be found at getready.govt.nz/prepared.



Settlement Information

Accommodation

There are a few things to consider when looking for a home in a new city. Location, furnishing, power services, and whether you want to rent or buy are just some of the things to think about.

Location

Think about where you plan to work and if you have children, which schools they're likely to attend. Find out more in the education section.

Landlords can't discriminate against you

Landlords can't decide to not rent to you or end your tenancy for reasons that breach the Human Rights Act. Read about Tenancy discrimination.

Tenants and flatmates

The law differs if you are a tenant or if you are a flatmate.

If you sign a tenancy agreement with a landlord, you're a tenant. You are legally responsible for the place and you're covered by the Residential Tenancies Act.

Flatmates live in a house but don't sign the tenancy agreement, instead signing a flatmate agreement with the head tenant. Flatmates are not covered by the Residential Tenancies Act.

Tenancy agreements

Tenancy Services is part of the Ministry of Business Innovation and Employment. It also provides guidance on dealing with common tenancy issues. If you have a dispute that you can't resolve, they can help resolve your issue. If that doesn't help, it will be referred to the Tenancy Tribunal, which is managed by the Ministry of Justice.

It's important to have a written tenancy agreement (lease). Both you and your landlord sign this and keep a copy. It is a good idea to know your legal rights and responsibilities before signing a tenancy agreement - Tenancy Services can provide free advice.

The landlord cannot ask you to pay any money to change your tenancy agreement. The only exception is if they are holding the property while you decide whether or not to rent it.

Bond and security deposit

A bond equivalent to two-to-four weeks' rent is often required when you rent. The bond is for the landlord to cover any damage that you inflict on the house, or any unpaid rent. Both you and the landlord will sign a bond form, which the landlord sends to the Tenancy Service Centre. The bond is paid back when you leave the house if there is no damage you inflicted or any unpaid debts.

It's a good idea to take photos of the house including any existing damage before you move into the house.

Finding rental properties or houses for sale

You can look for a place to rent that suits your budget.

You can go online:

- All real estate – realestate.co.nz
- Search 'property' on TradeMe – trademe.co.nz.

You can also check:

- local newspapers: check the 'To Let' columns on Wednesdays and Saturdays
- Noticeboards at supermarkets, community centres, and some school newsletters.

Healthy home standards

The healthy homes standards lay out the minimum standards for heating, insulation, ventilation, moisture and drainage, and draughtstopping in rental properties. Check if the rental has complied with the standards.

Visit tenancy.govt.nz/healthy-homes or call 0800 836 262.

Settlement Information

Furniture and homeware

Houses and most flats are advertised as unfurnished. As well as furniture shops, you can also buy some items second-hand.

Some popular places to find secondhand goods include [trademe.co.nz](https://www.trademe.co.nz), [buy-sell-exchange.co.nz](https://www.buy-sell-exchange.co.nz), Facebook community groups and Facebook Marketplace, garage sales and op shops.

Visit [consumer.org.nz](https://www.consumer.org.nz) for information on your rights when buying used goods.

Buying a home

Buying a home can be a complicated process, especially when you haven't bought before. [Settled.govt.nz](https://www.settled.govt.nz) has the 'buyer journey guide' to help you in the process. Using a real estate agent registered with the Real Estate Institute of New Zealand (REINZ) will help protect you from any financial and legal risks. REINZ is the professional regulatory body for the real estate industry.

To avoid legal problems, use a lawyer when buying a house. You can check [propertylawyers.org.nz](https://www.propertylawyers.org.nz) or visit [conveyancing.co.nz](https://www.conveyancing.co.nz) for information on buying and selling properties. You can ask for a copy of the current site valuation and the property rates at the local council.

Once you have done the research and found a house you like, you should get a professional property inspection. The inspection will check the property's durability, workmanship and structural soundness.

These agencies will provide advice on building inspection:

Consumer build Consumer build

T 04 384 7963

W [consumer.org.nz](https://www.consumer.org.nz)

Real Estate Institute of New Zealand

T 0800 473 769

W [reinz.co.nz](https://www.reinz.co.nz)

Expenses

Costs involved in owning a home are listed in the subsections below.

Financial Advice

Reach out to Authorised Financial Advisors at [fma.govt.nz](https://www.fma.govt.nz) to get help with financial decisions. These professionals can help you with budgeting, planning finances, setting up insurance, and buying assets like a car and a house, and you can find one at [fma.govt.nz](https://www.fma.govt.nz).

You can also go to [sorted.org.nz](https://www.sorted.org.nz), an independent money guide offering free, impartial information and calculators to help you manage your money.

Rates and land tax

Home owners pay rates which vary depending on the area and are based on the capital value of the property. The Council rates department can provide you with information about rates.

Insurance

You need insurance on your home, to cover any damage or loss to the property caused by theft, fire or flooding.

Maintenance and repair

Some work can be done by the owner, but many jobs need to be completed by a tradesperson, e.g. plumber, builder, electrician. If you are renting the house you live in, the homeowner is responsible for organising and covering the costs of any wear-and-tear repairs.

Heating

Homes in New Zealand are heated individually, including apartment complexes. Please visit [eeca.govt.nz](https://www.eeca.govt.nz) on the forms of heating and the costs. For advice and information on buying a home, visit [reinz.co.nz](https://www.reinz.co.nz) or free call 0800 473 469.

Electricity and gas

When you move into a new home, your landlord will tell you the electricity or gas supplier for your property. Gas is available in most areas either using LPG cylinders or piped natural gas. Some suppliers may require you to pay a deposit which will be included in your first bill. Electricity and gas usage is metered (actual and estimate) and companies bill their customers monthly. Search online for "electricity supply retail". Here are some useful contacts for electricity or gas:

Settlement Information

Utilities disputes (electricity and gas)

T 0800 223 340

W utilitiesdisputes.co.nz

Electricity authority

T 04 460 8860

W ea.govt.nz

Consumer

T 0800 266 786

W consumer.org.nz

Powerswitch

W powerswitch.org.nz

Using their comprehensive updated database of electricity and gas prices you can compare plans and find their cheapest deal in your area.

Phone and internet

You can choose from a number of companies that will set up your home phone and internet services. Pricing plans vary widely and it is always good to compare services and rates.

Television

Television in New Zealand is digital. You will need to have Freeview, Sky, or other digital services to watch TV. You can also watch TV online at TVNZ.co.nz or threenow.co.nz.

Transport

Hamilton is within two hours' drive of two of the country's main sea ports (Auckland and Tauranga), and Auckland International Airport. There is a good transport network in and around Hamilton Kirikiriroa, including bus, walking, and cycling networks. We also have a domestic airport, and an intercity train, Te Huia. Most transportation caters for those with a disability. Bus and train timetables and fares are available at the Hamilton Transport Centre, the Hamilton Kirikiriroa i-site Visitor Centre, and visithamilton.co.nz.

Go by bus

There are 35 bus services in Hamilton, with 12 buses travelling to regional centres. Bus tickets can be bought online at beecard.co.nz, in person on the bus from the driver or from the University of Waikato at the Student Centre Te Manawa.

Transit, our easy to use real-time bus tracking app, is free to download from the App store and Google Play. Fares are calculated by the number of zones you travel through.

For more information, visit busit.co.nz, call 0800 4 BUSLINE (0800 4 2875 463), or visit the friendly team at the BUSIT counter inside the Hamilton Transport Centre, on the corner of Bryce Street and Anglesea Street.

Go by train

Connecting the Waikato and Auckland, Te Huia train runs to and from Auckland with stations in Frankton, Rotokauri, Huntly, Papakura, and the Strand. Find out more at tehuiastrain.co.nz.

Go by taxi

All taxis in New Zealand must be registered to a taxi company, which sets the fare and operates 24 hours a day. Fares are charged based on distance and the amount of time the journey takes.

There are ride sharing and transport services on demand operating in Hamilton such as Uber, Ola, and Mevo. You can download the apps on your Android or Smartphone.

Driving in Aotearoa 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 in your system
- It is illegal to drive if you are over the alcohol limit. If you are under 20, the alcohol limit is zero.
- You must follow the speed limit (round white signs with red outline).
- Lock your car and keep valuables out of sight.

Driver licensing

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



OUR DRIVING SCHOOL IS OPEN TO EVERYONE.
WE WORK TOWARDS PASSING THE NZTA PRACTICAL TEST
SO GET YOUR PASSPORT 2 DRIVE WITH US!

All driving lessons start and finish at the
Settlement Centre Waikato. VTNZ Restricted/Full licence
tests are delivered at the Settlement Centre for P2D clients.
You can book and pay for your lessons online
www.passport2drive.org.nz



Settlement Centre Waikato, 46G Boundary Road,
Claudelands, Hamilton
Monday to Friday, 9am - 5pm.

If you have any queries, please call us on

07 853 21 92 or email us on: info@passport2drive.org.nz



passport2drive



Settlement Information

If your license is not in English, you must carry an accurate translation. You must apply in person for a driver's license with New Zealand Transport Agency (NZTA) driver licensing agents:

Automobile Association (AA)

T 0800 500 444

W aa.co.nz/contact-us

Vehicle Testing New Zealand (VTNZ)

T 0800 888 869

W vtnz.co.nz

Vehicle Inspection New Zealand (VINZ)

T 0800 468 469

W vinz.co.nz

NZTA

T 0800 822 422

W nzta.govt.nz

Buying a car

When you buy a car, it is registered under the Motor Vehicle Register and if you are the first owner, you are issued registration plates.

You can buy a car from a registered motor vehicle trader, a car auction or privately. The safest way to buy a car is from a trader who is registered with the Motor Vehicle Trader register. Visit motortraders.govt.nz or free call 0508 668 678 to check.

Warrent of Fitness

Your car must always have a Warrant of Fitness (WOF) to ensure your vehicle is roadworthy.

Search online for your local car garage WOFs centres and testing stations.

Car licensing (registration)

Car licensing and registration fees is a compulsory fee that helps to pay for road projects and safety programmes.

Make sure you buy your car from a trader on the Motor Vehicle Trader register. To check, visit motortraders.govt.nz or free call 0508 668 678.

More information

The Ministry of Consumers Protection and New Zealand Transport Agency also provide information and advice on the requirements of

driving in New Zealand. Visit nzta.govt.nz for more information.

Ministry of Consumer Protection

T 04 901 1499

W consumerprotection.govt.nz

NZTA Motor vehicle licensing and registrations

T 0800 108 809

Education

Schooling is compulsory from your child's 6th-16th birthdays, either via a school enrollment or via homeschooling with permission from the Ministry of Education.

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 school (13-18)
- Tertiary education (18+).

Your child is eligible for free education at a public school if:

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

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

Please visit the Ministry of Education website at education.govt.nz for the exact dates for school terms.

Most schools in Aotearoa New Zealand have 'zones' - areas where majority of their students live. You don't have to live within this area for your child to be able to attend the school,

Settlement Information

but it makes it more likely for your child to be accepted into that school. You can see the zone for the school at educationcounts.govt.nz/find-school.

After school care

After school care programmes are run in many areas. The Government helps to pay some of the fees to help low income parents and caregivers with childcare they can afford. Visit workandincome.govt.nz or free call 0800 559 009 to check if you are eligible.

Examinations

The National Certificate of Educational Achievement (NCEA) is the national public examination system from Year 11. Visit nzqa.govt.nz/ncea for more information.

Learning support

Learning support helps children who may need additional support to achieve or engage in education. Children are able to access these services for a variety of support needs, including behaviour, speech, language, mobility, or vision support. Visit education.govt.nz or call 07 858 7130 for information about the schooling system in New Zealand.

Tertiary Education

Universities

There are eight universities in New Zealand including The University of Waikato based in Hamilton. All university students must be able to communicate in English and entry requirements may include assessment of English competence to qualify. International students need to pay the full rate of tuition fees.

Other tertiary education providers

There are many other tertiary education providers in the area. Polytechnics offer degrees, diplomas and certificates in vocational, technical and professional fields. For more information about courses and enrolment, contact the institution directly.

Working in Aotearoa New Zealand

Employment and business

To work in New Zealand, you must either:

- be a New Zealand or Australian citizen
- hold permanent residency
- hold a work permit
- meet conditions which allow you to work on a student or visitor permit.

For general information, please visit the Immigration New Zealand website newzealandnow.govt.nz or free call 0800 776 948.

Income tax

As soon as you arrive in New Zealand and even before you start a job, make sure you get an Inland Revenue Department (IRD) number. IRD collects income tax from people who are employed or run a business. To apply for an IRD number, you need to give proof of identity, e.g. your passport or your driver licence. Please visit ird.govt.nz for more information.

Qualifications

Your international qualifications may need to be confirmed by the New Zealand Qualifications Authority (NZQA). Visit nzqa.govt.nz or call 0800 623 243 for more information.

Finding a job

If you are new with a resident or work visa and you need help finding a job, contact the Settlement Centre Waikato on 07 853 2192 and make an appointment with the Migrant Employment Solutions (MES). You can also check the local daily newspaper, the Waikato Times, which advertises jobs on Wednesdays and Saturdays. Weekly local papers have job advertisements and you can also check these websites:

- seek.co.nz
- jobs.govt.nz
- trademe.co.nz
- careers.govt.nz

Settlement Information

Employment laws

New Zealand has a comprehensive set of employment laws that help keep workplaces fair. Check out employment rights at newzealandnow.govt.nz/work-in-nz/employmentrights.

