Haere mai
Welcome!



Photo by Still Vision Photography

NEWCOMERS GUIDE TO THE QUEENSTOWN LAKES DISTRICT

AN ESTABLISHED WELCOMING COMMUNITY

QUEENSTOWN LAKES DISTRICT COUNCIL

Welcoming Communities
TE WAHAROA KI NGĀ HAPORI

Talitali fiefia

ยินดีต้อนรับ

स्वागत

Kidavaki

வரவேற்கிறேன்

Afio mai

歡迎

Vítejte

ਜੀ ਆਇਆਂ ਨੂੰ

Willkommen

مرحباً

いらっしゃいませ

Welcome

Velkomst

환영

স্বাগত

Haere Mai

Benvenuto

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Welkom

Bienvenue

Bem-vindo

Bienvenido

Selamat datang

欢迎

Chào mừng

Ulufale mai

स्वागत छ

Maligayang pagdating

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Legend

- Physical location
- Phone number
- Email address
- Website address
- Language support available (interpreting services or written resources in multiple languages)



A warm welcome to our district



Welcome to your new home!

Whether you're here for a short stay or long term, we want to help you settle in and feel part of our special community.

Moving to a new place is exciting but can also have its challenges. This guide will help connect you with useful information on working, living and getting involved in your community.

A BIT ABOUT US...

The Queenstown Lakes District covers nearly 8,500 square kilometres and is world-renowned for its spectacular four-season lake and alpine scenery, diverse experiences and friendly locals.

While our resident population is around 52,800[1], we're a popular visitor destination and warmly welcome thousands of people a year. We have a strong community spirit and a vibrant mix of diverse cultures. Newcomers are a key part of our community life and include all people moving to our district to live, study, work and play.
Our district is well known for welcoming many migrant workers every year who contribute to our economy and represent an important workforce. Many have moved here from around the world and other parts of Aotearoa New Zealand after falling in love with the place, people and lifestyle.

Our largest township, Queenstown, sits on the shores of Lake Whakatipu with Glenorchy at the top of the lake, Kingston at the southern end, and the old gold mining town of Arrowtown close by. Over the Crown Range, Wānaka sits beside Lake Wānaka and is surrounded by Cardrona, Hāwea, Luggate and Makarora.

Wherever you choose to live in our district, we hope you love it as much as we do. You'll find friendly neighbours, colleagues and services ready to help you every step of the way in your new adventure.

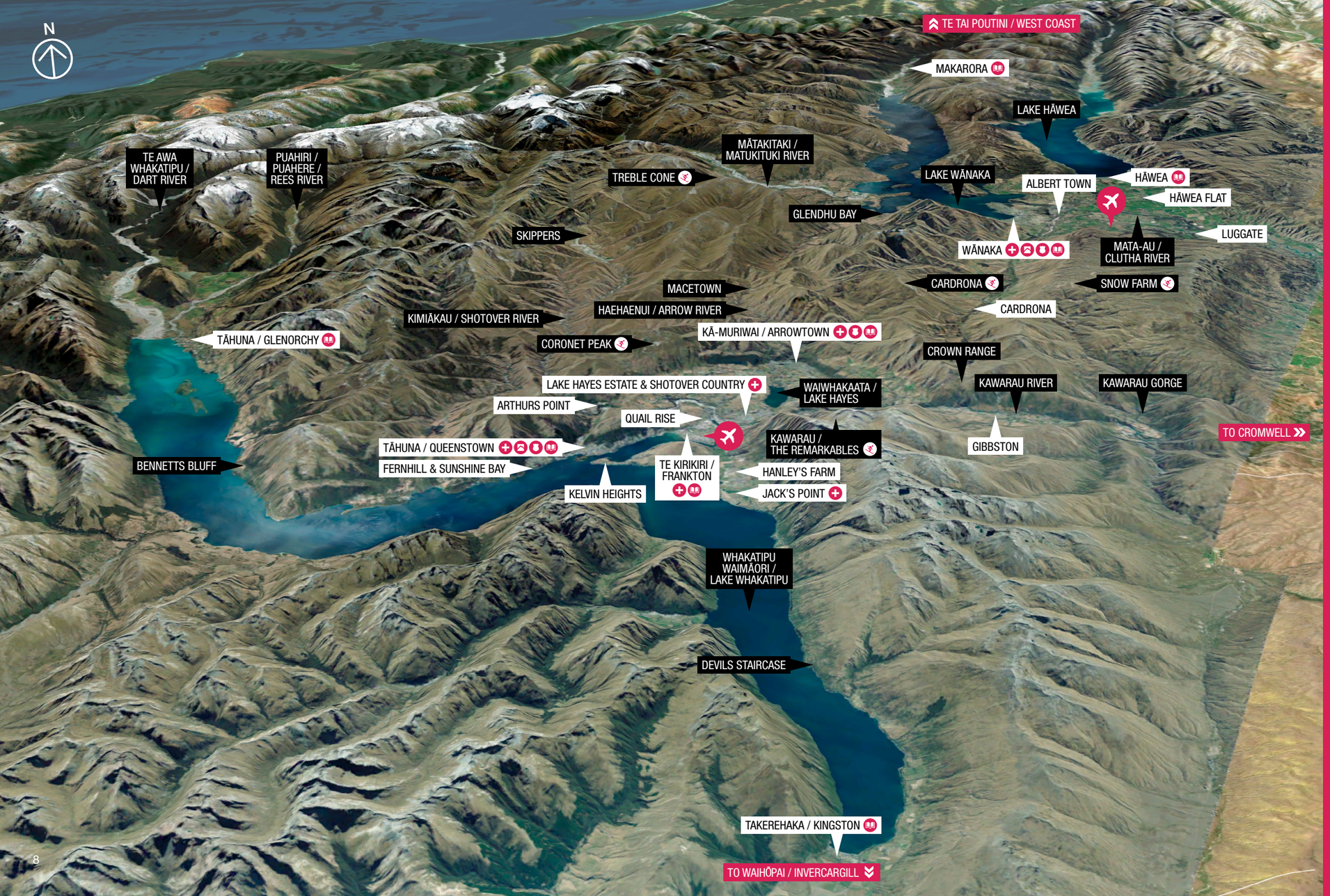
[1] New Zealand Census 2023



DID YOU KNOW?

Queenstown Lakes is one of the fastest growing districts in Aotearoa New Zealand with the population forecast to reach 100,558 by 2053.

Queenstown and Wānaka are the main towns in the district. Although Cromwell is close by, it is part of Central Otago District.



Queenstown Lakes District

- Queenstown and Wānaka airports
- Ski fields
- Hospitals or medical centres (see pages 28 to 32)
- Police (see page 61)
- Libraries (see page 17)
- Council offices (see page 20)



Māori culture, heritage and language



Queenstown Lakes District is a part of the Ngāi Tahu / Kāi Tahu[2] Takiwā. Kāi Tahu are the local iwi.

Their Takiwā (district/region) stretches for the majority of Te Waipounamu (South Island). Kāi Tahu, as an iwi, is governed by 18 ‘tribal councils’ known as Papatipu Rūnaka. For the Queenstown Lakes District there are 7 rūnaka that have cultural authority. They are:

- Moeraki (North Otago)
- Puketeraki (Karitane)
- Ōtākou (Dunedin)
- Hokonui (Gore)
- Ōraka Aparima (Riverton)
- Waihōpai (Invercargill)
- Awarua (Bluff)

Kāi Tahu and their iwi and hapū predecessors (Ngāti/Kāti Mamoe, Waitaha) have a rich history within the Queenstown Lakes District accessing the abundance of Tūna (eels) as a food source and Pounamu (greenstone) as a high value treasure used for tools, jewellery and trade.

