VELCOME TO PALM





HAERE MAI

WELCOME TO PALMERSTON NORTH

Palmerston North City Council and the Palmerston North Welcoming Communities Advisory Group would like to offer you a warm welcome to your new home.

We're excited to have you join our community, and we have prepared this Welcome Pack just for you.

Inside you will find essential information about living, working and playing in Palmy, to help you settle in and enjoy our wonderful city.

FOREWORD

Toitū te mana, toitū te whenua, toitū te tangata.

E ngā iwi, e ngā reo, e ngā karangatanga maha.

Nau mai, piki mai, kake mai, hei whakapuāwai ki te take whakatau i ngā waewae tapu nō tāwahi ki Papaioea, ki te Manawatū.

Tēnā koutou Rangitāne i hāpai ake i tēnei taonga te manaakitanga ki ngā manuhiri tuārangi, kia mauri tau, kia hono rātou ki ngā hāpori e noho nei ki roto i o koutou whakamarumaru, hei whānau kotahi.

We are excited to all be working together as the Welcoming Communities network, to champion the needs and aspirations of newcomers to the city of Palmerston North and the wider Manawatū region.

We acknowledge the support of the local iwi Rangitāne o Manawatū who are teaching us about how we can weave the principles of manaakitanga (hospitality) into the way we welcome our new residents. This initiative is all about making newcomers feel included and encouraging them to be fully connected as members of our community.





THE BASICS **ABOUT PALMY**

- > Palmerston North (or 'Palmy' as the locals call it) is the largest city in the Manawatū region, with a population of around 84,639 people
- > Rangitāne o Manawatū are the mana whenua (indigenous people) of Palmerston North
- > The Māori name for Palmerston North is Papaioea
- > We're one of the most diverse regional cities in New Zealand, with more than 130 different languages spoken here
- > The city has been built around Te Marae o Hine – The Square, which is a large public park, as well as a marae (sacred
- > The Manawatū River flows through the eastern side of the city

PALMERSTON NORTH CENTRAL





GETTING AROUND

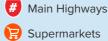
- 1. Te Motu o Poutoa (Anzac Park)
- Manawatū River Pathway
- 3. Esplanade Scenic Railway
- **4.** Junior Road Safety Park
- 5. Lido Aquatic Centre
- **6.** Dugald MacKenzie Rose Gardens
- 7. Victoria Esplanade
- 8. Caccia Birch House
- 9. Hokowhitu Lagoon
- **10.** The Plaza
- 11. Palmerston North City Council
- 12. Te Manawa

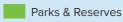
- 13. Hancock Community House
- 14. Downtown
- **15.** Regent Theatre
- 16. Memorial Park
- 17. Edwards Pit Park
- **18.** Freyberg Community Pool

KEY

Manawatū River Pathway











SETTLING IN TO PALMY

Moving to a new city can be a challenging journey, but in Palmerston North you will find friendly neighbours, colleagues and services ready to help every step of the way.

A LOCAL TO DO LIST

Here are some small (but essential) tasks to help you get settled in:



INTRODUCE YOURSELF

Introduce yourself to your neighbours



VISIT A FEW OF OUR MAIN ATTRACTIONS

Check out the Victoria Esplanade, Te Manawa museum, and the Manawatū River



SIGN UP FOR A FREE PALMERSTON NORTH CITY LIBRARY CARD

Remember to take your proof of ID and evidence of your home address with you You can also get a temporary membership if you haven't yet found a house



'LIKE' THE CIVIL DEFENCE MANAWATŪ WHANGANUI FACEBOOK PAGE

To stay informed during emergencies and bad weather events



TAKE A WALK AROUND YOUR NEW NEIGHBOURHOOD

Explore your local park and see what groups and activities are on offer at your nearest Community Centre

You can find a list of these at pncc.govt.nz /community-centres



SET UP POWER AND INTERNET FOR YOUR HOME

No need to worry about water, as that's provided to all households in Palmerston North for free



BUY SOME COUNCIL RUBBISH BAGS

Ask at the supermarket check-out, or hire a rubbish 'wheelie bin'

Also check that you have a free Council recycling bin (the one with the orange lid) and a small glass recycling bin