If you have work-related problems you can get free advice from:

Community Law Waikato

T 07 839 0770

Citizens Advice Bureau

T 0800 367 222 (0800 For CAB)

W cab.org.nz

Work and Income

T 0800 559 009

W workandincome.govt.nz

Employment New Zealand

T 0800 209 020

W dol.govt.nz/en

Healthcare

New Zealand's public healthcare system is free to New Zealand citizens, permanent residents, work visa holders, or former refugees.

Health check-ups such as General Practice visits, dental, skin, and eye check ups are not free. If you need emergency care but don't meet the above requirements, you will still get the help you need.

A full guide to our healthcare system is available at moh.govt.nz/eligibility.

Family doctors

Your family doctor (also known as a general practitioner, or GP) will be your first contact with the healthcare system. It is free to enrol with any GP. You must pay for each GP visit, but you may be eligible for Government subsidies.

A friend or support person can stay with you during most medical examinations.

Publicly-funded health services

- Free public hospital treatment
- Free treatment at a public hospital 24-hour accident and emergency clinics

- Free or subsidised health care for those suffering from acute or chronic conditions
- All children 13 years or younger, and who are eligible for publicly-funded health services can receive free daytime general practice care
- From 1 July 2023, people no longer have to pay the standard \$5 prescription charge (prescriptions are already free for children aged 13 and under).

This applies to \$5 co-payments for prescriptions by approved providers. Prescriptions from specialists and non-publicly funded prescribers will still attract a \$15 co-payment.

For further information talk to your general practice or pharmacist.

- Subsidised fees for visits by family members to GPs
- Subsidised fees for visits to physiotherapists, chiropractors and osteopaths when referred by a GP for an accident case
- No charge for most lab tests and x-rays, except at private clinics
- No charge for healthcare during pregnancy and childbirth, unless provided by the private medical sector
- No charge for GP referrals to a public hospital for treatment
- Free breast screening for women aged between 45–69 years.

Specialists

GPs will sometimes refer you to a specialist for treatment. It is free to access a specialist through the public health system, but you may go on a waiting list which can take a few months. To access specialist advice quickly, you (or your medical insurer, if you have private insurance) will be required to pay all fees.

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 acc.co.nz or call 0800 101 996 for more information.

Settlement Information

Health and Disability Commissioner

T 0800 11 22 33

W hdc.org.nz

National Health and Disability Advocacy Service - Hamilton Office

T 0800 55 5050

This service provides free confidential and independent advice on any concerns or complaints about any healthcare services or providers. It informs consumers of their rights and provides options for actions.

Women's and children's health

Many health services for children are free. 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. You can also visit moh.govt.nz.

Plunketline

T 0800 933 922

W plunket.org.nz

Plunketline is a free parent helpline and advice service available for all families, and caregivers. It is available at any hour on any day.

Healthline

T 0800 661 116

W moh.govt.nz/healthline

Healthline is a free telephone advice service and is available at any hour on any day.

Immigrant and refugee children

Adults and children who enter New Zealand as refugees or immigrants will need an assessment of their documented vaccination status and an appropriate catch-up programme planned.

Regardless of their immigration and citizenship status, all children aged under 18 years are eligible to receive scheduled vaccines. All children are also eligible for Well Child Tamariki Ora services, regardless of immigration and citizenship status. Children who have been previously immunised in a developing country may have received some vaccinations.

However, they are unlikely to have received all of the vaccines currently on the New Zealand immunisation schedule. For immigrant children, a catch-up immunisation plan may be needed.

Dental care

In New Zealand, dental healthcare is not funded through the public health system, although basic dental care for children is free from birth until they reach 18. To enrol, contact 0800 TALKTEETH (0800 825 583). Most people register and pay for dental care services with private dentists.

Waikato Hospital also runs a dental department for emergency dental treatment.

More useful information about dental care can be found from the following organisations:

Dental Council for New Zealand

W dentalcouncil.org.nz

New Zealand Dental Association

W nzda.org.nz

For a list of medical clinics and dental clinics, please see page 76 of this booklet.

Private health insurance

If your budget allows, private health insurance helps you to access specialist treatment sooner. The website at consumer.org.nz has useful information about types of health insurance and reliable companies.

Community Services Card

If you are a permanent resident with a medium or low income, you could be eligible for a Community Services Card. This can help you and your family with the cost of health care. You will pay less for doctors' fees and prescriptions. Visit workandincome.govt.nz or free call 0800 999 999.

Settlement Information

Legal assistance

Lawyers are required to provide confidential and independent advice. Legal fees vary, so enquire about fees before requesting services. Free Legal advice is available at the Citizens Advice Bureau (CAB) and Community Law Waikato. Call the local CAB on 07 839 0395 and Community Law on 07 839 0770 (eligibility requirements apply).

Legal ages

A range of age limits apply to different activities under New Zealand law. For instance, it is illegal to leave a child alone at home under the age of 14 or you must be 18 years before you are legally allowed to purchase cigarettes and alcohol. Please visit youthlaw.co.nz for further information about rights and responsibilities of young people.

Human Rights Commission

It is illegal in New Zealand to discriminate on the grounds of race, ethnic background, sex, age, disability, religion or family status, among other things. If you feel you have been discriminated against, you can contact the Human Rights Commission. The Commission provides free and independent help. Visit hrc.co.nz or free call 0800 496 877.

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:

Call the Police on 111 immediately if you or someone you know is in danger.

National Response for Sexual Harm (NEW)

T 07 843 3810

W shama.org.nz

Local Women's Refuge

T 0800 REFUGE (0800 733 843) or 07 855 1569

W womensrefuge.org.nz

Citizens Advice Bureau (Refer to page 6 and 8)

T 0800 FOR CAB (0800 367 222)

W cab.org.nz

AreYouOK

T 0800 456 450

W areyouok.org.nz



Ethnic and Community Organisations

Ethnic and Community Organisations

Afghan

Afghanistan Hazara Association – Waikato Inc.

M 022 048 0509

E waikato@hazara.org.nz

Contact Mohammad Hassan Mirzayee

Afghan Veteran Interpreters' Association of New Zealand Inc.

M 021 775 718

E office@avia.org.nz

W avia.org.nz

Contact Raza Khadim

Waikato Afghan Association of New Zealand

M 021 081 41177

E waikatoafghan@gmail.com

Contact Islamuddin Orya

African

Jabulani African Cultural Drummers

M 021 159 7511 or 027 496 1212

E tanyamhlanga@hotmail.com

Contact Tanya Mhlanga

AfroConnect NZ

E afroconnectnz@gmail.com

Contact Kemi Fayomi

Lisanga and Congolese Women NZ

M 027 368 6843 or 022 099 1601

E mclep1199@gmail.com

Arab

Waikato Arab Social Club

E wasclub2020@gmail.com

Contact Mayssa Al Ard

Yasmina Community Trust

E yasmina.society@gmail.com

Contact Rasha S.H. Abusaleh

Bangladeshi

Bangladeshi Community of Waikato Inc.

26 Keston Crescent, Hamilton 3210

M 027 222 2668

E sohailrahman2@hotmail.com

Contact Atiar Rahman

Brazilian

Brazilian Group

T 07 843 7744 **M** 027 440 0123

E verinz@hotmail.com

Contact Vera Davies

Burmese

Waikato Burmese Community

E yuparnz@yahoo.co.nz

Contact Ruby John

Cambodian

Waikato Cambodian Trust

48 Higgins Road, Hamilton

T 07 847 7594

E cambodiantrust@yahoo.co.nz

Contact Sina Nan

Waikato Khmer Association Inc.

3285 Ohaupo Road, RD2, Rukuhia

T 07 843 9886 **M** 021 135 7618

Contact Voeun Sok

Colombian

Hamilton Colombian Community Trust

M 021 158 4386

E colombiancommunitytrust@gmail.com

Contact Adrianna Cubillos

Ethnic and Community Organisations

Chinese

Hamilton Chinese Golden Age Society Inc.

E hamiltonchinesegoldenage@gmail.com

Hamilton Chinese Ethnic Song and Dance Group

E hamiltonchinesedancegroup@gmail.com

Contact Linda Gee

Hamilton Chinese Learning Centre

Main Campus Hillcrest Chapel, Cnr of Morris Road & Masters Avenue, Hillcrest

T 07 853 8598 M 021 0828 9168

E skyli1973@gmail.com

Contact Yi Li (Principal)

New Zealand China Friendship Society

E hamilton@nzcfcs.com

Contact Miao Fan

New Zealand Chinese Association Waikato

47 Lewis Street, Glenview

M 021 791 005

E paul@dynamicoutcomes.org.nz

Waikato Chinese Community

171 Peachgrove Road, Claudelands

T 07 853 8598 M 021 578 598

E sealzhu@xtra.co.nz

Contact Xi Zhu

Congolese

DR Congolese Lineal Descendants

E bakolocongo100@gmail.com

Contact Roger Bondo Kawayo

Mbanza Kongo Refugee Community Development

T 07 853 3947 M 021 272 9609

E renemickalad@gmail.com

Contact Rene Mickalad

Cook Islander

Hamilton Cook Islands Association

6 Cascade Place, Chartwell

M 027 266 6672

E walt30@gmail.com

Contact Walter Tuakana

Dutch

New Zealand Netherlands Society Waikato Inc.

E netherlands.society.waikato@gmail.com

Fijian

Waikato Fiji Association

E nirsingh@kinect.co.nz

Contact Nirmal Singh

Fiji Society Hamilton

M 021 030 1495

E stikoinasau55@gmail.com

Contact Samisoni Tikoinasau

Filipino

Waikato Filipino Association

T 021 285 1952

E info@waikatofilipino.org.nz

French

Alliance Francaise De Hamilton

Suite 4a - Level 1, Reid House,

114 Alexandra Street, Hamilton Central

E alliancefrancaisehamilton@gmail.com

W afhamilton.org.nz

German

Waikato Goethe Society (German Club)

T 07 825 8011 M 0221 130 4039

E waikatogoethesociety1@gmail.com

Contact Sandra Jonas

Hungarian

Hungarian Cultural Society

T 07 856 9331

E adrienna.e@outlook.com

Contact Dr. Adrienna Ember

Ethnic and Community Organisations

Hawaiian

Hula Halau O Kahokuokalani

74 Commerce Street, Hamilton

T 07 846 1076

E enquiries@spii.co.nz

Contact Rachel Bourne

Hispanic and Latino

Waikato Hispano-Latino Cultural Trust

E hola@waikatohispano.org.nz

Indian

Bhartiya Vidya Bhavan New Zealand

2 Trigg Place, Bader Street, Hamilton

M 021 132 9292

Contact Suman Kapoor

Hamilton Bengali Association

M 021 078 3374

E manu_late@hotmail.com

Contact Manu Malhotra

Country Section New Zealand Indian Association

T 07 834 3101

E madanz555@hotmail.com

Contact Madan Jeet Singh Bange

Global Organisation of People of Indian Origin Waikato Inc.

M 021 180 1234

E sumankapoor2002@yahoo.com

Contact Suman Kapoor

Gujarati Pariwar Waikato Inc

E secretary@gujarati.nz

W gujarati.nz

Contact Adip Desai

Hamilton Kerala Samajam Inc.

E info@hamiltonkeralasamajam.co.nz

Hamilton Malayalee Association Inc.

T 021 057 3897

E dmatthan@gmail.com

Contact Dilip Mathan

Hamilton Punjabi Sports and Cultural Club and Waikato Ladies Punjabi Cultural Club

T 07 838 9892 M 021 122 7150

E rajmundi@yahoo.co.nz

Contact Raj Mundi

Indian Cultural Society Waikato Inc.

T 027 577 7221

E indiancswi@gmail.com

Contact Paul Singh Bains

Indians Global Women and Family Group

M 021 132 9292

E kapoorinnz@yahoo.com

Contact Suman Kapoor

Waikato Punjabi Cultural Club Inc.

18 Waipuna Place, Rototuna

M 021 471 965

E rupindervirkJP@gmail.com

Contact Rupinder Virk

Waikato Indian Association Inc

Unit 4/82 Duke Street, Frankton

M 0275112217

E waikato.indian.association@gmail.com

Contact Tarun Kumar Pragji

Waikato Senior Indian Citizens Association Inc.

M 021 165 3960

E jbsingh60@gmail.com

Contact Jaswinder Singh

Waikato Shaheed -E-Azam Bhagat Singh Sports and Cultural Trust

M 021 654 362

Contact Jarnail Singh Rahon

Indonesian

Indonesian Society of Hamilton - Waikato

M 022 075 0564

E kbmi.hamiltonwaikato@gmail.com

Contact Rifa Ilyasa

Italian

Italian Community

E marco.italianchef@gmail.com

Contact Mario Scarpa

Ethnic and Community Organisations

Japanese

Waikato Japanese Community Trust

26 Jury Road, RD10, Ngahinapouri

M 021 045 7680

E waikatojct@gmail.com

Contact Yumi Hughes

Kiribati

Kiribati Waikato Incorporated

14D Manuka Road, Huntly

M 027 575 4340

E kiribatiwaikato@gmail.com

Contact Baraoi Bio

Korean

Waikato Korean School

M 027 251 9414

E waikatoks@gmail.com

Contact Ruth Bahg

New Zealand Republic of Korea (South Korea) Friendship Society

T 07 854 5820 **M** 021 298 3513

E rich001@xtra.co.nz / nzjungmi@hotmail.com

Contact Richard Lawrence or Jungmi Ko

Live Better K-Centre (Cultural Centre Trust)

5 Kingsford Mews, Hamilton East

E info@livebetter.org.nz

T 020 4096 4860

Contact Miyoung Jang

Lao

Lao Community of Waikato

9 Chancery Close, Hamilton

T 07 856 1501

Contact Khamphet Sangkhamyong

Nepalese

Nepal New Zealand Waikato Friendship Society Inc.