Māoritanga (Māori customs, cultural practices, and beliefs) is a big part of our national identity. While English is the most common spoken language in Aotearoa New Zealand, Māori and New Zealand Sign Language have special status under the law as official languages. Te Reo Māori is widely used and taught in schools so it helps to know some common Māori customs (tikanga), words and phrases.

[2] Te Reo Māori translation in this book: We use the local Kāi Tahu dialect which replaces 'ng' with a 'k' e.g., tākata (people) instead of tāngata. Māori have been the tangata whenua (the indigenous people of Aotearoa New Zealand) for over 1,000 years.



DID YOU KNOW?

Tāhuna is the name of Queenstown in Te Reo Māori, it means ‘shallow bay’.

Wānaka comes from the South Island Māori word wānanga, which means ‘sacred knowledge’ or ‘a place of learning’.

TE REO MĀORI	ENGLISH
Aotearoa	New Zealand
Haere mai	Welcome
Haere rā	Goodbye
Hāngī	The traditional way to cook food
Iwi	Tribe, a group of people descending from ancestors
Ka kite (anō)	See you (again)
Kai	Food
Karakia	An incantation or a prayer that sometimes has a religious context
Kia ora (koutou)	A greeting meaning ‘be well’, often used in place of hello
Koha	Donation or gift
Matariki	Pleiades star cluster, which signifies the Māori New Year
Mōrena/Ate mārie	Good morning
Motu	Country
Ngā mihi	Regards/thanks (often seen in emails or letters)
Rangatahi	Teenagers/youth
Tamariki	Children
Te Ao Māori	Māori world view
Te Reo Māori	Māori language
Te Tiriti o Waitangi	Treaty of Waitangi
Waiata	Song
Whānau	Family/extended family
Whenua	Land

Learn more about Te Reo language.



Photo by Still Vision Photography

DID YOU KNOW?

Te Tiriti o Waitangi / The Treaty of Waitangi is Aotearoa New Zealand’s founding document. It takes its name from the place it was first signed in the Bay of Islands, on 6 February 1840. This day is a public holiday in New Zealand. The Treaty is an agreement, in Māori and English, that was made between the British Crown and around 540 Māori rangatira (chiefs).

www.immigration.govt.nz/live/setting-up-your-life-in-new-zealand/maori-culture-and-the-treaty-of-waitangi

treatypeople.org/languages

Community life



If you are moving to Aotearoa New Zealand, we recommend looking at the official government guide to living and working in New Zealand to help you settle.

www.immigration.govt.nz/live/setting-up-your-life-in-new-zealand

In this online guide, you will find general information on the following topics:

- Tips for settling in
- Logistics for getting started
- Money and tax (IRD[3])
- Housing
- Work
- Study
- Healthcare
- Education and schooling
- Safety
- Recreation
- Māori culture
- History and government
- English language and help with interpreting and translations
- Social customs and manners

[3] Inland Revenue Department



DID YOU KNOW?

It is important to open up a bank account and get an IRD (tax) number before you apply for a job. It is also recommended to get these sorted before you enter the country.

Get an IRD number

Open a bank account

Community support

Get help on a range of free settlement services, programmes and initiatives delivered either by government or local agencies.

QUEENSTOWN/WHAKATIPU

Citizens Advice Bureau (CAB)

Offers free immigration advice and help with visa application forms. Provides information on tenancy and employment rights. Assists with applying for an IRD number, banking, Kiwisaver, budgeting, document translation, neighbourhood disputes, consumer rights and Justice of the Peace. Provides referrals to family and social services support. Legal advice and advocacy/support for employees.

44 Stanley Street, Queenstown

www.cab.org.nz

queenstown@cab.org.nz

Happiness House

A community support centre offering a place to connect with a variety of services, including advocacy and agency referrals, affordable pre-loved clothing homeware, community activities and local produce days.

4 Park Street, Queenstown

www.happinesshouse.org.nz

info@happinesshouse.org.nz

The Salvation Army

Assists individuals and families with financial mentoring, advocacy, food assistance, welfare services, and referrals from partner agencies. Provides counselling, pastoral care, and positive life skills programmes for individuals and couples.

8 Pin Oak Avenue, Frankton, Queenstown
(Please note that some community services operate out of 71 Gorge Road, Queenstown)

www.salvationarmy.org.nz

queenstown.corps@salvationarmy.org.nz

WĀNAKA/UPPER CLUTHA

Community Link Upper Clutha

A one-stop community support and connection centre for Wānaka-Upper Clutha. Free information and advice on immigration, financial advisers, learning English, legal matters, family and financial assistance, and services for older people.

34 McDougall Street, Wānaka

www.communitylink.nz

info@communitylink.nz

Translation and interpreting services

Most large organisations, including government departments, councils and helplines, have translated resources in different languages and offer interpreting services to help you communicate with them. They can connect you with an interpreter by phone, video or in-person. Find out how to request an interpreter.

www.mbie.govt.nz/cross-government-functions/language-assistance-services/toolkits-and-resources

www.ethniccommunities.govt.nz/resources/language-services-support-and-information

Connect with your community

Find out about what's happening in Queenstown Lakes, meet new people and get involved in the community.

DISTRICT WIDE

QLDC Libraries

Our district's eight libraries provide a welcoming space for all, offering books, e-books, a world language collection of books, newspapers and magazines, a range of events and programmes tailored for people of all ages. Library membership is free.

There's also free access to WIFI and computers. Printing and photocopying services are available along with technology support.

www.qldclibraries.govt.nz/library-locations

Cultural and migrant community groups

Connect with your home community and migrants from different parts of the world.

www.qldc.govt.nz/pacific-and-migrant-community-groups

Places of worship

www.qldc.govt.nz/community/community-connect

Community events and programmes

www.qldc.govt.nz/community

Te Wāhi Toi

An online platform for all things arts, culture and creativity in and around Queenstown and Wānaka. Find events, explore the creative community and discover venues and places to create and showcase.

www.tewahitoi.nz

Community Connect

An online directory of local associations, sports and recreational clubs, faith-based organisations and churches, and community groups to help you connect with people and activities that match your interests.

www.qldc.govt.nz/community/community-connect

Volunteering

Get involved in your community, meet like-minded people, learn, share skills by volunteering and make a difference.

www.loveqt.co.nz/get-involved/volunteer

www.lovewanaka.co.nz/how-to-help/events

Community Associations (or residents' associations)

There are 15 community associations across our district who actively represent and advocate for the needs and interests of their local community. Find out about them and connect.

www.qldc.govt.nz/community/community-associations-and-groups

Recreation and sports

Join a sports club, recreational activity or community group to get active, connect with people and develop a sense of belonging.

QUEENSTOWN/WHAKATIPU

Queenstown Events Centre

A multi-purpose sports complex and stadium including a pool, gym, group fitness classes, programmes, indoor and outdoor courts, and sports fields.

Joe O'Connell Drive, Frankton, Queenstown

www.qldc.govt.nz/recreation

WĀNAKA/UPPER CLUTHA

Wānaka Recreation Centre

A three-pool complex and a range of sports clubs, courts and equipment for hire.

41 Sir Tim Wallis Drive, Wānaka

www.qldc.govt.nz/recreation/wanaka-recreation-centre

Paetara Aspiring Central

Two multi-use indoor courts, a multi-purpose studio for dance, yoga and fitness classes.

35 Plantation Road, Wānaka

www.qldc.govt.nz/recreation/paetara-aspiring-central

Creativity, culture and heritage

QUEENSTOWN/WHAKATIPU

Te Atamira

Queenstown's non-profit arts and cultural centre offering exhibitions, workshops, classes, performances, events and talks.

Dart House, 12 Hawthorne Drive, Frankton, Queenstown

www.teatamira.nz

Lakes District Museum and Gallery

Find out about our fascinating history, including Māori way of life and pūrākau (myths and legends), European settlers, the goldrush and tourism pioneering.