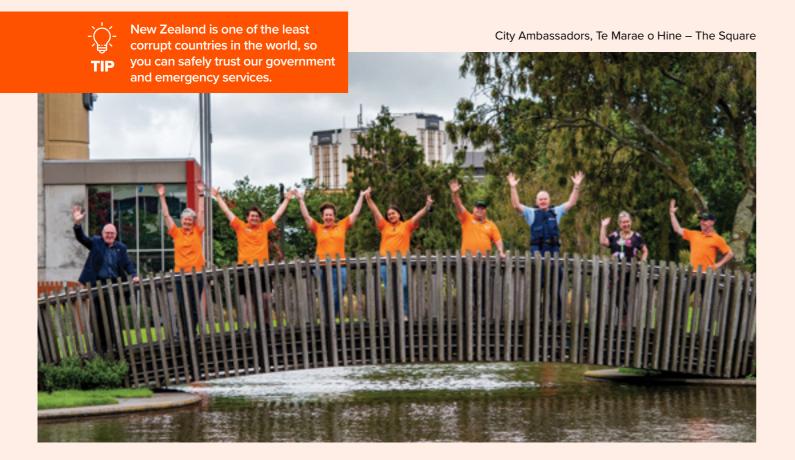
EMERGENCY SERVICES

Like the rest of New Zealand, Palmerston North is at risk of earthquakes, flooding and storms.

Sometimes during bad weather, the Manawatū River and other waterways can become dangerous - never swim and avoid walking on the pathways next to rivers and streams when the water levels are high.

For more information on how to prepare, go to **getthru.govt.nz**. While emergencies are rare, it is important to always be prepared with an emergency kit in your home including water, non-perishable food, first aid supplies and a torch.

For local updates in the event of an emergency, we recommend liking Civil Defence Manawatū Whanganui on Facebook **fb.com/civildefencemanawatuwhanganui**



SAFETY

Palmerston North is proud to be recognised as a Safe Community, but we still recommend that you take a few steps to keep yourself, your family and your belongings safe.



Always lock your doors and close your windows when leaving your house



Always lock your car and don't leave any valuables in view



When swimming, check for safety signs or flags, be prepared and know your limits. For water safety tips and information, visit **watersafety.org.nz**



Don't give your name, address, personal details or bank account information to people that you do not know, especially over the phone or via email



Consider getting insurance – most people have car insurance for their vehicle, contents insurance for their possessions and, if they own a property, home insurance



If you have any safety concerns, you can always talk to the NZ Police

NATIONAL EMERGENCY PHONE NUMBER: 111

This is always a free call, and will connect you to the fire service, police and ambulance. You should only use this number in emergencies.

If you need police for a non-urgent matter, call **105** or visit your nearest police station.

THINGS TO DO

There's lots to do in Palmerston North, with heaps of family-friendly spaces, a packed events calendar, and a lively arts and culture scene.

Joining a club, sport or community group can be a great way to meet people. Check out **sportmanawatu.org.nz/get-active**, or community noticeboards in the Library, Square Edge Centre, your local Community Centre and supermarkets.

Palmerston North also has lots of parks and green space throughout the city, which can be used by anyone (for free!) – some of them even have BBQs, exercise equipment and BMX trails.

Find a park near you at pncc.govt.nz/parksvenues-recreation/parks-and-reserves If you want to see what events are happening in the city, visit eventfinda.co.nz/whatson/events/palmerston-north, or search for events on Facebook – the following Facebook pages are a good place to start:

- ➢ Palmerston North City Council
- ▶ Palmerston North City Library
- ▶ Palmy & Manawatū
- ▶ Palmy Parents
- ▶ Palmy Community

For more ideas, check out the great suggestions on manawatunz.co.nz/explore



HERE ARE SOME OF OUR LOCALS' FAVOURITE THINGS TO DO:

"I recently visited the New Zealand Rugby Museum inside Te Manawa, and it was so much fun – highly recommend it, really interactive."

Zoe, from Kelvin Grove

"One of Palmy's best-kept secrets is all of the art around the city – you can download an art trail guide from the ManawatuNZ website for free."

Peter, from Bunnythorpe

"My favourite pastime in Palmy is to go out to eat at one of the restaurants on Broadway, and then go to the beautiful Regent Theatre to see a show."

Renu, from Hokowhitu

"The best free things to do with the kids is to take them down to the Junior Road Safety bike park in The Esplanade, or visit the butterfly garden in Apollo Park here in Milson."

Renee, from Milson

"During summer, our family loves to grab fish and chips on a Friday night, then have a picnic in the Esplanade."

Sanjay, from Awapuni

"You can't beat wandering down George Street to find a coffee and something delicious to eat."

Jenny, from Roslyn

"Our family enjoys exploring all of the pathways around the Manawatū River. You can see some great views of the city from Te Arapiki a Tāne (The Stairway of Tāne), off Vaucluse Heights, and check out He Kupu Rangatira – The Proverb Pathway while you're there."