M 021 1874 296

E nzwwfs@gmail.com

Contact Samir Chaulagain

Nuiean

Nuie Ekalesia Society Inc.

15 Lindsay Crescent, Hamilton

T 07 847 4740

Contact David and Lorna Lakua

Pakistani

Pakistan Association of New Zealand – Waikato

2 Cabernet Close, Rototuna

M 021 132 8040

E panzwaikato@gmail.com

Contact Ali Shabbir

Polish

Polish Heritage Association of Waikato

168 Fletcher Road, RD10, Ngahinapouri

E president@poloniaantypody.org.nz

W poloniaantypody.org.nz

Contact Iwona Newport and Jan Roznawski

Russian

New Zealand Russian (Waikato) Friendship Society (1985)

M 022 345 2914

E pyzhyanow@gmail.com

Contact Vadim Pyzhyanov

Znanie Russian Language and Culture Group (Russian School Znanie)

M 021 177 9271 (Irina Koroleva) or

027 296 9535 (Ksenia Tauroa)

E ruschoolnz@gmail.com

Contact Irina Koroleva or Ksenia Tauroa

Ethnic and Community Organisations

Samoan

Waikato Samoan Association

E waikatosamoanassociation@gmail.com

Contact Landy Nonoa

Somali

Waikato Somali Friendship Society Inc.

M 021 067 7327

Contact Ali Gamadid

Waikato Somali Society Inc.

M 020 4117 1019

E waisomsoc33@gmail.com

Contact Salahudin Mohamud

Solomon Islands

Solomon Islands Society of Waikato

M 022 040 2998

E dinna.teahenuiu@gmail.com

Contact Dinna Teahenui

Sri Lankan

Sri Lanka Friendship Society Waikato Inc.

M 020 4140 0696

E sec@slfs.org.nz

W slfs.org.nz

Contact Sudheera Nanayakkara

Swedish

Swedish Community in Hamilton

116 Saxbys Road, Hamilton

T 07 943 9083 **M** 027 685 7423

Contact Guss Wilkinson

Swiss

Hamilton Swiss Club

E anita.zuber@swiss.org.nz

W swiss.org.nz

Contact Anita Zuber

Taiwanese

Chinese Sunshine Society (Taiwanese)

M 021 202 3296

E nzsunshinesociety@gmail.com

Contact Patrick Tsuei

Tamil

Tamil Society Waikato

M 027 836 3513

E tamilsocietywaikato@gmail.com

W tamilsocietywaikato.org.nz

Contact Srinivasan Jaganathan

Thai

Hamilton Thai Community

M 021 265 2533

E nzpatinya@gmail.com

Contact Pat Kunkulvoranunn

Tongan

Tongan Society Hamilton Waikato Inc. Pasifika

Fefine Motu

T 07 846 9117 / 07 846 2033

Contact Emma Bourne

Waikato Tongan Community

M 027 733 4953

E mefiandmargaret@gmail.com

Contact Mefi Naufahu

Turkish

Waikato Turkish Society

24 Parkwood Place, Hamilton 3210

T 07 854 9393 **M** 027 278 2721

E reneeahalil@extra.co.nz

Contact Halil and Renee Asici

Tuvaluan

Tuvalu Waikato Community

M 021 110 6836

E katauni@gmail.com

Contact Katalina Kainano

Vietnamese

Waikato Vietnamese Friendship Trust

M 022 019 1219

E jnguyen81nz@gmail.com

Contact Jason Nguyen

Ethnic and Community Organisations

Other Groups

Hamilton Combined Community Trust

M 021 207 9851

E hamiltoncombined.communitytrust@yahoo.co.nz

Contact Jeanie Tseng

Kirikiroa Multicultural Council

M 021 180 1234

E sumankapoor2002@yahoo.com

Contact Suman Kapoor

Waikato Refugee Forum

T 07 855 0156

E w.refugeeforum@xtra.co.nz

Contact Jo de Lisle

Waikato Multicultural Council

E waikatomulticultural@gmail.com

W waikatomulticultural.org.nz

Contact Ravinder Powar, JP

A woman in traditional Indian attire, including a yellow and pink sari and a decorative headpiece, is kneeling on a wooden floor. She is performing a ritual, with her hands raised in a prayer-like gesture. To her left is a small fire burning in a brass pot, surrounded by stones and white flowers. To her right is a golden statue of a deity. The background is dark, with a large green plant visible on the right.

Faith Groups and Places of Worship

Faith Groups and Places of Worship

Baha'i

Baha'i Faith – Hamilton

8-10 Ross Crescent, Fairfield

T 07 856 7465

E lsa-hamilton@bahai.org.nz

Buddhism

Ai Xin Society (Goddess of Mercy, Buddhism)

3 Jolly Street, Frankton

T 07 848 1068

Tzu Chi Foundation (Hamilton Branch)

Halcione Close, Flagstaff

T 07 854 1496

E tzuchi_hamilton@hotmail.com

W tzuchi.org.nz

Waikato Compassion Meditation Centre

436D Holland Road, Eureka

T 07 859 2180

E wcmchamilton@gmail.com

W hamiltonbuddhistmediation.org.nz

Waikato Cambodian Trust (Temple)

48 Higgins Road, Frankton

T 07 847 7594

Waikato Khmer Buddhist Association (Temple)

3285 Ohaupo Road, RD2, Rukuhia

T 07 843 9886

Christianity

Afrikaans Christen Kerk (Afrikaans Christian Church)

62 London Street, Hamilton Central

T 07 855 3329 **M** 021 108 4667

E office@ackhamilton.co.nz

W ackhamilton.co.nz

Contact Rev. Johan Hendricks and Rev. Louis Smith

Arise Church Hamilton

95 Collingwood Street, Hamilton

T 07 838 1251

Contact Joe and Jess Bundy-Cooke

W arisechurch.com/hamilton

Babylon Chaldean Society

T 07 855 1620

E basher.ghassan@gmail.com

Contact Ghassan Basheer

EFKS - Ekalesia Faapotopotoga Kerisiano Samoa (Congregational Christian Church of Samoa)

51 Greenwood Street, Frankton

T 07 846 7112

Contact Rev Anatu Reupena

Good News Baptist Church

T 07 855 0126

E admin@goodnewsbaptist.nz

W goodnewsbaptist.nz

Hamilton Catholic Korean Church

86 Clarkin Road, Fairfield

T 07 856 6486

Hamilton Chapel Hill Church

2 Cate Road, Rototuna North

T 07 854 1299

E admin@chapelhill.org.nz

Hamilton Cook Islands Christian Church

T 07 849 3832

Contact Minister Papa Maara

Hamilton Global Mission Church

52 Hukanui Road, Chartwell

Hamilton Jusrang Church

1101 Heaphy Terrace, Claudelands

T 07 859 1195

Contact Minister Jun Won Yun

Hamilton Korean Church (Saint Andrews)

6 Te Aroha Street, Hamilton East

T 07 855 0020

Contact Rev Ham Tae Ju

Hamilton Mandarin Church

15 Kowhai Street, Hamilton Lake

T 07 839 0896

E hmcchurch@xtra.co.nz

W nzchurch.org

W nzchurch.org

Faith Groups and Places of Worship

Hamilton New Life Church

703 Wairere Drive, Chartwell

T 07 855 7117

E office@hnlc.org.nz

Contact Bruce Rosser

Iraqi Christian Community

97 Peacockes Road, Glenview

T 07 844 86556

Contact Sam Sako

Korean Methodist Church

2 Cate Road, Rototuna North

M 0210379050

Contact Rev. Juyong Kim

Lighthouse Christian Fellowship

703 Wairere Drive, Chartwell

T 022 102 3892 **M** 022 698 9717

E office.LCFH@gmail.com

W lcfh.org.nz

Contact Pastor Andrew Lim

Samoan Methodist Church

73 Higgins Road, Frankton

T 07 847 9914

Tongan Methodist Fellowship

St Paul's Tongan Congregation

62 London Street, Hamilton Central

T 07 839 3951

Hamilton East Tongan Congregation

20 Wellington Street, Hamilton East

T 07 856 3940

Te Rautini

160 Rifle Range Road, Frankton

E admin@terautini.com

W terautini.com

Hinduism

BAPS Shri Swaminarayan Mandir

10 Tawn Place, Pukete

T 07 849 7709

Hamilton Ramayan Sanstha Inc.

313 Ruakura Road, Hamilton

T 07 843 2896 **M** 021 166 0270

E sureshmohan1@gmail.com

Contact Suresh Mohan JP

Radha Krishna Hamilton Mandir Temple

188 Maui Street, Pukete

T 07 850 5108

E master@wave.co.nz

Satsangh Ramayan Mandali Waikato Incorporated

22 Moverley Place, Pukete

T 07 849 2053

E divya99@xtra.co.nz

Contact Dharendra Kumar Naresh

Sri Balaji Temple Trust

2 Kent Street, Frankton

T 07 847 0266

E balajihamilton@gmail.com

Contact Chairperson 022 352 5887

Islam

Ahmadiyya Muslim Jamaat New Zealand

T 022 598 1345

E munir.asif244@gmail.com

Contact Imam Asif Munir

Hamilton Mosque and Islamic Centre

921 Heaphy Terrace, Claudelands

T 07 855 0567

E wma@xtra.co.nz

Hamilton West Mosque

45 Bandon Street, Frankton

T 027 474 4201

Contact Mohammad Hassan

Rototuna Islamic Community Centre

240 Thomas Road, Rototuna

W ricc.org.nz

Al Rasool Foundation of Waikato

134 Riverlea Road, Riverlea

W alrasool.org.nz

Faith Groups and Places of Worship

Judaism

Waikato Jewish Association

E waikatojewishassn@gmail.com

W waikatojewish.com

Contact Sylvie Rabinovich-Bolstad

The Waikato Jewish Association (WJA) is a community organisation active since 1996. The WJA comprises Jewish families and individuals in the Waikato and Bay of Plenty region and Jewish people who have emigrated to New Zealand from around the world. It represents a cross-section of people from different backgrounds, nationalities, ages and professions who range across a spectrum of religious and political views. The WJA meets regularly to observe the major Jewish festivals and events, to support and celebrate its collective cultural/religious identity, and to respond to the needs of its members.

Orthodox

Russian Orthodox Church

T 07 847 4413 **M** 021 260 9247

Contact Rev. Father Vladimir Boikov

Serbian Orthodox Church

T 09 815 0114 **M** 021 270 4777

E o.sava@xtra.co.nz

Contact Rev. Father Sava Antic

Sikhism

Gurudwara Mata Sahib Ji

23 Bryant Road, Te Rapa

T 07 849 1235

Guru Nanak Sikh Temple

399 Greenhill Road, Puketaha

Hamilton Sikh Temple

6391 Te Rapa Road, Te Rapa

T 07 849 4952

New Zealand Sikh Society Inc. Hamilton

T 07 849 4952

E info@nzsikhsociety.org

Other organisations

Waikato Interfaith Council

E wifconz@gmail.com

W waikato-interfaith.org

Facebook facebook.com/WIFCO

Twitter twitter.com/WIFCONZ

Contact Imam Sabah Al-Zafar

The Waikato Interfaith Council aims to bring together people of different faiths and spiritual practices to celebrate our diverse traditions without trying convert to our own faith; to learn from each other; to share knowledge; to demonstrate respect, good will and compassion towards each other and to promote and practise these values and ideals through community action.

For other places of worship check out yellow.co.nz/hamilton/churches

Justice of the Peace



Justice of the Peace (Hamilton)

Justices of the Peace (JPs) can help you with ministerial matters such as:

- witnessing signatures on documents
- confirming identity of clients
- administering statutory declarations, affidavits/affirmations and oaths.

Translations of how a JP can assist clients can be found at jpfed.org.nz

The JPs listed below can speak multiple languages.