49 Buckingham Street, Arrowtown

www.museumqueenstown.com

WĀNAKA/UPPER CLUTHA

Wānaka Arts Society

A non-profit organisation serving to promote and support local arts and artists.

www.wanakartsociety.co.nz

Community news

Local newspapers and online media outlets: Mountain Scene or Lakes Weekly Bulletin in Queenstown; the Wānaka Sun and the Upper Clutha Messenger in Wānaka.

Local Facebook pages: Queenstown Trading or Upper Clutha Trading Post plus a range of location-specific pages like Jack's Point, Albert Town etc.

Local news and events apps: Queenstown app and Wānaka app.

Local radio stations: 92.0 MoreFM, 90.4 The Hits, 92.2 Radio Wānaka, 89.2 Glenorchy FM.

Families and children

Our district is family friendly with local playcentres, preschools, parent-child support groups, and after-school or school holiday programmes for children of all ages.

www.qldc.govt.nz/recreation/kids-recreation

www.kidzgo.co.nz

Plunket

For 0- to 5-year-old children and their parents, Plunket offers free services regardless of residency status. This includes free health and development checks by a specialist nurse, a 24/7 parenting helpline, playgroups, pregnancy and parent education programmes and child car seat services.

Children in New Zealand are seen by a family doctor or a Plunket nurse for developmental follow ups and immunisations, not by a paediatrician. Paediatricians are a specialist doctor and require referral from a doctor.

www.plunket.org.nz/plunket-near-me

QUEENSTOWN/WHAKATIPU

Plunket

PlunketLine freephone 0800 933 922

8 Henry Street, Queenstown

WĀNAKA/UPPER CLUTHA

Plunket

PlunketLine freephone 0800 933 922

51 Ardmore Street, Wānaka

Youth programmes and support

For young people aged 10-24. Group programmes to help youth develop skills, self-worth, resilience. Free wraparound multidisciplinary social services. Youth mentoring, LGBTQ+ support group, after-school clubs, school holiday programmes.

QUEENSTOWN/WHAKATIPU

Whakatipu Youth Trust

3/13 & 4a/15 Red Oaks Drive, Frankton, Queenstown

www.whakatipuyouthtrust.org.nz

WĀNAKA/UPPER CLUTHA

Kahu Youth Trust

35 Plantation Road, Wānaka (located inside Paetara Aspiring Central)

www.kahuyouth.org

Older people

For senior residents 60-plus, there are prevention and support services as well as regular activities, outings and social gatherings.

QUEENSTOWN/WHAKATIPU

Age Concern

Aurum House, Terrace Junction, 1092 Frankton Road, Frankton, Queenstown

03 441 3490 or freephone 0800 652 105

acqt@acinv.org.nz

Wakatipu Senior Citizens Association

Malaghan House, Level One, 10 Memorial Street, Queenstown

03 442 9214

info@wsca.org.nz

WĀNAKA/UPPER CLUTHA

Community Link Upper Clutha

34 McDougall Street, Wānaka

www.communitylink.nz

info@communitylink.nz



Local government

Council services include local roads and footpaths, water, sewerage, rubbish and recycling, community development, citizenship ceremonies, recreation centres, parks, sports fields, libraries, noise control, animal control, funding and grants, events, permits and alcohol licensing, and many more. After hours service is available 24/7.

QUEENSTOWN/WHAKATIPU

Queenstown Lakes District Council (QLDC)

10 Gorge Road, Queenstown

03 441 0499

services@qldc.govt.nz

www.qldc.govt.nz

WĀNAKA/UPPER CLUTHA

Queenstown Lakes District Council (QLDC)

47 Ardmore Street, Wānaka

03 443 0024

services@qldc.govt.nz

www.qldc.govt.nz

Get to know your elected members

If you are keen to learn more about what's happening in your community and discuss issues you may have, big or small, you can connect with elected representatives.

www.qldc.govt.nz/elected-members

Rubbish and recycling

Play your part in reducing waste in our district and recycle with care - put only the right things in the recycling bins so recycling can meet quality standards. For everything you need to know about how to use your kerbside rubbish and recycling services and other waste services in our district.

www.qldc.govt.nz/services/rubbish-recycling

Sign up for free weekly reminders via text or email to know which bins go out and on which day.

reminders.saveourstuff.co.nz/s/#reminder

WHAT GOES IN MY RUBBISH AND RECYCLING BINS?



The red bin is for general rubbish (soft plastics, coffee cups, plastic or foil lined paper/cardboard, lids and drink cartons).



The blue bin is for glass recycling (clean glass bottles and jars only).



The yellow bin is for mixed recycling (clean plastic bottles, trays and containers marked 1, 2 and 5 cans, paper and cardboard).

BATTERIES AND VAPES CAN CAUSE FIRES. DON'T PUT THEM IN YOUR BIN! DROP OFF FOR FREE AT THE WĀNAKA OR FRANKTON TRANSFER STATIONS.



Photo by Zero Waste Glenorchy

DID YOU KNOW?

Our district is on a journey to minimise waste. Discover ways you can play your part and find out about regular events including waste free fairs, movie nights, workshops, speakers and events.

Cut your waste

Green and Food Waste

Together towards zero waste

Waste is everyone's responsibility and each of us can have an impact on the amount of waste we generate and where it ends up. There are many local champions making a real difference by reclaiming resources, reducing waste, and driving a circular economy through local initiatives. Learn more about reducing waste and how you can get involved with the organisations below.

Kiwi Harvest

An organisation rescuing good quality surplus food and delivering it to social service agencies for people struggling to feed themselves and their families.

Lot 2, Grant Road, Franktown, Queenstown

www.kiwiharvest.org.nz

QUEENSTOWN/WHAKATIPU

Sustainable Queenstown

An organisation promoting circular economy, local reduction and reuse activities and initiatives.

www.sustainablequeenstown.org.nz

WĀNAKA/UPPER CLUTHA

Wastebusters

A community enterprise leading the way to zero waste offering a reuse shop (second-hand shop), recycling and repair services, and community engagement and education programmes.

Cnr of Ballantyne Road and Riverbank Road, Wānaka

www.wastebusters.co.nz



Photo by Kiwi Harvest

Education



There are three levels of education in the New Zealand system.

Early childhood education is from birth to school entry age. It is not compulsory.

Primary and secondary education is from 5–19 years of age. Schooling is compulsory from age 6–16.

Tertiary education is about higher and vocational education.

Find out more about the education system.

- www.immigration.govt.nz/live/setting-up-your-life-in-new-zealand/childcare-schools-and-higher-education
- www.education.govt.nz/our-work/our-role-and-our-people/education-in-nz



Early childhood education

There are several pre-school education providers with different services, facilities, hours, and costs. As some providers have waiting lists, it's a good idea to plan ahead by checking what's available in your area and considering what kind of provider would suit your child.

- www.educationcounts.govt.nz/find-an-els
- www.whakatipukohanga.com



Primary and secondary education

There are several primary schools and secondary schools catering for a range of ages, abilities, and backgrounds in the district. Find information about the schools and how to enrol your child.

- www.educationcounts.govt.nz/find-school
- www.educationcounts.govt.nz/directories/Choose-a-School

Contact the school to confirm school zone (boundaries), enquire about visa requirements and school costs. Schools can offer financial assistance to cover uniforms, stationery and camp fees. Find out more on school enrolment process.

- www.education.govt.nz/parents-and-caregivers/schools-year-0-13/starting-school/school-zones-and-enrolment-schemes#what-enrolment-schemes-and-school-zones

Tertiary education

There are polytechnics, institutes of technology and private training establishments teaching professional and vocational education and training programmes, as well as wānanga and universities.