Salome, from Summerhill

The coolest thing to do in Palmerston North is go to the skate park

Awhina, aged 11

I-SITE + LIBRARY

Two useful places to visit when you move to Palmerston North are the i-SITE and the Central Library.

The i-SITE is based right in the middle of The Square. They can give you recommendations and information on all the best activities, cafés and nature spots in the Manawatū. If you want to travel elsewhere in New Zealand, they can also help you with travel advice and bookings.

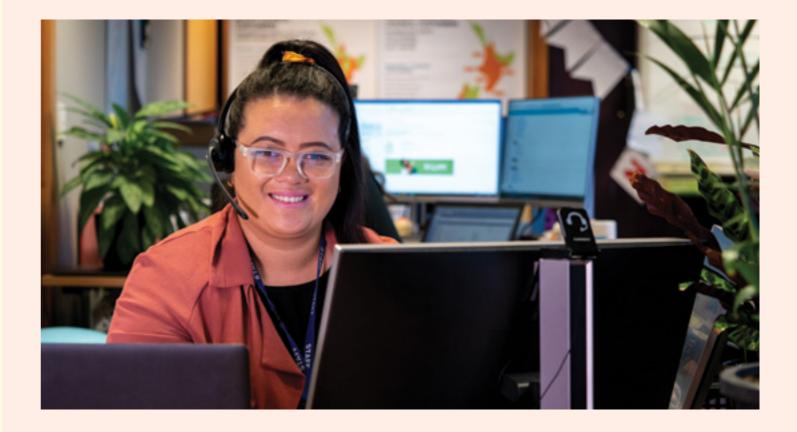
Meanwhile, the Central Library, located on the edge of The Square, is known as the 'living room' of our city - it's a great space to hang

out, there's always lots of events on and you can borrow books, ebooks, movies and more. You can also access free wifi, computers, and printing, and there are IT staff available to offer you technology support. The Central Library is the main library in town, but there are also branches throughout the city suburbs, plus a mobile library bus. Find out more at

citylibrary.pncc.govt.nz

If you need help or information about any part of living in Palmerston North, the library staff are always happy to connect you with the right resources.





TRANSLATION + SUPPORT SERVICES

For friendly and local help with translation, navigating services, or understanding life in Palmerston North, we recommend...

- Most large organisations, including government departments, Councils and helplines, have translation assistance services to help you communicate with them. To use this service, call the organisation you wish to speak with, ask for translation and state your preferred language
- ➤ For friendly and local help with translation or understanding life in Palmerston North, we recommend talking to the Manawatū Multicultural Council (MMC) find them in Hancock Community House, 77-85 King Street, or on facebook at facebook.com/mmcnzpn



George Street, Palmerston North

GETTING AROUND

In Palmy, you can get anywhere you want within 10 minutes! We're easy to get around and if you can't walk to where you want to go, then we have plenty of public transport options for your use.



By law, every car must have an up to date WOF (Warrant of Fitness) and Registration (also known as a vehicle licence).

Most car owners in New Zealand also buy car insurance, in case the vehicle is stolen or they get into an accident. There are many different insurance providers, and you should look around to find what policy and price is best for you.

To drive you will need to have a valid driver's licence. You can drive on an international one to begin with, but after 12 months you must have changed your international licence to a New Zealand one.

See nzta.govt.nz for more information.

BUSES

Palmerston North has a public bus system - more information at **horizons.govt.nz/buses-transport**. For a copy of the bus timetable, or some help with how to use the bus system, visit the i-SITE or the Central Library.

BIKING AND WALKING

Palmerston North's flat landscape means that many people choose to walk or bike to their daily activities. There are several places to buy or hire bikes in town, or you can buy a bicycle online. Remember to buy a helmet along with your bike, as it is compulsory to wear one when biking on the roads.