Gurbir Singh	Punjabi, Hindi	021 0278 2254
Harry Han	Korean	07 853 5593
Ihsana Ageel	Dhivehi	021 255 7703
Jay Randhawa	Punjabi, Hindi, Urdu	027 577 7221
Lana Nimmo	Russian	022 691 2348
Lawrence Jensen	Maori, Spanish	021 752 353
Liaquat Changezi	Hindi, Urdu, Farsi/Dari, Pashtoo, Sindhi, Hazargi, Punjabi, Barvhi	022 561 8851
Miao Fan Mandarin		021 107 1066
Mohammed Hassan	Hindi, Punjabi, Urdu	027 474 4201
Netram Sharma	Hindi, Fijian	021 049 5842
Peter Zimmer	German	027 479 1926
Ranjeet Singh	Hindi	021 538 186
Raza Khadim	Afghani, Dari-Farsi (Persian), Urdu	021 775 718
Roy Vellara	Malayalam	022 095 7927
Rupinder Virk	Punjabi	021 471 965
Sayeeda Bano	Urdu, Hindi	07 858 2468
Siapu Tyrell	Samoan	027 200 5087
Sonia Ostad	Farsi, Persian, Dari, Iraqi	027 714 4411
Steven Donald	Japanese	021 133 8410
Susanne Simmons-Kopa	Maori	027 281 8699
Tania Hodges	Maori	021 897 514
Tapeka Tanirau	Te Reo Maori	027 235 9439
Teresa Bowe	Dutch	021 965 295
Ushaa Sridharan	Tamil, Sinhala, Malayalam	021 142 1213
Vaninder Bassan	Punjabi	021 168 8299
Vicky Young	Maori, Japanese, basic Chinese, Spanish, Mapudungun	021 724 436
Zak Ulrich	Croatian	025 825 225
Abdirizak Abdi	Somali, Arabic	021 168 2549
Afat Xiao	Indonesian, Malay, Mandarin, French, Spanish, Japanese and several others	021 133 5591
Anis Rahman	Urdu, Arabic, Persian, Hindi, Punjabi	07 856 5926
Bala TikkiSETTY	Hindi, Telugu	021 589 915
Bee Phee	Hokkien, Taiwanese, Cantonese	07 856 1010
Christina Reymer	Dutch	027 499 1330
Danny Sebastian	Hindi, Malayalam, Tamil	021 052 6577
Deniss Yeung	English, Cantonese, Mandarin	022 011 0990
Dhirendra Naresh	Hindi	021 896 834
Dorothy Heald	Tagalog, Basic Spanish	021 707 625
Gladys Stephens	Tagalog, Spanish	027 296 9706

Justice of the Peace (Hamilton)

Where to find a Justice of the Peace

Service desk	Time
Anglesea Pharmacy	Tuesday 5.30pm - 7.30pm
Chartwell Shopping Centre	Monday and Wednesday 12pm - 2pm, Thursday 6pm - 8pm (Except public holidays)
Centre Place	Wednesday 12pm - 2pm
Central Library	Friday 12pm - 2pm
Community Law Office	Monday and Thursday 12.30pm - 2pm
Glenview Mall	Saturday 10am - 12pm
Hospital – Hockin Building	Tuesday 12pm - 1.30pm
Te Awa – The Base	Saturday 10am - 12pm
University Student Centre	Tuesday 12pm - 1pm, Thursday 1pm - 2pm
Waikato Hospital (Hocking Building)	Tuesday 12pm - 1.30pm
Western Community Centre	Tuesday 9am - 11am

Information Services

Citizens Advice Bureau

55 Victoria Street, Hamilton Central

T 07 839 0395 or free call 0800 367 222

E hamilton@cab.org.nz

W cab.org.nz

CAB is a free, impartial and confidential service which provides information, advice and advocacy on any matter. This service is available to anyone, of any age in the community. Services we assist with:

- legal advice by appointment
- consumer advice
- Justices of the Peace
- settlement information
- practical help with form filling, scanning documents
- employment problems
- tenancy/flatting issues
- tree and fencing issues
- financial problems
- personal and family matters
- referrals to specialist help.

Settlement Centre Waikato

46G Boundary Road, Claudelands

T 07 853 2192

E info@scw.org.nz

W scw.org.nz

Open: Monday to Friday 9am to 5pm.

Settlement Centre Waikato is the place where newcomers can find their way to a successful settlement in Hamilton and the Waikato.

Citizens Advice Bureau



Ngā Pou Whakawhirinaki o Aotearoa

Discover your rights Tūhuratia ō motika

What are
my rights?

How can I solve
my problem?

Who can help me?

Is that legal?

What are
my options?



Not sure?
ASK US.
Kāore i te mārama?
Pātai mai.

CITIZENS ADVICE BUREAU HAMILTON
55 Victoria Street, Hamilton

*Free, confidential and trusted advice &
information*

Tel: 07 839 0395 / 0800 367 222

www.cab.org.nz

Community Houses and Centres

I
MURI
NEI
KIA MAU
KI TE AROHA
KI TE TURE
ME TE WHAKAPONO

Community Houses and Centres

Age Concern Hamilton

150 Grantham Street, Hamilton Central

T 07 838 2266

E enquiries@ageconcern.gen.nz

Desert Spring Community Centre

408 Peachgrove Road, Fairfield

T 07 855 2728

E manager.dsm@gmail.com

Te Whare o te Ata - Fairfield Community House

214 Clarkin Road, Fairfield

T 855 7804

E manager@twota.org.nz

Glenview Community Centre

12 Tomin Road, Glenview

T 07 843 2600, 021 999 512

E glenviewcent@gmail.com

W glenviewcommunitycentre.co.nz

Shama Ethnic Women's Trust

8 Liverpool Street. Hamilton Central

T 07 843 3810 and 07 843 3811

E info@shama.org.nz

W shama.org.nz

Phoenix House Charitable Trust

22 Richmond Street, Whitoria

T 027 211 8959

Pukete Neighbourhood House

Te Rapa Sportsdrome

43 Church Road, Te Rapa

T 07 849 1115

E pukete@hnpl.net

W puketehouse.org.nz

Rainbow Chinese Community Centre

15 Kowhai Street, Hamilton Lake

T 07 838 1320

E rccc08@gmail.com

Settlement Centre Waikato

46G Boundary Road, Claudelands

T 07 853 2192

E info@scw.org.nz

W scw.org.nz

Te Papanui - Enderley Community Trust

66 Tennyson Road, Enderley

T 021 113 4534

E joe@tepapanui.org.nz

Te Whare Kokonga - Melville Community House

58 Bader Street, Melville

T 07 843 8811

E manager@tewharekokonga.co.nz

Good News Community Centre

78 Breckons Avenue, Newton

T 07 850 5020

E goodnewscommunitycentre@gmail.com

W terongopai.org.nz

Te Runanga o Kirikiriroa

59 Higgins Road, Frankton

T 07 846 1042

E admin@terunanga.org.nz

Waimarie - Hamilton East Community House

53 Wellington Street, Hamilton East

T 07 858 3453

E manager@waimarie.org

W waimarie.org

Western Community Centre

46 Hyde Avenue, Newton

T 07 847 4873

E manager@wccham.org.nz

W westerncommunity.org.nz

Te Rapa Sportsdrome

49 Church Road, Te Rapa

T 0800 772 323

E booking.communityfacilities@hcc.govt.nz

English Language Classes and Training Institutes



English Language Classes and Training Institutes

English Language Partners Waikato

Settlement Centre Waikato, Claudelands,

T 07 853 2188

E waikato@englishlanguage.org.nz

W englishlanguage.org.nz

This organisation provides a range of services to support English learning for adults from other language backgrounds, including:

- Training for volunteer tutors to provide English language and settlement support in Hamilton and across the Waikato region
- One-to-one English lessons with a trained volunteer
- English language groups in Hamilton and across the Waikato region
- English for Speakers of Other Languages (ESOL) courses

Lighthouse Learning Centre

Lighthouse Christian Fellowship Hamilton

703 Wairere Drive, Chartwell

T 022 102 3892 **M** 022 698 9717

E office.LCFH@gmail.com

W lcfh.org.nz

We offer tuition to students who need additional help in improving their English. Our students are mostly migrants and refugees who are in Years 7 to 13.

Responsive Trade Education

145 Greenhill Road, Puketaha

T 07 852 5408 **M** 021 812 426

E rae@rte.co.nz

W responsivetradeeducation.co.nz/courses/free-english-course-hamilton

Free English lessons for New Zealand residents and refugees.

- Learn how to go to the doctor, school, bank, do shopping or get a job
- Learn how to communicate better at work
- Classes from beginner to advanced levels
- Various class times and start dates available
- Available for people aged 16-70 years of age.

South Pacific Islands Institute

43 Lake Road, Frankton

T 07 846 1076 **M** 021 729 713

E enquiries@spii.co.nz

W spii.co.nz

This organisation has been providing quality programmes since 1988. We are NZQA-accredited, with national certificates offered on all programmes. Contact us for details on employment skills, sports and recreation and beauty services.

English Language Classes and Training Institutes

Te Whare Waananga o Waikato - The University of Waikato

LAIN Building, Gate 1, Knighton Road, Hillcrest

Post Graduate Diploma in Second Language Teaching

T 07 856 2889 ext. 9340

E diane@waikato.ac.nz

Enroll for six weeks of free English classes starting in Semester one or two. Commitment to classes is necessary.

Waikato Pathways College

T 07 858 5600

E pathwayscollege@waikato.ac.nz

W waikato.ac.nz/pathways

Sign up for classes to help with English for:

- general purposes
- the workplace
- academics

- foundation studies for further studies
- International English Language Testing System (IELTS) tests
- other bridging courses
- learning support for Waikato Students.

Trainme

21 Ruakura Road, Hamilton

T 07 853 0772 or free call 0800 872 466

E info@trainme.org.nz

W trainme.org.nz

TrainMe provides training for permanent residents. We offer courses in mechanical engineering, and agriculture. Our TrainMe EmployMe Zone can help you find a job. TrainMe is a division of ATC New Zealand. Come to the campus and ask about courses or visit the website.

In class
and online



ENGLISH
LANGUAGE PARTNERS
Working with former Refugees and Migrants

Learn English with us

همراى ما انگليسى ياد بگيريد 저희와 영어를 배우세요 Mag-aral ng Ingles sa amin
私たちと一緒に 英語を学ばませんか සිත්ගතකතාඅත්සන්ලෙසගොසාගතායෝහිදු تعلم الإنجليزية معنا
Cùng Học Anh Ngữ Với Chúng Tôi हमारे साथ अंग्रेजी सीखो Aprende inglés con nosotros



English Language Partners Waikato
Phone 07 853 2188 Email waikato@englishlanguage.org.nz
Settlement Centre Waikato, Boundary Road, Hamilton East
www.englishlanguage.org.nz

We are rated
1
Category

FREE*

* Free for NZ resident visa holders and citizens.

English Language Classes and Training Institutes

Vision College

21 Ruakura Road, Hamilton

T 07 853 0777 or free call 0800 834 834

E hamilton@visioncollege.ac.nz

W visioncollege.ac.nz

Vision College offers a beginner and intermediate level English course for all New Zealand Citizens and Permanent Residents. Enroll to start any time.

Waikato Institute for Leadership and Sports Studies

178 Ruakura Road, TTH2 Building, Hillcrest

T 07 839 9908

E wilss@wilss.ac.nz

W wilss.ac.nz

WILSS offers a range of programmes designed to enhance personal development and increase participants' contribution to the community, in the volunteer sector and the workplace.

Wintec Centre for Education and Foundation Pathways

Wintec - Te Puukenga, Tristram Street, Hamilton Central

T 0800 2 Wintec (0800 294 6834)

E info@wintec.ac.nz

W wintec.ac.nz

Graduate Certificate and Diploma in Teaching English to Speakers of Other Languages

These courses are designed for those who would like to work or are already working with people learning English as a second language.

They're suitable for both trained teachers and for those with little or no teaching experience.

Waikato Institute of Education

Level 1 Tower Building, 48 Ward Street,

Hamilton Central

T 07 838 2450

E info@wie.ac.nz

W wie.ac.nz

An English language school providing students with top quality English for Speakers of Other Languages (ESOL) courses taught by highly qualified and experienced teachers. NZQA accredited and one of the few English language schools to receive Government funding for its English courses. Student loans and allowances as well as Tertiary Education Commission pre-purchased ESOL tuition funding are available to qualifying students.

English courses available include:

- IELTS Preparation from Foundation to Advanced levels
- General English courses from Beginner to Advanced levels
- NZCEL (General English)
- NZCEL Level 1 Foundation to Level 4
- IELTS Preparation
- Short courses including MS Office and Business English
- Practical English for Work programmes
- Intensive one-to-one tuition courses are also available.

Employment Services

Work Connect Programme

Free call 0800 222 733

W careers.govt.nz/workconnect

Work Connect is a free 10-hour programme to help skilled migrants, partners of skilled migrants and international student graduates (Level 7 and above) prepare for the New Zealand job market. Work Connect supports participants with personalised coaching and mentoring to help them find a job that suits their skills, experience and qualifications.

Eligibility criteria apply.

To find out more and apply now visit careers.govt.nz/workconnect or phone 0800 222 733 and ask about Work Connect.

Migrant Employment Solutions

Settlement Centre Waikato

46G Boundary Road, Claudelands

T 07 853 0481 **M** 027 700 2273

E susanw@hmstrust.org.nz

W hmstrust.org.nz

This organisation assists individual migrants to develop skills to find employment. The service supports the development of skills and knowledge to access the labour market where support through existing Work and Income New Zealand services is not available. This project provides a service for migrants who are skilled residents or have a work visa. We now also offer our services to support international students who have studied at Level 7 or above and have a post-study work visa. We also support migrant student graduates.