- www.education.govt.nz/our-work/about-us/education-new-zealand/our-education-system/tertiary-education
- www.educationcounts.govt.nz/directories/list-of-tertiary-providers

Study in Queenstown & Wānaka

The district offers a range of educational offerings, an amazing environment to live in and many opportunities for students. Explore the range of courses on offer in Queenstown and Wānaka.

- www.studyqueenstown.com

Learn English

A number of organisations offer English language classes for those wanting to learn and practise English. There are also private tutors and community groups offering English conversation sessions, such as libraries and church groups. These are usually advertised through social media and at support services agencies. Enquire on fees and eligibility criteria as each organisation, community group, or programme may have different options.

DISTRICT WIDE

QLDC Libraries

Offers social English classes and reading material adapted for English language learners at all levels, including IELTS resources in books and online to practice your test.

- www.qldclibraries.govt.nz/library-locations

English Language Partners (ELP)

Offers English language courses in-person in Queenstown and online, including skills-based lessons and specialised topics such as English for employees and IELTS preparation.

- www.englishlanguage.org.nz
- dunedin@englishlanguage.org.nz

WĀNAKA/UPPER CLUTHA

Central Otago Reap

Offers in-person English language classes during school terms.

- www.coreap.org.nz
- admin@coreap.org.nz

QUEENSTOWN/WHAKATIPU

ABC College of English

Offers English language study for students over the age of 18 to improve their level of confidence, accuracy and fluency in Communicative English.

- www.abc.ac.nz

LSNZ

Offers English courses for all levels from beginner to advanced, plus specialised programmes.

- www.lsnz.co.nz
- admissions@lsnz.co.nz

Southern Institute of Technology (SIT)

Offers a range of intensive English courses designed to support students at every stage of their language-learning journey.

- www.sit.ac.nz/courses/english-language
- applications@sit.ac.nz

Southern REAP

Offers practical, everyday English through conversation, role play, games and guided activities.

- www.reap.co.nz/whakatipu
- info@reap.co.nz

Health and wellbeing

Access to public healthcare

Check your eligibility for publicly funded health services as there are many options that could match your situation.

info.health.nz/hospitals-services/eligibility-subsidies/publicly-funded-healthcare

New Zealand health system

info.health.nz/services-support/find-the-right-healthcare-for-you-and-your-whanau

www.yourlocaldoctor.co.nz/useful/the-nz-health-system

info.health.nz/languages-alternate-formats/languages



DID YOU KNOW?

If you receive medical treatment during your visit, you may be liable for the full costs of that treatment.

The government strongly recommends that people in New Zealand who are not eligible for publicly funded health services hold comprehensive travel insurance, including health insurance.

Find a doctor

It is recommended to enrol with a local doctor, also known as a General Practitioner (or GP), to benefit from reduced fees. You will need to bring proof of identification.

Healthpoint provides up-to-date information about healthcare providers, referral expectations, services offered and common treatments. You will find a list of doctors, pharmacies, maternity services, midwives, dentists, specialised healthcare providers, mental health services, and others.

www.healthpoint.co.nz/central-lakes

Find a dentist

Basic dental services for children under 18 years old are free. To find the nearest urgent dentist, search for ‘urgent dental’ then click on ‘Dental Emergency’.

www.healthpoint.co.nz

Healthcare

Healthline 24/7

Phone service staffed by an experienced team that includes registered nurses, paramedics and health advisors who can provide you with health information and advice about your situation, next steps, and medicine. Call them if you don't have a GP or cannot get to one, or if you are worried or unsure about your health or someone else’s health.

Freephone 0800 611 116

info.health.nz/services-support/healthline

Child health

For information about the health and wellbeing of children and young people including the free B4 school check for 4 to 5 year olds go to:

www.kidshealth.org.nz

Urgent care centres

QUEENSTOWN/WHAKATIPU

Queenstown Medical Centre

No appointment needed, walk-in service 7 days a week.

03 441 0500

9 Isle Street, Queenstown

www.qmc.co.nz

WĀNAKA/UPPER CLUTHA

Wānaka Lakes Health Centre

A one stop centre which includes Wānaka Medical and Aspiring Medical. Both clinics share 24 hours on call service including weekends and public holidays. Medical care including accident and emergency services.

03 443 0710 Wānaka Medical

03 443 0725 Aspiring Medical

23 Cardrona Valley Road, Wānaka

www.wanakamedical.co.nz

www.aspiringmedical.co.nz



Photo by St John

DID YOU KNOW?

When you call the ambulance, there could be charges.

If you're transported in an ambulance because of a medical emergency (a heart attack or a stroke, for example) you may have to pay a part charge.

If you have an accident-related injury that meets ACC criteria, ambulance transport within 24 hours of the injury is covered by ACC.

You can get an annual Ambulance Membership (costs less than one call out fee) which covers all part-charges for medical emergencies for a year.

Scan here for more informaton.

Hospitals

There are two hospitals in our district, one public and one private.

QUEENSTOWN/WHAKATIPU

Lakes District Hospital

Public hospital open 24/7 for accident and emergency services. There is also a maternity unit. Patients may be transferred to the larger Dunedin or Invercargill hospitals for specialist treatment.

03 441 0015

20 Douglas Street, Frankton, Queenstown

www.southernhealth.nz/services/lakes-district-hospital-queenstown-hospital-services

Southern Cross Central Lakes Hospital

Private hospital for a range of specialist elective surgery. Provide planned surgery for patients who are eligible through ACC. Do not provide accident and emergency services.

03 746 7460

7 Twelfth Avenue, Lake Hayes, Queenstown

www.southerncrosscentrallakeshospital.co.nz

Pregnancy and maternity services

Find services and registered midwives to help with birth at the hospital, in a birthing unit or at home.

www.findyourmidwife.co.nz

www.healthpoint.co.nz/maternity/central-lakes/queenstown

info.health.nz/pregnancy-maternity

WĀNAKA/UPPER CLUTHA

There is no hospital in Wānaka. However, there is a 24/7 after hours service for medical care including accident and emergency services.

The nearest hospitals are Lakes District Hospital in Queenstown and Dunstan Hospital in Clyde.

03 443 0710

www.cohsl.co.nz

Rākai Kahukura - Wānaka Maternity Unit

For pregnant residents in the Central Otago region, offering birthing options and post-natal stays. Onsite antenatal clinic.

03 443 8100

4 Monteith Road, Albert Town, Wānaka

wanaka_maternity_unit@southerndhb.govt.nz



DID YOU KNOW?

If you hurt yourself at home, at work or anywhere else in New Zealand, **Accident Compensation Corporation (ACC)** is an accident (no-fault) insurance to help with treatment and rehabilitation costs for citizens, residents, temporary visa holders and visitors. Find out what ACC covers.

www.acc.co.nz/im-injured/what-we-cover

You may need to cover other medical costs. ACC is not a replacement for health insurance and doesn't cover illness or emergency travel to get you back home.



Photo by: Tim Shoultz Photography

Mental health and wellbeing

Help and services are available for mental health, counselling, addiction and sexual assault. Health coaches and health improvement practitioners (HIPs) are available at no cost for health and wellbeing needs if you are enrolled with a GP.

QUEENSTOWN/WHAKATIPU

Central Lakes Family Services

Immediate support for domestic and family violence, sexual harm, and mental health. Support for children, youth and whānau, parenting and antenatal programmes, and bespoke professional and community education. If you are not in immediate danger but want to discuss support for yourself or your family.

- Freephone 0508 440 255
- 16B McBride St, Frankton, Queenstown
- www.clfs.co.nz
- info@clfs.co.nz

Uruuruwhenua Health

Holistic approach to wellbeing and wrap-around support for whānau (families) in the Central Lakes region, which includes Wānaka/Upper Clutha.