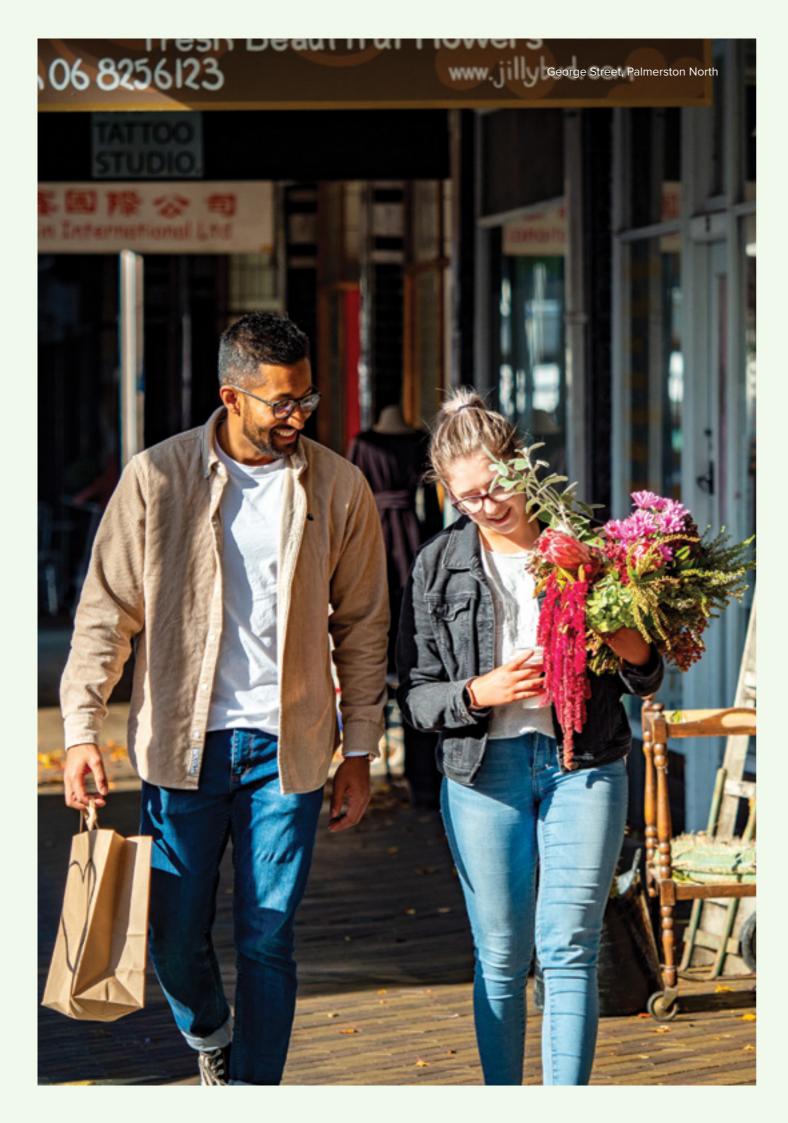
DRIVING

Driving can be an easy way to get around the city. In most suburbs, you can park your car on the side of the street for free. In the city centre, you will need to pay a small amount for parking – check the signs nearby. You can pay with coins or a chipped EFTPOS or credit card.

You can buy cars through online websites, or visit car dealers based in the city. Many people also advertise their car for sale in the carpark next to Memorial Park on Main Street.

The best place to ride a bike in Palmerston North is at the BMX jumps at the end of Maxwells Line.

Rawiri, aged 16



SHOPPING

Palmerston North is a popular shopping destination for the lower North Island - you will find everything you need here.

GROCERIES

Most people in Palmerston North get their food and groceries from supermarkets located throughout town – the largest are New World, Countdown and Pak N Save. There are also plenty of local fruit and vegetable stores, butchers and speciality stores, such as organic or international food shops. You may like to visit local produce markets on the weekends as well – find more at