Migrant Youth and Training Services

Settlement Centre Waikato

46G Boundary Road, Claudelands

T 07 210 0091 **M** 021 150 5520

Contact Mohamed Abdi

Pathways to Employment - New Zealand Red Cross

31 Harwood Street, Hamilton Central,

T 027 839 5975

W redcross.org.nz

The Pathways to Employment programme helps individuals from refugee backgrounds plan their employment and career goals and ultimately find work in their new home of Aotearoa, New Zealand.

Work and Income New Zealand (WINZ)

T General enquiries free call 0800 559 009

W workandincome.govt.nz

(WINZ) provides employment services and financial assistance throughout New Zealand.



Decypher

Interpreting • Translating

PROVIDING SOLUTIONS IN OVER **60** LANGUAGES



ACCURACY



PROFESSIONALISM



CROSS-CULTURAL UNDERSTANDING



CONFIDENTIALITY



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now available



07 853 0480



info@decypher.co.nz



www.decypher.co.nz



Settlement Centre Waikato
46g Boundary Rd, Hamilton

Translation Services

These are the official interpreting and translating services used by the New Zealand Police, Waikato District Health Board, private businesses, and not-for-profit organisations.

Decypher

Settlement Centre Waikato
46G Boundary Road, Claudelands

T 07 853 0480

M 24-hour contact 027 479 2419

E info@decypher.co.nz

W decypher.co.nz

Decypher provides interpreters and translators in more than 50 languages. Interpreters are available face-to-face or over the telephone depending on the client's requirements. Decypher's interpreters are trained to work and provide support in all areas of the community. The service is often free to the non-English speaker. Decypher also provides a translation service converting documents from English to another language, or from the other language to English.

Translation Service - Department of Internal Affairs

Level 2/7 Waterloo Quay, Wellington

Freecall: 0800 872 675

T 04 816 4011

E translate@dia.govt.nz

W dia.govt.nz

A large group of people are gathered in a park-like setting for a cultural event. In the foreground, several dancers in traditional white dresses with wide, multi-colored (red, yellow, blue) ruffled skirts are performing. They are wearing red shawls and some have yellow flowers in their hair. The dancers are in various poses, some with their arms raised. In the background, a large crowd of people, including children and adults, are sitting on a stone wall and on the ground, watching the performance. The setting is outdoors with many trees and a building visible in the distance. The overall atmosphere is festive and community-oriented.

Community, Health and other Social Services

Community, Health and other Social Services

Age Concern Hamilton

150 Grantham Street, Hamilton Central

E enquiries@ageconcern.gen.nz

W ageconcern.gen.nz

General enquiries

T 07 838 2266

Ender Abuse Prevention Line:

T 0800 326 6865 (call any time)

Age Concern serves the needs of older people in Hamilton and across the Waikato through support services such as:

- education and training
- visiting and shopping
- prevention of elder abuse and neglect
- fieldwork
- health promotion
- education seminars

All services are free and confidential.

Aotearoa Latin American Community (ALAC)

132 Gordonton Road, Hamilton

T 021 195 1389

M 021 194 8267

E buenvivirwaikato1@alacinc.org.nz

buenvivirwaikato2@alacinc.org.nz

W alacinc.org.nz

ALAC is a social services provider that supports migrant and refugees, mainly from Latin America, throughout their settlement process in New Zealand. Its staff provides intervention on a case by case basis, prevention and education workshops concerning domestic violence, community capacity building, positive parenting skills, labor exploitation.

Mahi Mihinare - Anglican Action

Te Ara Hou, 100 Morrinsville Road

T 07 856 5820

E info@anglicanaction.org.nz

W anglicanaction.org.nz

Anglican Action offers: a supported residential facility for women and children, access to food parcels, youth mentoring for young people in the justice system, a range of programmes to support people reintegrating into the community, conference facilities for hire, and the onsite Ethos Cafe and catering.

Asthma Waikato

T 07 8380851

E info@asthmawaikato.co.nz

W asthmawaikato.org.nz

Asthma Waikato provides education, information and support to people with respiratory conditions. We listen, we educate, we make a difference.

Blind Low Vision

15 Liverpool Street, Hamilton Central

W blindlowvision.org.nz

Blind Low Vision NZ is here to provide practical and emotional support to New Zealanders with sight loss, and to advocate for inclusive communities and lead the way in vision rehabilitation.

B4 School Check

T 07 858 5977 **M** 027 213 5126

The B4 School Check is available to all four year olds. Designed to pick up any issues that might stop a child from learning when they get to school, this check is free and available at medical centres.

Community, Health and other Social Services

Brain Injury Waikato

11 Somerset Street, Frankton
T 07 839 1191

E admin@braininjurywaikato.org.nz

W braininjurywaikato.org.nz

Brain Injury Waikato empowers people and families affected by brain injury through advocacy, support and education. We also raise awareness and promote prevention of brain injury in the community. Services are free and we cover the entire Waikato region.

Catholic Family Support Services

T 07 856 3760 M 027 285 3340

E admin@cfss.org.nz

W cfss.org.nz

This group provides the following services to all people regardless of their beliefs.

- Financial Mentoring (formerly called Budgeting). This includes the Money Mates peer-led support groups where people learn about gaining control over their financial lives
- Family support services – a home-based social work service supporting families struggling with the demands of raising a family
- Supervised contact to ensure a safe environment for children to meet with non-custodial parents.

CCS Disability Action

17 Claudelands Road, Claudelands

T 07 853 9761 or free call 0800 227 2255

E waikato.admin@ccsdisabilityaction.org.nz

W ccsdisabilityaction.org.nz

CCS's work involves supporting people with disabilities and their families to develop the skills and confidence to participate in all areas of community life.

Chinese Lifeline (phone counseling)

T 09 522 2088 or free call 0800 888 880

Chinese Lifeline is New Zealand's national telephone support service for Chinese speakers.

Community Waikato

33 Victoria Street, Hamilton Central

T 07 838 1583

E info@communitywaikato.org.nz

W communitywaikato.org.nz

Community Waikato provides support and advocacy for community based, not-for-profit organisations who provide social services in the greater Waikato by helping with strategic planning, training, management, financial and governance issues, networking and collaboration.

Creative Waikato

11 Garden Place, Hamilton Central

Free call 0508 427 892

E hello@creativewaikato.co.nz

W creativewaikato.co.nz

Creative Waikato works for a bold and ambitious creative sector that makes our region stronger. We help artists and groups succeed by providing advice, training and support. We build connections and work collaboratively for stronger and more expansive outcomes. We share the stories of the Waikato region's creativity and expand audiences. We champion the contribution that the arts make to our collective and individual wellbeing.

Deaf Aotearoa

Level 4, 169 London Street, Hamilton Central

T 07 856 2064 M 021 540 193

E waikatolo@deaf.org.nz

Video enquiries 07 929 4572

W deaf.org.nz

Deaf Aotearoa provides information and resources for deaf people in the Waikato region. Please go to deaf.org.nz for information regarding the deaf culture and to learn New Zealand Sign Language.

The New Zealand Relay service is also available for phone assistance.

T 0800 471 3713 Voice 0800 471 5715

W nzrelay.com

Community, Health and other Social Services

Diversity Counselling New Zealand

Vickery House, 113 Alexandra Street,
Hamilton Central

T 021 026 25587

E contact@dcnz.net

W dcnz.net

Diversity Counselling New Zealand provides professional counselling in English and also in other languages. If we cannot provide a counsellor in your own language, we will try and find one who is familiar and sensitive to your cultural background.

EarthDiverse Trust

401 Anglesea Street, Hamilton Central

T 027 432 7590

E info@earthdiverse.org.nz

W earthdiverse.org.nz

Contact Todd Nachowitz

An Adult and Community Education (ACE) provider and not-for-profit social enterprise offering a wide range of Diversity Education courses. We provide programmes designed to mitigate racism, discrimination and environmental degradation through courses, seminars, activities and events that aspire to strengthen social cohesion in Aotearoa New Zealand society.

Enrich+

5 Princes Street, Hamilton Central

T 07 871 6410 / 0800 enrich (367 424)

E info@enrichplus.org.nz

W enrichplus.org.nz

We support individuals to find opportunities for part-time work, leisure and living options, plan for the future, build their confidence through one-on-one mentoring or in peer groups, gain work experience and/or paid employment, create positive community relationships and get back to work following an injury, through our Work Rehab service.

Enrich+ Spectrum Energy supports individuals on the autism spectrum from 8-years-old upwards, including facilitated groups developing communication, social and life skills and mentoring services. Through education, employment and empowerment, individuals are supported to be a real part of the communities of their choice.

Family Works Northern Waikato

Te Ara Hou, 100 Morrinsville Road, Hillcrest

T 07 858 4413

E admin.waikato@fwn.org.nz

W familyworks.org.nz

Family Works works with children up to the age of 17 and their families/whaanau. Our counsellors and social workers in schools are committed to assisting families to make lasting, positive differences in their lives, working from a strength based perspective. We offer a variety of programmes such as WAVE and Restore for women and children who have experienced domestic violence; Incredible Years Parenting Programme, and Strengthening Step families.

Community, Health and other Social Services

Family Planning

240 Tristram Street, Hamilton Central

T 07 839 4061

W familyplanning.org.nz

Family Planning Clinic services include:

- contraception for both men and women including long acting reversible contraceptives
- testing and treatment for Sexually Transmissible Infections (STIs)
- cervical smear testing
- pregnancy testing and referral
- advice and assistance with menopause and symptoms.

If you are a New Zealand resident under 22, a visit to your nearest Family Planning Clinic is free. For those with a Community Services Card, a visit costs \$5 and for all other New Zealand residents a visit is \$23. There is a consultation cost for Non-New Zealand residents. Family Planning health promoters work with schools, parents, community groups, and with migrant and refugee groups. Family Planning also produces booklets, pamphlets, posters and other resources on a wide range of sexual and reproductive health issues.

Free FM

214 Collingwood Street, Hamilton Central

T 07 834 2170

E info@freefm.org.nz

W freefm.org.nz

Free FM is part of the Access Radio Network. We make local radio by, for and about our community, in more than 15 different languages. Free FM's broadcasters are all volunteers – people like you!

We serve our community in three ways:

- Connect – hear what your community has to say, every day. Tune in on 89FM Waikato-wide, or listen online with live streaming and on-demand podcasts on our website
- Celebrate – share your stories here, with on-air interviews and our community noticeboard

- Challenge – make your voice heard as a volunteer broadcaster and represent your interests, culture, or beliefs. Free FM provides free training and support.

Gambling Helpline

Free call 0800 654 655 (24 hours)

E info@gamblinghelpline.co.nz

W gamblinghelpline.co.nz

The Gambling Helpline (New Zealand) is a 24-hour free phone service that you can call to receive immediate support, as well as referral and information services for gambling problems. Language Line telephone interpreting is available. Our services are provided for:

- people who are or have been gambling
- family and friends concerned about someone else's gambling, and
- the general public, who might be interested in what impact gambling has in New Zealand.

Emailed messages will be answered within three working days.

We have some other specialist services as follows:

- **Māori Gambling Helpline**

0800 654 656

- **Vai Lelei Pasifika Gambling Helpline**

0800 654 657

- **Youth Gambling Helpline 'In Ya Face'**

0800 654 659

- **Gambling Debt Helpline**

0800 654 658

- **Text Gambling Helpline** anywhere, anytime: TEXT 4 HELP 8006.

Community, Health and other Social Services

Tuu Oho Mai Services (Hamilton Abuse Intervention Project)

135 London Street, Hamilton Central

T 07 834 3148

E admin@tuuohomai.org.nz

HAIP provides a range of educational groups for men and women on the dynamics of domestic violence. We run a specialised programme for Asian women and provide free childcare for all our groups. All women's groups are free to attend.

Hamilton Budgeting Advisory Trust

87 Clarence Street, Hamilton Central

T 07 838 1339

E budgadv1@xtra.co.nz

W budgeting.co.nz

The trust provides free budget advice and support and budgeting education programmes that are designed to meet the needs of your clients. We provide Total Money Management (for clients with an assessed need) where we control a client's finances for a limited time. We also administer Summary Instalment Orders through the Official Assignee and Informal Compromises (Creditor's Pools) both are forms of debt repayment.

Hamilton Christian Nightshelter - Te Whare Korowai Tangata o Kirikiriroa

474 Anglesea Street, Hamilton Central

T 07 839 3480 **M** 021 243 3640

E nightshelter@xtra.co.nz

This organisation provides emergency care and shelter for men and women in Hamilton.

Hamilton Multicultural Services Trust

Settlement Centre Waikato

46G Boundary Road, Claudelands

T 07 853 2192

E info@hmstrust.org.nz

W hmstrust.org.nz

The HMS Trust provides information on and delivers settlement services. It paves the way for successful settlement of refugees, migrants and newcomers.

Insight Endometriosis

28 Te Aroha Street, Hamilton East

T 07 8555 123 **M** 022 5 855 123

E info@insightendometriosis.org.nz

W insightendometriosis.org.nz

Insight Endometriosis provides information and support to Waikato women, teen girls and their families, and raises awareness of endometriosis. Services include education appointments and seminars, evening meetings, daytime coffee groups, website and printed information and monthly newsletters. We work with employers to support staff affected by endometriosis, and with schools to support teenaged girls. We have translated our key information pamphlet into more than 24 languages, which can be downloaded from our website.