- Freephone 0800 485 111
- Unit 1, 70 Glenda Drive, Frankton, Queenstown
- www.uruuruwhenuahealth.co.nz
- admin@uruuruwhenuahealth.co.nz

Mana Tāhuna

Pastoral care, kaupapa Māori migrant support, rehabilitative services and food programmes for whānau (families) in the district.

- 021 860 393
- 5 Sutherland Lane, Frankton, Queenstown
- www.manatahuna.co.nz/health-social-services
- info@manatahuna.co.nz

WĀNAKA/UPPER CLUTHA

Community Link Upper Clutha

Work alongside individuals and families to support their wellbeing needs.

- 03 443 7799
- 34 McDougall Street, Wānaka
- www.communitylink.nz
- info@communitylink.nz



DISTRICT WIDE

Text 1737

Talk to a trained counsellor or a peer support worker anytime.

- Freephone or text to 1737

Youthline

Provides mental health support to youth aged between 12-24 years. Helpline service is free, confidential and available 24 hours a day, 7 days a week.

- Freephone 0800 376 633 or text to 234
- www.youthline.co.nz/web-chat-counselling
- talk@youthline.co.nz

Alcohol & Drug Helpline 24/7

Assists anyone with a question or concern about their own or someone else's drinking or other drug use. Speak with a trained counsellor.

- Freephone 0800 787 797
- www.alcoholdrughelp.org.nz

Lifeline Helpline

Provides safe, effective and confidential support.

- Freephone 0800 543 354 or text to 4357
- www.lifeline.org.nz

OutLine Aotearoa

Free and confidential support for the rainbow community. Support line is answered by trained LGBTQIA+ volunteers.

- Freephone 0800 688 5463
- www.outline.org.nz

Victim Support Central Otago

24/7 free and confidential support for people directly affected by crime, suicide, and traumatic events that involve violence or accidental death or injury, including road trauma, fatal/serious injury accidents, fire, and missing persons.

- Freephone 0800 842 846
- contactservice@victimsupport.org.nz

Women's Refuge

Provides a safe space for individuals and families fleeing domestic or sexual violence in the district.

- Freephone 0508 440 255
- info@clfs.co.nz

Work and career



Tourism and construction are the primary drivers of our local economy, but other key sectors include a rapidly growing technology industry and remote workers who are drawn to the natural beauty and lifestyle of our district.

Getting ready to look for a job

Government websites offer a range of different resources to help with finding a new job or choosing a new career. Find tools to help you explore the job market, career pathways, upskill, and plan for the future.

- www.immigration.govt.nz/work/finding-work-in-new-zealand
- tahatu.govt.nz/work/looking-for-a-job
- www.connected.govt.nz/your-region/otago

Help with CV and job search skills

Get practical tips to help you find work, including key skills employers seek, networking strategies, CV and cover letter writing, and job interview types with preparation guidance.

- www.connected.govt.nz/support-for-you/careers-advice
- tahatu.govt.nz/work/applying-for-a-job/how-to-write-a-cv



DID YOU KNOW?

All workers in New Zealand, including migrant workers, are entitled to at least the following minimum employment rights:

- Holidays
- Leave
- Work breaks
- Wages and taxes
- Written employment agreements

www.employment.govt.nz/starting-employment

Finding a job

Most people look for a job using online employment sites, local community news and publications, Facebook pages or recruitment agencies. For filters, use Queenstown or Wānaka depending on where you're searching for work.

Websites

- www.seek.co.nz/jobs
- www.trademe.co.nz/jobs
- nz.indeed.com
- www.jobfix.co.nz
- www.sjs.co.nz (for students)
- www.backpackerboard.co.nz

Facebook Pages

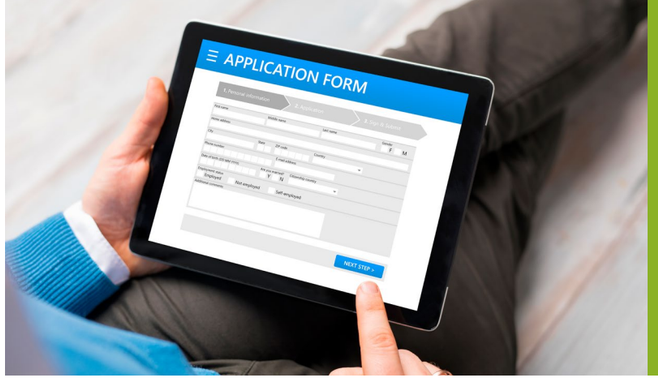
For both Queenstown and Wānaka there are a range of Facebook pages you can use for your job search. Here are a few to get you started: Queenstown Trading, Queenstown & Cromwell & Wānaka Jobs, Central Otago Jobs, Wānaka Jobs, Queenstown Jobs.

Publications

The Lakes Weekly Bulletin (Queenstown) and Upper Clutha Messenger (Wānaka) are free local publications that are updated weekly and provide local information and job ads. You can usually find one at supermarkets, dairies or outside selected retail stores.

Storefront windows

Take a walk through the towns and see what places are hiring. Many workplaces still place an ad in their storefront windows. These jobs can range from retail to hospitality and tourism.



DID YOU KNOW?

Recruitment agencies work for the employers.
They will charge the employer a fee to find them the right person.
Do not pay to get a job, this is against the law.

Settling into the workplace

Find information and some key tips to help you settle into your new workplace.

- www.immigration.govt.nz/work/finding-work-in-new-zealand/what-working-in-new-zealand-is-like

Legal Information

You can use this tool to check if an employer is currently accredited or not.

- www.immigration.govt.nz/work/requirements-for-work-visas/approved-employers/accredited-employer-list

If you, or someone you know, is being exploited in the workplace, you can report it.

- Freephone 0800 200 088
- gethelp.employment.govt.nz
- www.employment.govt.nz/resolving-problems/migrant-exploitation

Early resolution is a free, impartial phone-based service that helps employers and employees resolve a workplace issue quickly and informally.

- Free phone 0800 20 90 20
- www.employment.govt.nz/resolving-problems/how-to-resolve-problems/early-resolution

Connecting with the local business community

You may also want to join the local business community and professional networks.

Business Chambers of Commerce

Advocacy, support, networking, education, and promotion opportunities for business community members.

QUEENSTOWN/WHAKATIPU

Queenstown Business Chamber of Commerce
- www.queenstownchamber.org.nz

Arrowtown Promotion and Business Association
- www.arrowtown.com

WĀNAKA/UPPER CLUTHA

Wānaka Business Chamber
- www.wanakachamber.co.nz

Technology Queenstown

A not-for-profit agency focused on growing the region's economy by supporting the long-term development of its technology sector.

- www.technologyqueenstown.com

Regional Tourism Organisations

Responsible for destination marketing and management. Information on places to go, things to do, where to eat and drink, festivals and events. Also, a platform to learn more about moving, living, and working in the district.

QUEENSTOWN/WHAKATIPU

Destination Queenstown
- www.queenstownnz.co.nz

WĀNAKA/UPPER CLUTHA

Lake Wānaka Tourism
- www.wanaka.co.nz

Setting up your own business

Setting up your own business needs careful planning and understanding of rules and regulations. There are tools and templates to help you get started as well as a local organisation offering a range of programmes if you have a business idea.

- www.business.govt.nz
- www.startupqueenstownlakes.com



DID YOU KNOW?

Our district developed a Destination Management Plan ‘Travel To A Thriving Future’ which focuses on regenerative tourism and a carbon zero visitor economy by 2030.

- www.regenerativetourism.co.nz

Diversifying our economy is also a priority.

- www.qldc.govt.nz/community/economic-development/diversifying-our-economy



Planning your career

Discover career possibilities and how to reach your goals. Understand the different qualifications and what to expect when studying.

- www2.nzqa.govt.nz/tertiary/tertiary-education-in-new-zealand

Tahatū Career Navigator

Find out how to choose the right study or training.