manawatunz.co.nz/explore/shop/markets

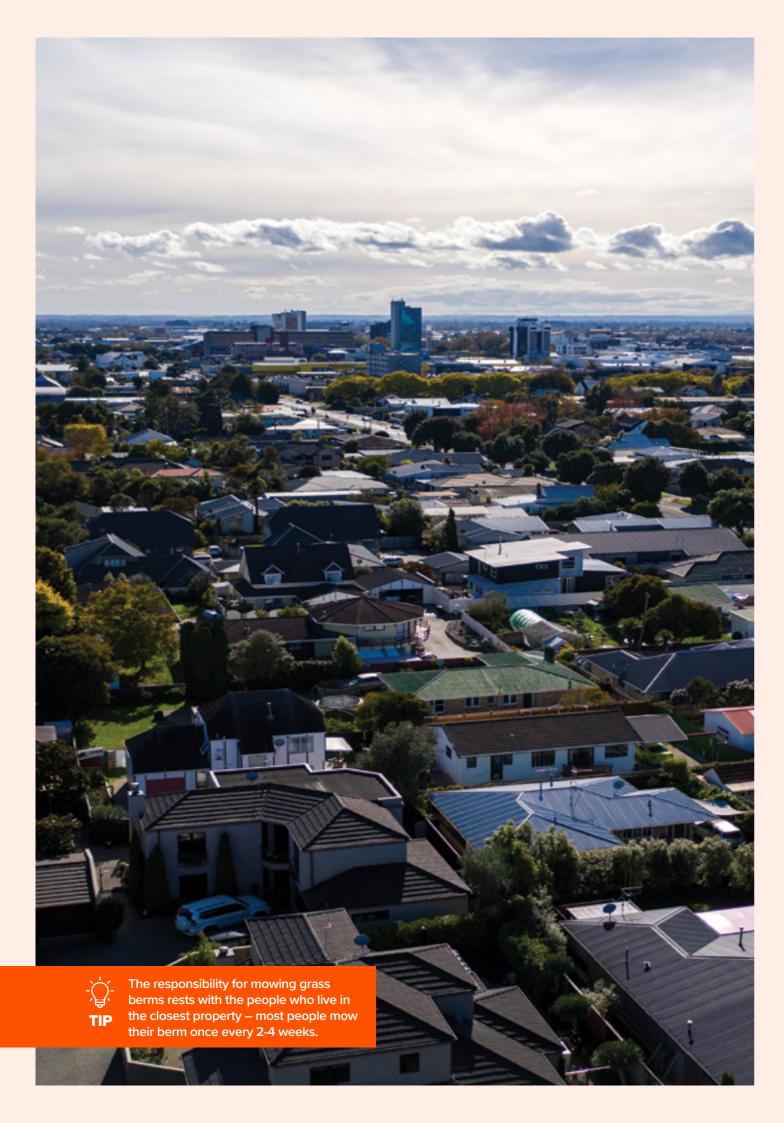
Most stores accept cash and credit or EFTPOS cards, though you may need cash for markets.

CLOTHES AND HOUSEHOLD ITEMS

The Plaza Shopping Centre is the largest shopping mall in the city, with over 100 stores selling everything from clothes to furniture. There is also the Downtown shopping complex on Broadway Ave, many independent stores and boutiques surrounding Te Marae o Hine - The Square and George Street, and some smaller shopping centres in each suburb. Second hand shops (often run by charity organisations) are a great option too. They offer quality goods at very affordable prices - look out for Salvation Army, Goodwill, Arohanui Hospice and Red Cross.



If someone refers to a 'dairy', they are talking about one of the small corner or convenience stores located throughout the suburbs. Dairies normally sell a range of basic grocery items – perfect for walking down to when you feel like an ice cream in the summer time!



HOUSING

Palmerston North has a range of housing and accommodation options suited to anyone.

RENTING

Many newcomers choose to rent a house before they buy, so they can learn more about the city and which suburb they would like to live in. You can find properties to rent on websites such as **trademe.co.nz**, **realestate.co.nz** or by visiting real estate agents.

To learn more about your rights as a tenant go to **newzealandnow.govt.nz/living-in-nz/housing** or visit the Housing Advice Centre, a free service located in King Street.

BUYING

To look at homes for sale, check out **realestate. co.nz**, **trademe.co.nz**, or you can visit one of the real estate agents in town.