Community, Health and other Social Services

Immunisation Pinnacle (Midlands Health Network)

711 Victoria Street, Hamilton Central

T 07 858 5934 **M** 021 683 977

E helen.ride@pinnacle.health.nz

W pinnacle.co.nz

Adults and children who enter New Zealand as refugees or immigrants will need an assessment of their documented vaccination status and an appropriate catch-up programme planned. Regardless of their immigration and citizenship status, all children younger than 18 years are eligible to receive scheduled vaccines, and providers can claim the immunisation benefit for administering the vaccines.

All children are also eligible for Well Child Tamariki Ora services, regardless of immigration and citizenship status. Children who have been previously immunised in a developing country may have received some vaccinations. However, they are unlikely to have received all the vaccines currently on the New Zealand immunisation schedule. Many countries, including European countries, do not have the hepatitis B vaccine included in their national childhood immunisation schedule. For immigrant children, a catch-up immunisation plan may be needed.

K'aute Pasifika Services

Health, Social Services and Management Units,
960 Victoria Street, Whitiara

T 07 834 1482

E info@kautepasifika.co.nz

W kautepasifika.co.nz

This organisation provides health, social services, disability services, education training, information and interpreting services for Pacific communities.

Kirikiroa Family Services Trust, Family Start

79 Norton Road, Frankton

T 07 848 0008

E info@family-start.org.nz

W family-start.org.nz

This is a home-based visiting service that is child centred, family focused and strength based. Our focus is to improve the health, social and educational outcomes for baby. If you are in your second trimester of pregnancy or have a child younger than 12 months you can enter the programme. Participation is voluntary.

Your Way | Kia Roha Hearing Therapy Hamilton

20 Palmerston Street, Hamilton Central

T 0800 008 011

Your Way | Kia Roha is a charitable trust offering information, support, and equipment to enable disabled people to thrive, living the lives they choose in their communities. When connecting with us, you will be valued and respected for what matters to you and your family / whaanau.

Community, Health and other Social Services

LinkPeople Limited

Kakariki House, 293 Grey Street, Hamilton East
Free call 0800 932 432

E info@linkpeople.co.nz

W linkpeople.co.nz

At LinkPeople, we believe everyone has the potential to live well and the right to a healthy home. We link people to healthy and affordable homes, and the right support services for their health and wellbeing needs. Often our housing and support services are wrapped up together.

If you need a home, we will work with you to find permanent housing as quickly as possible by using the Housing First approach. This means we will help you find a home first and then link you to the wrap-around support you need to live well. We have our own housing that we can support you to live in, or we can help you access properties in the private rental market.

We also help people access other supports they need for their wellbeing. In the Waikato we offer service navigation – a free service linking you and your whaanau to the right health, wellbeing and social services for your needs, such as a general practitioner (GP) or mental health and addictions services. With this support, you might be empowered to live a more independent, well-connected and meaningful life. Or it may mean you can better access secure, safe and affordable housing, be a good tenant and a great neighbour.

Methodist City Action

62 London Street, Hamilton Central

T 07 839 3917

E info@hmss.org.nz

MCA is a social service/social justice organisation providing a range of services and working collaboratively with other organisations. We work with those on the margins, many who are socially isolated and often ignored or invisible to the general population. We also facilitate programmes that are suitable for those who are differently abled.

We host a range of services including:

- deaf and hearing-impaired support worker
- foodbank services
- Monday community meal
- Brain Gym Plus (for very high needs on the disability spectrum)
- cookery classes
- indoor sport team activities
- arts and craft
- distribution of community information
- governance on many trusts.

Midlands Sexual Assault Support Services

25 Rifle Range Road, Dinsdale

T 07 839 4433 or 0800 839 3344 (24/7 crisis centre)

Midlands Sexual Assault Support Service provide support, counselling and advice to anyone who experiences sexual harm and their whaanau in Hamilton City, Matamata - Piako areas.

We provide the following:

- A 24/7 Crisis Response Service
- Social Work, Counselling and Advocacy for those affected by sexual harm.
- Education within the community around sexual violence
- Working within schools delivering prevention and consent education to young people and information on what to do if you experience sexual harm

Community, Health and other Social Services

New Zealand Institute for Diversity and Wellbeing

T 07 856 9331 **M** 027 681 4703 (Stefan Doll)

E nzdiversity@xtra.co.nz

W diversityinstitute.co.nz

The New Zealand Institute for Diversity and Wellbeing helps individuals or organisations to leverage on benefits from New Zealand's diverse workforce and its multicultural society. It also aims to strengthen our community by creating awareness and understanding on how to develop a culture of inclusiveness through holistic life coaching, coaching for intercultural couples, diversity consulting/workshops for students, the public and organisations.

New Zealand Red Cross (Waikato Service Centre)

31 Harwood Street, Hamilton Central

T 07 849 0285 or free call 0800 733 276

E waikato@redcross.org.nz

W redcross.org.nz

The New Zealand Red Cross aims to mobilise the power of humanity to help the vulnerable in our community. We offer first aid courses, meals on wheels, community programmes such as community transport, free first aid courses in schools, a free drug and alcohol workshop for young people (community programmes), employment support for former refugees, a tracing service to reunite families separated through war or natural disaster, and a message service to families who are separated by conflict or war.

We also have many Red Cross shops in the Waikato where quality, cheap, second-hand clothing and other household items can be purchased. Volunteering opportunities with Red Cross are with meals on wheels, Disaster Welfare Support Team, retail shops and Refugee Employment Services. Email us if you are interested in joining Red Cross as a member or volunteer.

The Salvation Army Oasis Centre (Gambling Support)

105 Rostrevor Street, Hamilton Central

T 07 839 6871

E mas@nzf.salvationarmy.org

Director – Aux. Captain Rob Raven

The Oasis Centre provides free treatment for problem gambling and related issues as well as support to family members.

Parentline Charitable Trust

48 Palmerston Street, Hamilton Central

T 07 839 4536

E parentline@parentline.org.nz

W parentline.org.nz

Parentline's core business is working with children up to 13 years, who have been traumatised by abuse and domestic violence. We provide parenting programmes and offer a counselling service for children who present with challenging behaviours in a cluster of Hamilton primary schools. As a child advocate, Parentline upholds the paramountcy of the Child principle and has a zero tolerance to abuse and domestic violence against children.

Parent to Parent Waikato

99 Greenwood Street, Frankton

T 07 848 1362 or free call 0508 236 236

E waikato@parent2parent.org.nz

W parent2parent.org.nz

This organisation provides support for parents, caregivers and whanau of children with disabilities, health impairments or special needs. Provides information and/or matching with a family whose child has the same or similar condition.

Community, Health and other Social Services

Whaanau Aawhina Plunket

Hamilton Central Clinic, 12 Richmond Street, Whitiara

T 07 839 3982 or free call 24 hours/7 days a week 0800 933 922

W plunket.org.nz

Plunket provides well-child assessments, supports the health and wellbeing of families/whanau and young children. Operates a low-cost car seat rental service, education courses for parents/caregivers, playgroups, walking/discovery groups and coffee support groups for parents/caregivers. Clinics held at Richmond Street, Rototuna, St Andrews, South City (Trigg Place Melville), Dinsdale, Grey Street (Hamilton East) and Nawton.

For all clinic bookings 07 839 3982 ext. 1

Car seat rental 07 839 2123

Parenting courses 07 839 3982 ext. 4

PEPE courses 07 859 7715.

Problem Gambling Foundation of New Zealand

Level 2, 71 London Street, Hamilton Central

T 07 834 0014 or free call 0800 664 262

Asian Hotline or free call 0800 862 342

W pgfnz.org.nz

At the Problem Gambling Foundation of New Zealand (PGF) we are trained to help. Our qualified counsellors provide free, professional and confidential gambling counselling services for both gamblers and others affected by gambling. Asian Family Services provides free and confidential counselling, information and education in Korean, Cantonese, Mandarin, Vietnamese and Thai. A gambling problem (sometimes called a gaming addiction) can significantly impact your life and the lives of those closest to you. For many people, phoning a gambling helpline or seeking help from anyone at all can be a difficult step to take.

Progress to Health

18 Rostrevor Street, Hamilton Central

Free call 0800 77 57 57

E admin@progresstohealth.org.nz

W progresstohealth.org.nz

Progress to Health is a community-based organisation. We support people who experience mental illness or who have disabilities. We have a passion for reconnecting individuals to their communities and work to support people to make positive changes in their lives by achieving personal goals. We work with you one-on-one on your goals that will help you move forward in life, and offer workshops on a range of wellbeing related topics. We also offer education and peer support services for individuals and groups.

Rainbow Hub Waikato

Level 1/36 Bryce Street, Hamilton Central

T 07 839 9039

E info@rhw.org.nz

W rainbowhubwaikato.org.nz

Rainbow Hub Waikato is a non-profit organisation that began as Waikato Queer Youth in 2005. It started as a small group of people passionate about supporting young people to have a community that affirms their identities.

Enabled by a passionate group of employees, volunteers and community members, Rainbow Hub Waikato is focused on offering hope to people of all ages. We strive to empower spaces for people to celebrate who they are, through positive, identity-affirming community building, fun and friendships.

Community, Health and other Social Services

Refugee Orientation Centre Trust

63 Kent Street, Frankton

T 07 847 6968 **M** 027 352 3944

E roc_trust@hotmail.com

W roctrust.org.nz

ROC focuses on helping former refugees and their families to reach their goal of settling successfully into their new country. Our goal is to nurture their ambition, draw out their capabilities, and make them assets for New Zealand. We use a range of services including advocacy, programmes for children, youth and adults, plus a range of information workshops designed to overcome obstacles and difficulties and increase their understanding and confidence. Together we can walk on the journey to a positive life in their new country.

Shama Ethnic Women's Trust

8 Liverpool Street, Hamilton Central

T 07 843 3810 and 07 843 3811

E info@shama.org.nz

E shama.org.nz

Shama Ethnic Women's Trust is a vibrant social services agency providing support, advocacy and programmes to empower all ethnic women, their children and their families.

In the Waikato, Shama provides a friendly and safe community centre where ethnic women can meet to connect or for life skills classes such as English, cooking & conversation and sewing classes. We also provide social work in a safe, confidential and culturally responsive way, volunteering opportunities, children's holiday programme and many community events. Ethnic teens can participate in fun and challenging activities in the youth programme.

Nationally, Shama provides support to ethnic people who has experience sexual violence. We also offer a variety of trainings on violence prevention, cultural safety, and cross-cultural parenting.

Single Parent Services Waikato

2 Dawson Street, Hamilton East

T 07 839 1051 or 0800 457 146

E office@spsw.org.nz

You can access services for people who are managing a family on their own who are often juggling a lot of different things.

St John

63-65 Seddon Road, Hamilton Central

T 07 847 2849 or free call 0800 785 646

E enquiriesmid@stjohn.org.nz

W stjohn.org.nz

St John is a charitable organisation providing a wide range of health and community services. We provide an ambulance service to 85% of New Zealand. Visit our website to purchase first aid kits and supplies, to donate, or to find out about first aid courses, St John Youth programmes and volunteering for St John.

Te Runanga O Kirikiriroa

59 Higgins Road, Frankton

T 07 846 1042

E admin@terunanga.org.nz

W terunanga.org.nz

This organisation's purpose is to improve the holistic wellbeing of Maaori and Pacific peoples living within Hamilton and guides new settlers to the right Maaori contacts for experiences in Maaori culture and language.

Community, Health and other Social Services

The Salvation Army Oasis and Bridge: Waikato

105 Rostrevor Street, Hamilton Central

T 07 839 6871

E waikatobridge@nzf.salvationarmy.org

The Salvation Army is focused on reducing harm from alcohol and other drugs. The Salvation Army Bridge is a free community service that provides support to individuals and families who are experiencing difficulties with alcohol and other drugs. We provide, counselling and an option of group programmes, so people can have an individual treatment plan which will support their recovery and a path towards wellbeing. Whanau and other supports are welcome and encouraged to be involved in this journey.

This service is for people within the Waikato area who are experiencing difficulties with alcohol and other drugs and who are 18 years or older. Our aim is to work in partnership with people to support positive lifestyle changes that can free them and their whanau to move towards wellbeing.

The Salvation Army, Hamilton Community Ministries

99 London Street, Hamilton Central

T 07 834 7000

E info@hcsa.co.nz

W hcsa.co.nz

The Salvation Army focuses on social work, advocacy, welfare, food bank, budget advice, counselling services, parenting programme, supervised access service for non-custodial parents and provides an Educare Centre for preschool children. A small fee is charged for some services, but this is negotiable depending on need.

The United Nations Association of New Zealand (Waikato Branch)

T 07 859 1144 **M** 027 451 3771

Contact N. Manoharan (Mano)

This organisation is focused on disseminating information and educational materials about the United Nations, conducting Model UN conferences, speech competitions for high school students, stimulating the media to provide coverage of UN programmes, collaborating with other voluntary organisations on projects related to the work of the UN.

Toughlove Parent Support Group Waikato

T 07 856 5999 or 0800 868 445

E waikatopsg@gmail.com

W toughlove.org.nz

Toughlove is a parent support group providing skills for parents troubled by unacceptable adolescent behaviour. No problem too big or too small. Just turn up on the night.