- tahatu.govt.nz/plan-your-future/making-a-career-decision
- www.studywithnewzealand.govt.nz/en

Getting overseas qualifications recognised

Find out how and when to apply for an overseas qualification evaluated by New Zealand Qualifications Authority (NZQA).

- www2.nzqa.govt.nz/international/recognise-overseas-qual

Housing



Our district is a popular destination so accommodation can be more limited and expensive compared to other parts of New Zealand.

We recommend you get references from previous landlords and start looking for somewhere to live well in advance of moving here.

When renting a property or room, a bond or deposit may be required. Rent is usually paid weekly, and if house sharing, flatmates usually share internet and energy bills.



DID YOU KNOW?

Manaaki is an information hub that helps to support people find suitable housing in our district.

Manaaki is a te ao Māori concept that encompasses hospitality, kindness and respect of others. It involves caring for and support those around you to create a sense of community.

Find information and resources to support housing challenges and tips for those who wish to help.

www.qldc.govt.nz/community/manaaki

Backpackers and hostels

Queenstown and Wānaka are popular choices for backpackers and there are plenty of centrally located hostels where you can stay and socialise with like-minded travellers.

QUEENSTOWN/WHAKATIPU

www.queenstownnz.co.nz/accommodation/backpackers

WĀNAKA/UPPER CLUTHA

www.wanaka.co.nz/accommodation/backpackers

Staff accommodation

Ask about staff accommodation when you apply for a job. You usually share staff housing, and most do not allow children. Rent is usually taken off your pay.

Staff housing is covered under the Tenancy Act and has the same legal rights as other tenants including minimum standards for accommodation.

Renting a room or a flat

Whether you're here for the short or long term, house sharing can be a great way to meet new people and keep costs down. However sometimes things can go wrong with your flatmates, your landlord, or your accommodation. It helps to know your rights and obligations to help prevent problems from arising, and help you know what to do when things go wrong.

Issues with your landord

If you think your landlord isn't following the rules, contact the Tenancy Services Compliance and Investigations team:

0800 836 262

www.tenancy.govt.nz/starting-a-tenancy/new-to-tenancy/key-rights-and-responsibilities

Issues with your flatmates

Flatmates are not covered by the Residential Tenancies Act, and it can be difficult to resolve disagreements. We recommend signing a flat/house sharing agreement to make sure everyone understands their rights and responsibilities.

For advice and help on matters with your landlord, tenant or flatmates, you can also contact the below organisations.

QUEENSTOWN/WHAKATIPU

Citizens Advice Bureau

44 Stanley Street, Queenstown

www.cab.org.nz

queenstown@cab.org.nz

WĀNAKA/UPPER CLUTHA

Community Link Upper Clutha

34 McDougall Street, Wānaka

www.communitylink.nz

info@communitylink.nz

Finding a place to rent

Flats range from one-bedroom apartment to four- or five-bedroom homes. Things you may want to pay attention to when you are looking for a room:

- Unfurnished, partially furnished or fully furnished
- Type of heating: gas, electric or fireplace and firewood
- Internet access
- Energy/power

You can find listings on local Facebook pages, newspapers, online media outlets, real estate and property management agents. Community noticeboards at supermarkets often list flats or can be used to display interest in renting a room/flat/house. Owners often use these noticeboards to see who is looking for rooms.

Where to look to find listings:

www.trademe.co.nz

www.realestate.co.nz

www.harcourts.net/nz

www.rwarrowtown.co.nz

www.myrent.co.nz

www.bayleyspmco.co.nz

www.propertybrokers.co.nz

www.homeandco.nz

QUEENSTOWN/WHAKATIPU

Queenstown Trading

www.facebook.com/groups/queenstowntradinglimited

For Rent In Queenstown

www.facebook.com/groups/for.rent.in.queenstown

Queenstown - New Zealand - Houses to Rent

www.facebook.com/groups/1559085804339464

Flatmate/Rent/Board Queenstown

www.facebook.com/groups/690717587803097

Queenstown Lakes Rentals and Flatmates NZ

www.facebook.com/groups/326824734404848

WĀNAKA/UPPER CLUTHA

Wānaka Rental Property's

www.facebook.com/groups/1459768041649542

Wānaka Seasonal Accommodation & Work Forum

www.facebook.com/groups/275738122513996

Accommodation Wānaka Area

www.facebook.com/groups/647819711946344

Wānaka Houses to Rent

www.facebook.com/groups/897531996934566

Transport and driving



Buses and ferries, and regional bus service

Use the Bee Card for bus and ferry transport. It is a prepay travel smartcard for Otago and other regions of New Zealand. You can buy it in-person or online.

- beecard.co.nz/pages/getacard
- www.qldc.govt.nz/services/transport-and-parking/public-transport

QUEENSTOWN/WHAKATIPU

The public bus service (or Orbus) is an easy and affordable way to get around Queenstown's suburbs. It is operated by Otago Regional Council (ORC).

- www.orc.govt.nz/orbus

Queenstown Ferries is a scheduled ferry service operating daily.

- www.queenstownferries.co.nz

WĀNAKA/UPPER CLUTHA

Note there is no public transport in Wānaka-Upper Clutha.

Regular scheduled shuttle transport between Wānaka, Queenstown, Queenstown Airport and Cromwell.

- www.skydrive.co.nz/queenstown



Photo by Still Vision Photography

DID YOU KNOW?

There are many ways you can help reduce your carbon footprint. Support a safe, efficient and sustainable travel network. Learn more from:

QUEENSTOWN/WHAKATIPU

- www.lightfoot.org.nz

Delivers programmes and events, supporting the community to experience shared and active travel.

WĀNAKA/UPPER CLUTHA

- www.wanaka.co.nz/about-wanaka/mindful-travel

About mindful travel.

Walking and biking

Our community loves to stay active and there's an excellent trail network throughout the district, making it easy to walk and bike to many places. By law, you must wear a helmet when riding a bike either on-road or off-road and remember to always stay on the left and give way to walkers.

www.nzta.govt.nz/roadcode/code-for-cycling

Keen to get a bike? Apply to receive one through OneBike.

www.onebike.org.nz

QUEENSTOWN/WHAKATIPU

www.queenstownnz.co.nz/things-to-do/outdoor-activities/walking-and-hiking

www.queenstowntrails.org.nz

WĀNAKA/UPPER CLUTHA

www.wanaka.co.nz/things-to-do/walking-and-hiking

www.uppercluthatrackstrust.org.nz



Carpooling

Carpooling (or ride-sharing) is cheaper and more environmentally friendly, helping to reduce traffic congestion and emissions. Community Facebook groups are a great way to connect with people driving in the same direction as you. You can post or ask whether you can 'hitch' a ride to a nearby location, or a different city. It is common to indicate whether you are willing to share the cost of fuel/bring snacks.

QUEENSTOWN/WHAKATIPU

Queenstown Carpool

www.facebook.com/groups/queenstowncarpool

www.facebook.com/groups/qtowncarpool

WĀNAKA/UPPER CLUTHA

Wānaka Carpool

www.facebook.com/groups/1538214729763496

DISTRICT WIDE

New Zealand Ride Share

www.facebook.com/groups/1656920817912441

Buying a vehicle

Buying a vehicle is a popular choice for many people who move to New Zealand. You can find vehicles for sale on websites like 'TradeMe', local social media pages or by visiting vehicle dealers. There is no consumer protection for buying a car privately so it's important to have a vehicle inspection done before you buy one.

While vehicle insurance isn't compulsory in New Zealand, having third-party[4] coverage as a minimum is highly recommended. There are many different insurance providers so look around to find what policy and price is best for you.

New Zealand Transport Agency (NZTA) is the government agency. By law, every vehicle must have an up-to-date WOF (Warrant of Fitness) and Registration (also known as a vehicle licence).