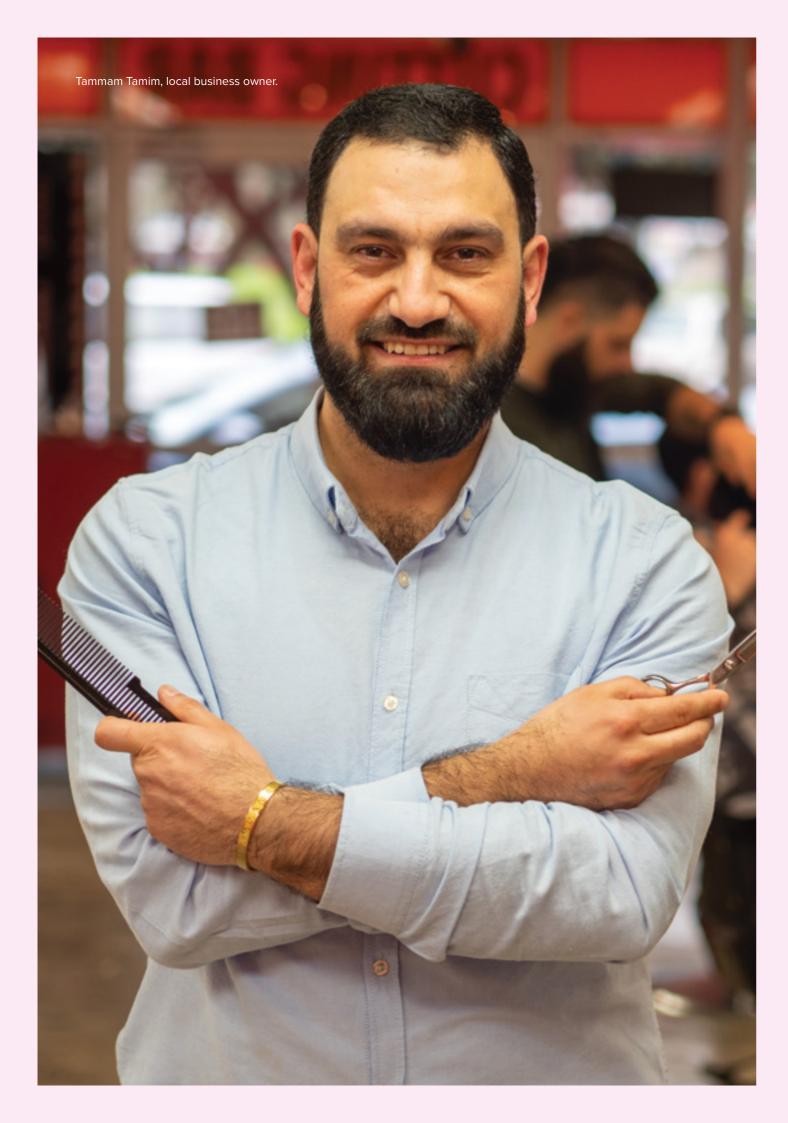
One of the costs associated with owning a home in Palmerston North is rates – there are two sets of rates for those living in the city: Palmerston North City Council rates, which are usually billed quarterly, and Horizons Regional Council rates, which are billed annually. Call or visit either council's website to learn more about how much you will need to pay in rates for the property you are buying, and ways to pay.

The New Zealand real estate purchase process can be complicated – go to newzealandnow.govt.nz/living-in-nz/housing for excellent advice and information.



In New Zealand, some people will choose to share a house with others to keep costs down. This is called 'flatting'; you can find rooms available to rent online via the 'flatmates wanted' section on **trademe.co.nz**.

The i-SITE can help you to book temporary accommodation, such as a motel or hotel, while you are looking for a rental.



WORKING IN PALMY

There are a number of different job sectors in Palmerston North, from science and research to logistics, manufacturing and education. The city is also considered a major government and defence hub. This means there is always a good variety of work available.

FINDING A JOB

Most people looking for work start their job search online using websites such as **seek.co.nz** and **trademe.co.nz/jobs**. There are several recruitment agencies in the city that may also be helpful for connecting you to available jobs.

EMPLOYMENT RIGHTS

When working in New Zealand you have certain rights, which are important to know so that you are treated fairly. Learn more about these at newzealandnow.govt.nz/work-in-nz/employment-rights

SETTING UP YOUR OWN BUSINESS

Establishing your own business in Palmerston North is quite a simple process, and there are many resources available to support you.

Check out **business.govt.nz** for a range of tools and templates to help you get started.

CEDA, the Central Economic Development Agency, also offers a range of services to those wanting to start or grow their business here in the Manawatū, including clinics and mentoring – to learn more visit ceda.nz/our-business-support



As a newcomer, it is recommended that you get out and meet people, build up your local network, and let them know you're looking for employment. Sometimes jobs aren't formally advertised (called the 'hidden job market'), so networking can help you access these jobs.

Connect with the Network of Skilled Migrants Manawatū for help with this, via facebook.com/skilledmigrantsnetwork

HEALTH + WELLBEING

DOCTORS

When you arrive in Palmerston North we recommend enrolling with a local doctor, also known as a General Practitioner (or GP) - you can see a list of local practices here thinkhauora.nz/general-practice.

There are two urgent care centres you can visit:

- ➢ City Doctors, at 22 Victoria Avenue, or
- > The Palms Medical Centre, at 445 Ferguson Street, free phone number 0800 373 030

For any serious accidents or emergencies, or if you need to see a doctor after 8pm, visit the Emergency Department at Palmerston North Hospital on Ruahine Street, or call 111 for an ambulance. If you are unsure whether you need urgent care, call Healthline for free on 0800 611 116 24-hours a day and a health professional will tell you the best next steps.

NOTE: The ambulance charges a fee for their service; the amount depends on your immigration status.