- Hamilton: Tuesday, 7.30pm - 9.30pm, 53 Wellington Street, Hamilton East
- Cambridge: Monday, 7pm - 9pm, Cambridge Community House, 193 Shakespeare Street, Leamington

Community Regional Referral Centre

T 07 834 3370

District Nursing and Community Allied Health (social work, physiotherapy, occupational therapy and dietitians) provides services to patients of all ages in their community setting. Referrals to the services are via the GP, hospital or other health service provider. Public Health nurses focus on child health for children up to school-leaving age. They also carry out contact tracing and follow up for the management of communicable diseases.

Community, Health and other Social Services

Zeal

9 Ward Lane, Hamilton Central
T 0800 346 393

E hi@zeal.nz

W zeal.nz

We believe every young New Zealander deserves to belong, to be accepted on their terms, and to have a real shot to thrive. Zeal is an Aotearoa youth organisation providing safe, inclusive local and online spaces - where you can explore and flex your strengths through affordable programmes and workshops, and make lifelong friendships at creative showcases and events.

The Ear Nurse Service and Vision Hearing Technicians

Te Whatu Ora - Health New Zealand
Rural and Community Services
51 Gallagher Drive, Melville

Vision hearing technicians provide hearing and vision checks for children at designated ages in schools and preschools/early education centres and community clinics (25 Vialou Street, Hamilton). The Ear Nurse Service provides assessment and treatment services for children. These nurses work from an appointment-based clinic in Hamilton at 25 Vialou Street, Hamilton Central.

Victim Support Hamilton

Hamilton Central Police Station,
12 Anzac Parade, Hamilton Central
T 07 834 9449 **M** 0276 817 718
E glenys.roe@victimsupport.org.nz
W victimsupport.org.nz

Free call 0800 VICTIM (0800 842 846) 24 hours a day, seven days a week.

Victim Support works with victims of crime, crisis and trauma providing crisis intervention, support and information. Service is free and confidential.

Vitae

Level 3 169 London Street, Hamilton Central
T 07 856 8638 or free call 0508 664 981

E enquiry@vitae.co.nz

Vitae (formerly Workplace Support) is a national professional staff and organisational support service providing a range of services to businesses that include on-site support, off-site counselling, critical incident/trauma response, staff training and development programmes, supervision, facilitation, mediation and support and resourcing through job or career changes.

Volunteering Waikato

2 London Street, Hamilton Central
T 07 839 3191

E admin@volunteeringwaikato.org.nz

W volunteeringwaikato.org.nz

Volunteering Waikato recruits and refers volunteers to non-profit organisations, matching the interests and skills of people who wish to volunteer with volunteer jobs in the community. Also provides support, development, resources and networks for volunteers and people who work in the not-for-profit sector.

Te Whatu Ora Health New Zealand Waikato

W waikatodhb.health.nz

Waikato Hospital

183 Pembroke Street
T 07 839 8899 (all departments), 07 839 8666 (patient enquiries)
E info@waikatodhb.health.nz

Visiting hours are 11am - 1.30pm and 4pm - 8pm daily.

Community, Health and other Social Services

Mental Health and Addictions Service Emergency (crisis only) **free call 0800 505 050**

- Community Adult Mental Health 07 834 6902.
- Community Alcohol and Drug (CADS) 07 834 6902
- Infant, Child and Adolescent (ICAMHS) 07 839 7828
- Perinatal Mental Health 07 858 0924
- Mental Health Services for Older People 65+ (MHSOP) 07 839 8603
- Integrated Recovery Service (IRS) 07 843 0456.

Breast Screen Midland and Cervical Screening Programme

Hockin Building, Waikato Hospital

- Cervical Screening Programme 0800 729 729
- Breast Screening Programme 0800 270 200.

Community and Public Health

Waikato District Health Board

Waiora CBD level 1, 87 Alexandra Street

M 027 536 1257

E karen.jensen@waikatodhb.health.nz

Contact Karen Jensen

This organisation provides a free and voluntary health screening service for Waikato refugee family reunification immigrants and asylum seekers. Screening includes a full health screen by general practitioner (GP), dental check and urgent dental treatment, professional interpreters, blood tests, hospital chest x-ray, urine and faeces tests, urgent health treatment and referrals to specialists or other services. Free screening is available to asylum seekers who have applied for refugee status in the past six months and refugee family reunification immigrants who have arrived in New Zealand in the past six months.

Community Oral Health Service

T 07 859 9160 or free call 0800 825 583

The Community Oral Health Service provides free dental care for enrolled children up to 17 years of age.

Sexual Health Service

3 Ohaupo Road, Hamilton Lake

T 07 839 8732

- Free screening and treatment of sexually transmitted diseases (STIs)
- Telephone information and advice
- Specialist sexual health check-ups
- Testing and management of HIV/AIDS
- Free condoms
- Advice on sexual health and related issues
- Friendly and non-judgmental staff
- Self referrals welcome.

Waikato Ethnic Family Services Trust (WEFST)

14 Karen Crescent, Dinsdale

M 027 282 9210

E info@wefst.org.nz

W wefst.org.nz

This Trust works with families to ensure the safety and well-being of ethnic children and their family members. Our aim is strengthening families through individualised, culturally responsive, flexible approaches. We offer prevention and intervention services in collaboration with local communities, non-Government organisations (NGOs), and Government agencies.

Our programmes and services include:

- advocacy and support for children and families
- budgeting services
- multilingual parenting programmes
- education programmes: ethnic pregnancy, ethnic children wellbeing
- art programmes; painting and sewing for women
- youth music programme
- driver license training
- interpreting access for Farsi and Dari
- Justices of the Peace services.

Community, Health and other Social Services

Waikato Family Centre

4 Radnor Street, Hamilton Central

T 07 834 2036

E wfc@xtra.co.nz

W waikatofamilycentre.co.nz

The Waikato Family Centre gives advice to help families experiencing difficulties with their babies in the first 12 months of their child's life.

Waikato Multicultural Council Inc.

T 027 248 3040

E waikatomulticultural@gmail.com

Waikato Multicultural Council Inc. provides advocacy and works with local and central Government agencies to ensure that migrant and refugee communities integrate and settle effectively in New Zealand. It promotes harmony between different cultural groups.

Waikato Refugee Forum (WRF)

46G Boundary Road, Claudelands

T 07 8550156

E w.refugeeforum@xtra.co.nz

The Waikato Refugee Forum supports refugee groups in the region. WRF looks at the wellbeing of the refugee communities by providing networking opportunities and facilitating and advocating for the needs of its member groups which are presented at the regional and national forums.



Supporting Ethnic Women



8 Liverpool Street, Hamilton Central 3204



PO Box 4218, Hamilton



07 843 3811 or 07 843 3810



info@shama.org.nz



www.shama.org.nz



facebook.com/ShamaEthnicWomensTrust

We Offer:

- Social Services (social work support, counselling, advocacy, referrals)
- Family violence and sexual violence prevention and response programmes
- Life skills classes (English, sewing, cooking & conversation)
- Youth and Children's Programmes
- Community events and support
- Volunteer opportunities
- Justice of Peace



Medical Services

Manatuu Hauora Ministry of Health Healthline

Free call 0800 611 116

W healthline.co.nz

Healthline is a free telephone health information service for all the family. The service is staffed by registered nurses who will assess your health needs and give information and advice to help you decide on the best level of care. Interpreter services are available if required. Healthline uses Language Line Monday to Friday, 9am to 6pm.

Te Whatu Ora

Pembroke Street, Hamilton Lake

T 07 839 8899 (all departments), 07 839 8666
(patient enquiries)

Waikato Hospital visiting hours are between 11am - 1.30pm and 4pm - 8pm daily.

Ambulance Services – St John

In an emergency dial 111 and ask for 'Ambulance'.

Non-urgent ambulance service – free call

T 0800 426 285

W stjohn.org.nz

Anglesea Accident and Urgent Medical Clinic

Corner of Anglesea and Thackeray Streets,
Hamilton Central

T 07 858 0800 or 0800 175175

Open seven days, 24 hours for urgent medical and injury care.

Hamilton medical centre (Clinic and urgent care)

750 Victoria Street, Hamilton Central

T 07 834 0333

Open seven days 8am - 8pm

Radius Medical, Rototuna Accident and Medical

Centre Rototuna Shopping Centre

Corner of Horsham Downs and Thomas Roads,
Rototuna

T 07 852 5377

Open seven days, 8am - 8pm.

Pinnacle Midlands Health Network

711 Victoria Street, Hamilton Central

T 07 839 2888 **M** 021 683 977

W pinnacle.co.nz

The Pinnacle Practice Network offers access to over 80 quality general practices through the midland region.

Hamilton Medical Clinics/Centres

Avalon Medical Centre , 6 Avalon Drive, Newton	07 846 0082
Beerescourt Medical Practice , Corner Vercoe and Cunningham Roads	07 849 7200
Chartwell Health Centre , 13 Chartwell Professional Suites, 9 Lynden Court	07 855 4321
Clarence Medical Centre , 129 Pembroke Street	07 838 3145
Dinsdale Medical Centre , 21 Whatawhata Road	07 847 8425
Enderley Medical Clinic , 66 Tennyson Road	07 853 3370
Fairfield Medical Centre , 1021 Heaphy Terrace	07 855 2079
Flagstaff Medical Centre , 2 Endeavour Avenue	07 854 0189
Glenview Medical Centre , Corner Urlich Avenue and Ohaupo Road	07 843 4429
Hamilton Lake Clinic , 31 Pembroke Street Hamilton Lake	07 839 0092
Hamilton Lake Clinic Grey Street Clinic , 16 Beale Street, Hamilton East	07 839 1232
Health Medical Clinic , 87 Clarence Street, Hamilton Lake	07 974 9098
Hillcrest Medical Centre , Corner Cambridge Road and Masters Avenue	07 856 5087
Hukanui Health Centre , 41 Hukanui Road, Chartwell	07 855 6199
Little London Medical Clinic , 6 Little London Lane	07 839 5004
Masters Avenue Medical Clinic , 54 Masters Avenue	07 856 7801
Miro O Te Ora Te Kohao Health , 951 Wairere Drive	0800 4835 6426
Northcare Grandview Road Medical Centre , 107 Grandview Road	07 847 2168 / 0800 487 694
Northcare Pukete Road Medical Centre , 10B Pukete Road	07 850 9900 / 0800 487 694
Northcare Thomas Road Medical Centre , 107 Thomas Road	07 853 6130 / 0800 487 694
Rata Heath Five Cross Roads Medical Centre , 234 Peachgrove Road	07 855 7824
Redicare Family Practice and Injury Centre , Corner Rostrevor and Tristram Streets	07 838 0300
River Road Family Practice , 554 River Road	07 853 5099
Rototuna Family Health Centre , 240 Thomas Road, Rototuna North	07 853 6586
South City Health , 91 Kahikatea Drive	07 838 2323
Student Health Service - University of Waikato , 92 Knighton Road, Hillcrest	07 838 4037
Temple View Medical Clinic , 35 Cowley Drive, Temple View	07 847 1220
Te Rengarenga Medical Centre , Unit 3, 41 Whatawhata Road, Dinsdale	07 847 2383
Te Whare Kokonga - Melville Satellite Clinic , 58 Bader Street, Melville	07 843 8811
The Family Clinic Te Whare Hauora Whanau , 39 Vercoe Road, Beerescourt	07 849 2767
Tui Davies Corner , 31 Hukanui Road, Hamilton	07 855 5370
Tui Medical Central , 960 Victoria Street	07 849 2767
Tui Medical Parkwood , 6 Gordonton Road, Chartwell	07 903 0055
Tui Medical Rototuna , Corner Horsham Downs and Thomas Roads	07 852 5377
Tui Medical Te Rapa , 26 Bryant Road, Te Rapa	07 849 4181
Victoria Clinic Ltd , 750 Victoria Street	07 855 0333
Westend Health Centre , 38 Tuhikaramaea Road	07 847 4500
Wintec Health Centre , Gate 3, Wintec campus, Tristram Street	07 834 8869

Schools in Hamilton Kirikiriroa



Schools in Hamilton Kirikiriroa

Waikato Kindergarten Association

291 Grey Street, Hamilton East

T 07 856 4649

E wka@kindergarten.org.nz

W kindergarten.org.nz

Our 29 kindergartens and seven childcare centres and home-based education services provide high-quality education using trained teachers. We focus on education and preparation for primary school. We offer sessional, school day or full day attendance. Waikato Kindergarten Association offers the '20 free hours' scheme for three-to-five year olds. Children start at about three months old in education and care centres and three years old in our kindergartens. Contact us for information, visit our website or please pop in and visit the kindergartens and centres near you.