Learn more about buying or selling a vehicle, safety ratings and money owing on a vehicle.

www.nzta.govt.nz/vehicles/buying-and-selling-a-vehicle/buying-a-vehicle

www.vtnz.co.nz/buying-selling

www.rightcar.govt.nz

www.carjam.co.nz

QUEENSTOWN/WHAKATIPU

VTNZ (Vehicle Testing New Zealand)

For vehicle inspection, WOF (Warrant of Fitness), car licensing (registration), driver licence.

55 Glenda Drive, Queenstown

www.vtnz.co.nz

WĀNAKA/UPPER CLUTHA

AA Auto Centre - Three Parks Wānaka

For vehicle inspection and WOF (Warrant of Fitness).

4 McCormick Street, Wānaka

[4] Third-party insurance covers the costs associated with damages or injuries you cause to others (third parties) in an accident, but it doesn't cover your own vehicle or property if you're at fault.

Child restraints (car seats)

By law, the driver is responsible for making sure all children seven years and under use an appropriate child restraint, which is installed and used according to manufacturer's instructions.

Note that car seats are not mandatory for public transportation.

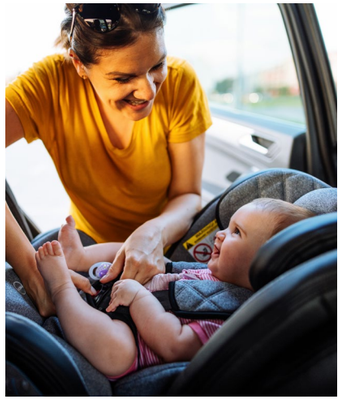
www.nzta.govt.nz/resources/child-restraints

www.plunket.org.nz/being-a-parent/preparing-for-your-baby/car-seats/about-child-restraints

Search for child restraint installation and injury prevention service in your area.

www.plunket.org.nz/plunket-near-me

injurypreventionsouthern@plunket.org.nz



Learning to drive

Find out how to get your New Zealand driver licence.

www.nzta.govt.nz/driver-licences

www.drive.govt.nz

It is recommended to have professional driving lessons. Find out about driving programmes, driving schools and instructors.

QUEENSTOWN/WHAKATIPU

Citizens Advice Bureau

www.cab.org.nz

queenstown@cab.org.nz

Southern Reap

Community programmes for adults and children, including driving programme.

www.reap.co.nz

info@reap.co.nz

WĀNAKA/UPPER CLUTHA

Community Link Upper Clutha

www.communitylink.nz

info@communitylink.nz

Central Otago REAP

www.coreap.org.nz

admin@coreap.org.nz

Driving in New Zealand

Driving in New Zealand may be different to other countries:

- We drive on the left side of the road
- It can take longer than you think to get to places
- Our roads are sometimes narrow, winding and steep

You must always have your current and valid driver licence or driver permit with you while driving. If your overseas licence or permit isn't in English, you must also carry an accurate English translation. After 12 months of living in New Zealand, you must get a New Zealand driver licence.

www.nzta.govt.nz/resources/driving-in-nz

www.nzta.govt.nz/driver-licences/converting-to-nz-driver-licence

QUEENSTOWN/WHAKATIPU

AA Centre

For help with translation of your driver licence, get your driver licence or overseas licence conversion.

Remarkables Park Town Centre, 12 Hawthorne Drive, Frankton, Queenstown

www.aa.co.nz/maps/?location=aa-centre-queenstown

To book: aadriverlicensingagent.simplybook.vip/v2/#book/provider/5

WĀNAKA/UPPER CLUTHA

AA Driver & Vehicle Licensing Agent

For help to get your driver licence. Overseas licence conversion services are only offered in Queenstown.

58 Ballantyne Road, Wānaka

www.aa.co.nz/drivers/driver-licences

To book: aamobileunitbooking.simplybook.net/v2/#book/provider/8

Responsible camping

Buying a campervan or travelling with a tent can be a great way to explore the country. There are many places you can camp in the Queenstown Lakes District, ranging from fully serviced holiday parks to Department of Conservation campsites. Be a responsible camper and protect our special place by upholding the Tiaki promise and leaving no trace of your stay.

Freedom camping is permitted only if your vehicle is certified self-contained, with a toilet and enough fresh water and wastewater storage for three days. The Freedom Camping Bylaw permits self-contained vehicles in 15 designated carpark sites across the district (which contain a total of 141 spaces). Camping in these areas is only allowed if specific conditions for each site are followed. For more information please visit:

www.qldc.govt.nz/responsible-camping

Campermate app





DID YOU KNOW?

Tiaki means to care for people, place and culture. The Tiaki Promise is a commitment to care for New Zealand, for now and for future generations. You are making a commitment to act as a guardian, protecting and preserving our home.

www.tiakinewzealand.com

tiaki

CARE FOR NEW ZEALAND

Driving in winter conditions

Our district is known to be very cold over the winter months, often with snow and ice. While this is very exciting, it can also be dangerous when on the roads. You can find winter road tips and short videos to help you be better prepared when heading out on the roads this winter, including how to fit snow chains.

www.qldc.govt.nz/services/transport-and-parking/winter-road-reports/#winter-driving-tips





DID YOU KNOW?

You can sign up to receive:

WINTER ROAD REPORTS
on local road conditions emailed every morning (July-September)

www.qldc.govt.nz/services/transport-and-parking/winter-road-reports

COMMUNITY TEXT ALERTS
for messages on road closures, ice and snow on local roads, reserve closures and other emergencies

www.qldc.govt.nz/do-it-online/community-text-alert-sign-up

Managing costs



Queenstown Lakes can be an expensive place to live, so it's important to plan your budget to manage costs.

Food

There are organisations that provide affordable food. Please be aware that an assessment for food support may be required.

Accessing food and community support services will not affect your status in New Zealand or ability to sponsor others for immigration.

QUEENSTOWN/WHAKATIPU

Salvation Army

Supports people with food in times of hardship to meet their unique needs. The foodbank enables people to choose their own food items.

www.salvationarmy.org.nz/get-help/food-clothing-and-furniture

Happiness House

Offers a Friday Produce programme, designed to support when needed, reducing the financial pressure of accessing healthy nutritious food.

www.happinesshouse.org.nz/services/produce

Baskets of Blessing

Prepares and delivers nutritious meals to those in our community in financial, emotional or circumstantial need.

www.basketsofblessing.co.nz/meals

WĀNAKA/UPPER CLUTHA

Community Link Upper Clutha

Community pantries and food parcels are available for anyone struggling to make ends meet.

www.communitylink.nz/food-and-financial-support

Food for Love

Prepare and deliver home-cooked meals to anyone who is living in the Upper Clutha community and is going through an unexpected challenging time.

www.foodforlovewanaka.com



Housing assistance

Ministry of Social Development offers a range of housing support for eligible people.

www.workandincome.govt.nz/products/a-z-benefits/accommodation-supplement.html

www.workandincome.govt.nz/housing

Local housing programmes designed by the Queenstown Lakes Community Housing Trust for eligible households to access housing assistance. Note there are eligibility criteria.

www.qlcht.org.nz

Energy saving

Advice on how to keep your household energy bill down by improving the energy efficiency in your home. Keep warm, save money, and live in a healthier home.

www.qldc.govt.nz/community/energy-saving-tips

Buy second-hand

Second-hand shops (or op shops) offer quality household goods, furniture and clothes at affordable prices. You can also find local second-hand items via Facebook pages and websites.

QUEENSTOWN/WHAKATIPU

www.queenstownnz.co.nz/stories/post/the-sustainable-bargain-hunters-guide-to-op-shops-in-queenstown

WĀNAKA/UPPER CLUTHA

www.wanaka.co.nz/wanaka-stories/a-guide-to-op-shopping-in-wanaka

Managing money

Financial assistance may include one-off household and living costs such as power and medical. Financial literacy and help with managing a budget are also offered.