PHARMACIES

You will find many pharmacies around the city, and in most suburbs. Pharmacies can provide you with over-the-counter medicine, fill prescriptions, and will offer free basic health advice for minor illnesses and injuries.

You can find a list of pharmacies in Palmerston North by visiting healthpoint.co.nz/pharmacy/midcentral

MENTAL HEALTH SERVICES

Moving to a new city can be hard. There are many services in Palmerston North ready to help if you are having trouble with your mental health. Find a list of these services here

healthpoint.co.nz/mental-health-addictions/ midcentral/palmerston-north/

If you just need to talk to someone, free call or text 1737 anytime.

For urgent mental healthcare, the Acute Mental Health Team is available at all times on **0800 653 357**.

For medical emergencies, visit the Emergency Department at Palmerston North Hospital on Ruahine Street, or call 111 for an ambulance.



You will normally qualify for subsidised healthcare if you either:

- ➢ Are a NZ citizen or permanent resident, or
- > Hold a work visa that is valid for two years or more from the date you arrived in NZ, or
- > Hold a work visa and have legally resided in NZ for the last two years.

For more information on the health system, including information in different languages, visit yourlocaldoctor.co.nz/useful/the-nz-health-system

DISABILITY SERVICES

The EASIE Living Centre at 585 Main Street can provide support with products and services relating to disability, mobility and ageing-related conditions. They also offer help with funding applications for assistive technology grants, can recommend local support services, and have accessible meeting rooms and a retail store with a demonstration home. Find out more at easieliving.co.nz

FITNESS

Keeping fit is easy in Palmerston North, with a number of walking and biking trails right here in the city. Free exercise equipment is also available in some parks.

If you want to explore beyond the city, there are many good quality tracks and trails just minutes away – visit manawatunz.co.nz/ explore/active/walks-and-hikes, or pick up a free guide from the i-SITE.

There are also many private gyms in the city that you can join - talk to them directly to find out about membership.

Palmerston North is also well equipped for swimming, with year-round and summer pools. The two largest pools are the Freyberg Community Pool in Roslyn, and the Lido Aquatic Centre in West End which can be accessed for a small fee. There are also kids pools available for free during the summer months at the Esplanade and Memorial Park.

Sport is another great way to keep fit and have fun – for casual sport, you can utilise the many parks in the city for free, or to take part in organised sports visit sportmanawatu.org.nz/get-active



EDUCATION + PARENTING

Palmerston North is a great place to raise a family, and is known as a 'student city' due to the large student population.



There are school holidays four times throughout the year, where children are given two weeks (or six to ten weeks, over summer) off from class. Parents who can take time off work often use that time to explore the city and do fun activities – check out **fb.com/PalmyDirty30** for ideas. Many working parents who are unable to take time off make use of school holiday programmes. Search online or ask your child's school for ideas on programmes available



There are a number of organisations offering English language classes. There are also several organisations offering conversation groups for those wanting to practise their English in a safe, friendly and casual setting. These include the Manawatū Multicultural Council, the Central Library and Hokowhitu Village Community Centre.

Find an English language class here newzealandnow.govt.nz/living-in-nz/english-language

PLAYGROUPS AND PRESCHOOLS

With so many young families in Palmerston North, there are a great number of playgroups, playcentres, pre-school education providers, and casual parent-and-child classes and support groups available. You can search online for a group or provider near you, or Plunket can provide you with advice.

Plunket is a charitable organisation that helps support parents with children aged 0-5 years. They provide parenting information, and many other services. Plunket is free and available to everyone in New Zealand, regardless of their residency status. Plunket's Palmerston North Family Centre is at 42 Albert Street, or you can call the PlunketLine on **0800 933 922**.

SCHOOLS

There are a lot of great schools based in Palmerston North and Manawatū.

AFTER-SCHOOL PROGRAMMES

Lots of families also make use of after-school activity programmes on offer in the city – there are private services which require a fee, but there are also free activities available in some suburbs. Check out your local community centre for options.

YOUTH SPACE

Youth Space is a positive, welcoming, safe, drug and alcohol free place where young people (aged 13-19) can hang out and connect. It is located in Coleman Place, just off Te Marae o Hine - The Square.

TERTIARY

Palmerston North is home to several highquality tertiary education providers, and is wellrespected as a hub for research and innovation. Learn about the providers via manawatunz.co.nz /live/study/studying-in-manawatu



FINANCES

FINANCIAL ASSISTANCE

There are many organisations in Palmerston North that can help you manage your finances.