Primary and Intermediate Schools

Aberdeen Primary School , Aberdeen Drive	07 847 7312
Bankwood Primary School , Bankwood Road	07 855 7763
Berkley Normal Middle School , Berkley Avenue	07 856 6537
Crawshaw Primary School , Crawshaw Drive	07 849 1565
Deanwell Primary School , Deanwell Avenue	07 843 7069
Endeavour Primary School , Endeavour Avenue	07 855 5257
Fairfield Intermediate School , 261 Clarkin Road	07 855 9718
Fairfield Primary School , Clarkin Road	07 855 6284
Forest Lake Primary School , Storey Avenue	07 849 2256
Frankton School , Massey Street	07 847 6726
Glenview Primary School , Bruce Avenue	07 843 5598
Gordonton School , Woodlands Road, RD1, Gordonton	07 824 3602
Hamilton Christian School , 4 North City Road, 3281	07 854 0010
Hamilton East School , Dawson Street	07 839 3377
Hamilton Junior High School , 90 Heath Street	07 849 2819
Hamilton North School , Warwick Avenue	07 849 3029
Hamilton West School , Fow Street	07 839 4911
Hillcrest Normal School , 218 Cambridge Road	07 856 6122
Hukanui Primary School , Pickering Crescent	07 855 6037
Insoll Avenue School , 95 Insoll Avenue	07 855 5067
Knighton Normal School , Knighton Road	07 856 5399
Maeroa Intermediate School , 57 Churchill Avenue	07 847 5014
Marian Catholic School , Beale Street	07 856 7515
Melville Intermediate School , 29 Mount View Road	07 848 9008
Melville Primary School , 101 Ohaupo Road	07 843 5369
Nawton Primary School , 58 Livingstone Avenue	07 847 7420
Patricia Avenue School , Patricia Avenue	07 856 9350
Peachgrove Intermediate School , Peachgrove Road	07 855 7596
Puketaha School , Puketaha Road, RD1, Puketaha	07 824 3870
Pukete School , Pukete Road	07 849 4352

Schools in Hamilton Kirikiriroa

Rhode Street School , Rhode Street	07 847 7245
Rototuna Primary School , Strathmore Drive	07 853 2470
Seventh Day Adventist School , Annebrook Road, RD3, Hamilton	07 856 4417
Silverdale Normal School , 62 Silverdale Road	07 856 7604
Southcity Christian School , Collins Road	07 843 3258
Southwell School , 200 Peachgrove Road	07 855 2089
St. Columba's Catholic Primary School , 50 Rifle Range Road	07 847 9322
St Joseph's Catholic School , 88 Clarkin Road	07 855 54534
St Peter Chanel Catholic School , 5 Vardon Street	07 849 3734
St. Pius X School , 57 Pine Avenue	07 843 6554
Te Rapa Primary School , 61 Ashurst Avenue	07 849 2232
Te Totara Primary School , 13 Whistler Close, Rototuna, 3210	07 853 0039
Vardon Primary School , 36 Cunningham Road	07 849 2451
Waikato Waldorf School , 85 Barrington Drive	07 855 8710
Whitiora School , 38 Willoughby Street	07 839 5579
Woodstock Primary School , Fairfield Road	07 855 6686

Secondary

Fairfield College , Bankwood Road	07 853 5660
Hamilton Boys' High School , Peachgrove Road	07 853 0440
Hamilton Christian School , 4 North City Road, RD1	07 854 0010
Hamilton Girls' High School , Ward Street	07 839 1304
Hamilton's Fraser High School , 72 Ellicott Road	07 847 9044
Hillcrest High School , Masters Avenue	07 857 0297
Melville High School , 6 Collins Road	07 843 4529
Nga Taiatea Wharekura , 134 Rotokauri Road	07 850 6358
Rototuna Junior and Senior High School , Kimbrae Drive	07 854 0541
Sacred Heart Girls College , Clyde Street	07 856 7874
St. John's College , 85 Hillcrest Road	07 856 7091
St. Paul's Collegiate School , 77 Hukanui Road	07 957 8899
Tai Wananga , Ruakura AgResearch Centre East Street	07 853 0035
Te Kopuku High , 70 Foreman Road	07 282 0137
Waikato Diocesan School for Girls , 660 River Road	07 855 2038

Central Government



Central Government

Accident Compensation Corporation (ACC)

179 Collingwood Street, Hamilton Central

T Free call 0800 101 996

W acc.co.nz

ACC provides comprehensive, no-fault personal injury cover for all New Zealand residents and visitors to New Zealand. This means you can apply for our help, no matter how you got injured, or whose fault it was. Our help can include a wide range of services – from payment towards treatment, to help around the home while you get better, and assistance with your income if you can't work because of your injury.

Charities Services

T 0508 242 748 (Language Line is available)

E info@charities.govt.nz

W charities.govt.nz

The Charities Commission is an autonomous Crown Entity established to register and monitor charitable organisations in New Zealand and to provide them with support and advice on good governance and management.

Department of Internal Affairs (DIA)

W dia.govt.nz

Births, Deaths, Marriages and Name Changes

Level 3, 109 Featherston Street, Wellington

T Free call 0800 225 252 (New Zealand only)
or 04 463 9362

E bdm.nz@dia.govt.nz

Citizenship (New Zealand) Applications and Enquiries

Level 3, 109 Featherston Street, Wellington

T Free call 0800 225 151 (New Zealand only)
0064 4 462 0651 (outside New Zealand)

E citizenship@dia.govt.nz

Community Operations Branch

Second Floor, 410 Victoria Street, Hamilton Central

T 07 839 9960 or free call 0800 824 824

E grantsonline@dia.govt.nz

W communitymatters.govt.nz

The Community Operations Branch works toward the Government and departmental goal of building 'strong sustainable communities, hapu and iwi'. Our services contribute to the building of strong communities in the broadest sense: connecting central Government, local government and communities, hapu, iwi – to identify, plan for and realise their futures. The department also contributes to community development by administering the Lottery Grant Funding and the Community Grants Scheme Funding as well as providing information and advisory services to communities.

Passport (New Zealand) Applications and Enquiries New Zealand

Passport Office

Level 3, 109 Featherston Street, Wellington

T Free call 0800 225 050 (New Zealand only)
0064 4 462 0650 (outside New Zealand)

E passports@dia.govt.nz

W passports.govt.nz

Ministry for Ethnic Communities

Level 2, 410 Victoria Street, Hamilton Central

T 07 839 9961

E info@ethniccommunities.govt.nz

The Ministry for Ethnic Communities is the government's chief advisor on ethnic communities, ethnic diversity and the inclusion of ethnic communities in wider society.

Ethnic communities make a huge contribution to our economic and social fabric. Aotearoa New Zealand's ethnic communities make up 20% of our population, almost a million people and growing. We are an increasingly diverse nation and this diversity is a source of strength. During the establishment of the ministry, the Minister for Diversity, Inclusion and Ethnic Communities and members of our team engaged with ethnic communities.

Central Government

We heard about their ambitions and the things they would like the ministry to prioritise:

- Promoting the value of diversity and improving the inclusion of ethnic communities in wider society.
- provided equitably and in ways that are accessible for ethnic communities. Improving economic outcomes for ethnic communities, including addressing barriers to employment.
- Connecting and empowering ethnic community groups.

We work with communities, other government agencies and a range of organisations to help increase social cohesion and ensure Aotearoa New Zealand is a place where everyone feels welcome, valued and empowered to be themselves. We also provide services and support directly to ethnic communities.

We are the newest ministry in government and we like to think the most diverse and inclusive. Understanding ethnic communities and how government works is critical to the success of the ministry. Our team is made up of staff who hail from and identify with Africa, Asia, Continental Europe, Latin America and the Middle East. We have migrants, refugees and New Zealand-born. We have people who have worked in communities and those who have worked across government.

Disputes Tribunal (Ministry of Justice)

Corner Bridge and Anglesea Streets, Hamilton Central

T 07 957 7700

W justice.govt.nz/tribunals

The Disputes Tribunal can deal with many disputes which concern an amount up to \$15,000 or less (or \$20,000 if both parties agree).

Electoral Commission - Enrolment Services

534 Anglesea Street, Hamilton Central

T 0800 367 656

W [Facebook.com/VoteNZ](https://www.facebook.com/VoteNZ)

You are qualified to enrol to vote if you are 18 years or older, you are a New Zealand citizen or permanent resident and you have lived in New Zealand for one year or more.

Kainga Ora - Homes and Communities

Local contact is by appointment only.

T Free call 0800 801 601 (Language Line available)

W kaingaora.govt.nz

This Crown agent offers housing services for people in need by providing high quality, subsidised rental homes to people in the greatest need and for the duration of their need.

Human Rights Commission (HRC)

Level 3, 21 Queen Street, Auckland

T 09 309 0874 or free call 0800 496 877

M 021 0236 4253

E info@hrc.co.nz

W hrc.co.nz

HRC advocates and promotes respect for, and an understanding and appreciation of, human rights in New Zealand. HRC also resolves disputes relating to unlawful discrimination. One of the primary functions of the Human Rights Commission is to encourage harmonious relationships between individuals and among the diverse groups in New Zealand.

Inland Revenue Department (IRD)

21 Home Straight, Te Rapa

T Free call 0800 227 774 (income tax and general enquiries)

W ird.govt.nz

IRD provides information and services on tax-related matters.

Central Government

Ministry of Business, Innovation and Employment (MBIE)

Level 2, Bayleys Building, 678 Victoria Street, Hamilton Central

T Free call 0508 266 726

W business.govt.nz/companies

MBIE is the office responsible for the administration of corporate body registers, including the Companies Register and deals with the initial requirements of establishing a new company and to register an incorporated society or charitable trust.

Employment New Zealand

Level 3, 430 Victoria Street, Hamilton 3204

T 07 957 6407 Employment Services or free call 0800 209 020

W employment.govt.nz

This organisation provides employment relations and health and safety services in the workplace.

Immigration New Zealand (INZ)

Level 5, Westpac House, 430 Victoria Street, Hamilton Central

T Free call 0508 558 855

W immigration.govt.nz

Immigration NZ handles all immigration enquiries and services to facilitate processing of visas to New Zealand.

MBIE - Consumer Protection

Level 7, 33 Bowen Street, Wellington

T 04 474 2750

E cpinfo@mbie.govt.nz

W consumerprotection.govt.nz

If you have a consumer problem, you can contact Citizens Advice Bureau for advice and assistance or free call 0800 367 222 or drop by to the Citizens Advice Bureau near you.

MBIE - Tenancy Services, Hamilton Office

Level 3 Westpac House

430 Victoria Street, Hamilton Central

T Free call 0800 TENANCY

Tenancy Services offers useful advice and information for landlords and tenants who rent their homes. We also provide dispute resolution services. We can give you information and advice about your rights and obligations, and then you can decide on the next step to take. We receive and hold bonds until the end of a tenancy, when either the landlord or tenant can apply for a refund.

Ministry of Education (MOE) Hamilton Regional Office

19 Home Straight, Te Rapa

T 07 850 8880

E enquiries.hamilton@education.govt.nz

W education.govt.nz

The Ministry of Education advises Government on education matters and implements Government policies and its vision that all New Zealanders will be able to participate successfully in quality education no matter what their circumstances.

Ministry for Pacific Peoples

Level 2, ASB Building, 101-103 The Terrace, Wellington

T 04 473 4493

E contact@mpia.govt.nz

W mpia.govt.nz

The Ministry for Pacific Peoples advises Government on policies relating to the welfare of Pacific Island people and consults Pacific Island communities on issues that affect them in New Zealand.

Ministry of Social Development (MSD)

W msd.govt.nz

Central Government

Ministry for Children - Oranga Tamariki

218 Anglesea Street, Hamilton Central
T 0508 326 459

The Ministry for Children is dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should, flourish.

StudyLink

T Free call 0800 889 900
W studylink.govt.nz

StudyLink provides people with the information they need to make informed decisions about student finances and other study-related issues, and provides financial support to students including student allowances, scholarships, student loans, and extra help with costs.

Work and Income (WINZ)

T Free call 0800 559 009 (general enquiry)
W workandincome.govt.nz

Work and Income provides financial assistance and employment services throughout New Zealand. They offer a single point of contact for New Zealanders needing job search support, financial assistance and in work support. To receive an unemployment benefit, a person must be registered with Work and Income. Call the free multilingual lines and speak to someone in your language.

These free 0800 lines are available between 8.30am and 5pm Monday - Friday:

- Arabic 0800 668 008
- Cantonese 0800 664 004
- Farsi 0800 996 006
- Hindi 0800 993 003
- Mandarin 0800 661 001

- Maaori 0800 662 002
- Punjabi 0800 995 005
- Samoan 0800 663 003
- Somali 0800 997 007
- Tongan 0800 669 009
- Vietnamese 0800 665 005.

New Zealand Police (Emergency Call: 111)

Central Police Station, 12 Anzac Parade, Hamilton Central

T 07 858 6200
Sr Constable Pere Paea, Ethnic and Pacific Liaison Officer
W police.govt.nz

Notes

Notes

Settlement Centre Waikato Serves

Paving the way for successful settlement



Community
Connector



Affordable
Energy



Information
& Referrals



English
Language
Support



Transport
Education



Employment
Support



Form
Filling



Venue
Hire



Immigration
& Legal Advice
Community Law
Waikato
(Wednesdays)*



Housing
NZ
Clinic
(Friday
mornings)*



NZ Police
Advice
(Monday
mornings)*



Interpreting &
Translation



Justice of the
Peace



Computer
&
Printing
Access

* By appointment only * Drop in clinics



Settlement Centre Waikato
46G Boundary Rd, Claudelands
Open on Weekdays 9am – 5pm



07 853 2192



info@scw.org.nz




www.scw.org.nz



 HamiltonCityCouncil

 @hamilton_city_nz

 07 838 6699

hamilton.govt.nz