QUEENSTOWN/WHAKATIPU

Citizens Advice Bureau

03 442 6799

44 Stanley Street, Queenstown

www.cab.org.nz

queenstown@cab.org.nz

Happiness House

03 442 6531

4 Park Street, Queenstown

www.happinesshouse.org.nz

info@happinesshouse.org.nz

The Salvation Army

03 442 9661

8 Pin Oak Avenue, Frankton, Queenstown (Please note that some community services operate out of 71 Gorge Road, Queenstown)

www.salvationarmy.org.nz

queenstown.corps@salvationarmy.org.nz

WĀNAKA/UPPER CLUTHA

Community Link Upper Clutha

03 443 7799

34 McDougall Street, Wānaka

www.communitylink.nz

info@communitylink.nz



DID YOU KNOW?

ASB Bank offers free financial wellbeing workshops to help you feel confident in making good financial decisions.

QUEENSTOWN/WHAKATIPU

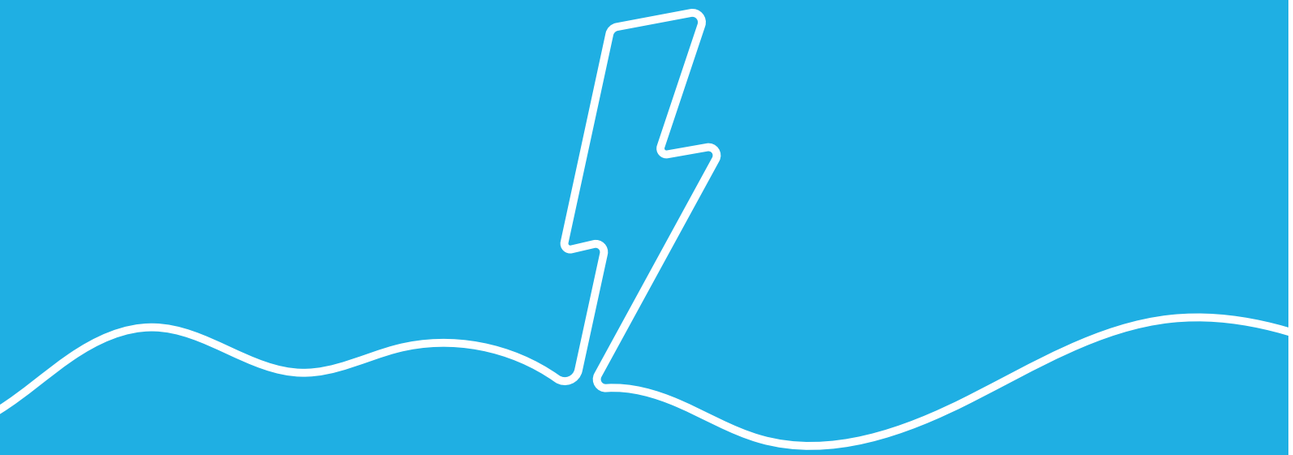
ASB Queenstown Advice Centre Branch

Shop 47, 20 Grant Road, Frankton, Queenstown

Freephone 0800 803 804

ASBCommunityBankers@asb.co.nz

Emergency preparedness and safety



Like most of New Zealand, our district is at risk of earthquakes, storms, flooding, landslides, and wildfires.

These can happen anywhere, anytime, often without warning, so it's important that you know how to keep yourself and your family safe in an emergency event.



DID YOU KNOW?

During an emergency event, follow official information and instructions from Otago Civil Defence Emergency Management and Queenstown Lakes District Council (QLDC). Check on your neighbours, particularly those most vulnerable, and help each other out.

- www.qldc.govt.nz/community/emergency-management
- www.otagocdem.govt.nz

Emergency preparedness

Sign up to receive text messages about things like reserve closures due to wildfire risk, road closures, extended water-shutdowns, ice and snow on local roads or any other emergencies affecting your community.

www.qldc.govt.nz/do-it-online/community-text-alert-sign-up

In case of an emergency, be prepared at home with the following basic items:

- Water and food for seven days or more
- Long-lasting food that doesn't need cooking
- Toilet paper and large plastic buckets for an emergency toilet
- Work gloves
- Medications
- First aid kit
- Mask or face covering
- Flashlight
- Radio and batteries

www.otagocdem.govt.nz/get-your-home-ready

www.getready.govt.nz

Water safety

Our crystal-clear waters can be deceptively deep, cold, and often swift. When swimming or boating, check for safety signs or flags, be prepared and know your limits.

www.watersafety.org.nz

Mountain & outdoor safety

As we live in a more isolated alpine environment we can experience more extreme conditions, such as cold temperatures, snow and ice in winter. It's important to plan for changing weather and be prepared when adventuring outdoors, as it is the most dangerous element of our backcountry. Find tips on how to plan for mountain/outdoor safety.

www.mountainsafety.org.nz

www.planmywalk.nz/tracks

www.doc.govt.nz/parks-and-recreation/know-before-you-go/alerts



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Important 24/7 phone numbers

Call **111** when you need an emergency response from police, fire or ambulance. Note that you might need to pay ambulance charges.

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

Call ***555** to report road incidents that are urgent but not life-threatening.

QUEENSTOWN/WHAKATIPU

NZ Police

03 441 1600

11 Camp Street, Queenstown

WĀNAKA/UPPER CLUTHA

NZ Police

03 443 7272

5 Ballantyne Road, Wānaka

Crisis Mental Health Emergency Services

Call 0800 467 846 (press 0 for Otago)

Suicide Crisis Helpline

Call free 0508 828 865 (0508 TAUTOKO)



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Other useful contacts



Immigration New Zealand

For help understanding or making changes to your current visa.

0508 558 855 (toll-free from NZ landlines only)

www.immigration.govt.nz/process-to-apply/once-you-have-a-visa

Otago Regional Council (ORC)

ORC is responsible for the management of natural resources of land, air and water on the community's behalf.

www.orc.govt.nz

Department of Conservation (DOC) Visitor Centres

DOC protects native wildlife and manages about one-third of NZ's total land area. In the DOC Visitor Centres, you will learn more about local walking tracks or NZ's Great Walks, get local weather conditions, buy maps, or book hut tickets.

www.doc.govt.nz

Whakatipu-wai-Māori/Queenstown Visitor Centre

03 442 7935

50 Stanley Street, Queenstown

queenstownvc@doc.govt.nz

Wānaka Tititea/Mount Aspiring National Park Visitor Centre

1 Ballantyne Road, Wānaka

03 443 7660

wanakavc@doc.govt.nz

The Family Services Directory

A helpful resource for individuals and families to connect them with community providers who can help with common issues and problems.

www.familyservices.govt.nz/directory

Ministry for Ethnic Communities

Information, advice and services for ethnic communities in New Zealand, including funding to support community development and social cohesion.

www.ethniccommunities.govt.nz

New Zealand public holidays and anniversary days

www.govt.nz/browse/work/public-holidays-and-work/public-holidays-and-anniversary-dates

Ngāi Tahu (local iwi)

www.ngaitahu.iwi.nz/ngai-tahu

www.ngaitahu.iwi.nz/te-runanga-o-ngai-tahu/our-work-pou/culture/cultural-mapping

www.qldc.govt.nz/community/maori-community

Inland Revenue Department (IRD)

IRD provides tax information and services whether you need to register for a tax number, file taxes, or have questions about your tax obligations.

Freephone 0800 775 247

www.ird.govt.nz

Scan to view this guide online and provide feedback.



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AN ESTABLISHED WELCOMING COMMUNITY

QUEENSTOWN LAKES DISTRICT COUNCIL

Welcoming Communities
TE WAHAROA KI NGĀ HAPORI