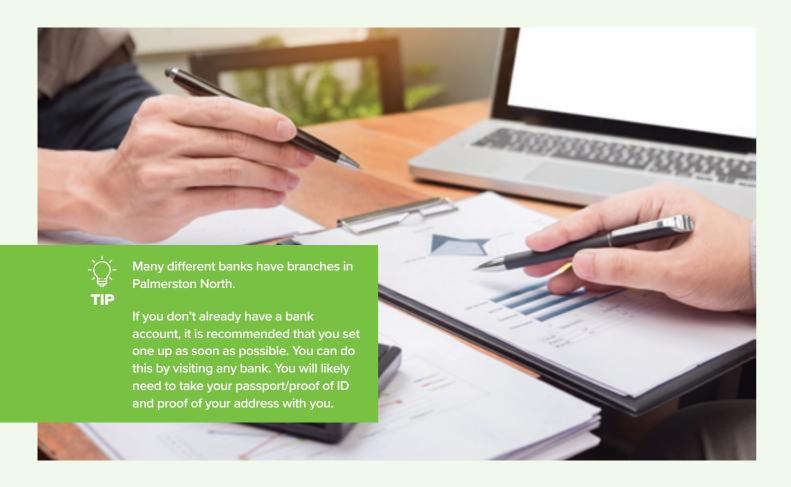
For a comprehensive list of all service providers in this area that can help individuals and families, including budgeting advice and urgent financial support, visit **familyservices.govt.nz/directory**

If you need to apply for financial assistance from Work and Income, you can do so online at workandincome.govt.nz, or call **0800 559 009**.



Generally, only NZ citizens and permanent residents are eligible for help from the public welfare system, though there are some exceptions, like Paid Parental Leave.

To find out what assistance you can receive visit newzealandnow.govt. nz/living-in-nz/money-tax/financial-assistance





PLACES OF WORSHIP

Palmy is home to a diverse religious community and welcomes people of all faiths. There is a strong spirit of understanding and cooperation between all of the faiths in our city, facilitated by the Palmerston North Interfaith Group.

TO FIND INFORMATION ON PLACES OF WORSHIP CONTACT:

Manawatū Multicultural Council Address: 77-85 King Street, Palmerston North Phone: 06 358 1572



COMMUNITY PARTICIPATION

There are lots of ways you can get involved with your new community.

GETTING INVOLVED

As a resident of Palmerston North, there are lots of ways to take part in your community. This can be anything from attending Council meetings, being a member of Council yourself, joining your child's school's Board of Trustees, or volunteering with a local community group.

For volunteering, you can either talk to the community group you're interested in directly to see if they need any help, or contact Volunteer Central, by visiting them in Hancock Community House, 77-85 King Street, or online at **volunteercentral.nz** for a list of available volunteer opportunities.



As a democratic country, most people living in New Zealand permanently are eligible and encouraged to vote in the Central Government and Local Government elections. Elections happen approximately every three years for both levels of government, and are advertised widely, so you will know when the time to vote is coming up.

For more information on who is eligible to vote, the enrolment and voting processes, visit newzealandnow.govt.nz/living-in-nz/history-government/local-government

"I started by volunteering with my daughter's school's parent teacher association. Follow your heart and work to make change in an area that is important to you."

Lorna Johnson



Memorial Park, Palmerston North

OTHER HELPFUL CONTACTS

PALMERSTON NORTH CITY COUNCIL

Council is a proud member of the Welcoming Communities programme, and is always happy to assist newcomers with any queries they may have about living in Palmerston North. Call them on 06 356 8199

6 (p) @pncitycouncil

CITIZENS ADVICE BUREAU

The Citizens Advice Bureau can provide advice and support to everyone (not just NZ citizens) on nearly any subject, and offer regular information sessions for new migrants. Visit them in Hancock Community House, 77-85 King Street, or call 06 357 0647

MANAWATŪ MULTICULTURAL COUNCIL

Manawatū Multicultural Council provide information, advice and support for new comers. Visit them in Hancock Community House, 77-85 King Street

f @mmcnzpn

MINISTRY OF SOCIAL DEVELOPMENT

The Ministry of Social Development has compiled a comprehensive list of all service providers that can help individuals and families. Visit familyservices.govt.nz/directory

NEW ZEALAND NOW

The Government website New Zealand Now is filled with useful information to help new comers get settled. Visit newzealandnow.govt.nz

MINISTRY FOR ETHNIC COMMUNITIES

The Ministry for Ethnic Communities is chief advisor to the Government on ethnic diversity and the inclusion of ethnic communities in wider society.

They provide information, advice and services to, and for, ethnic communities in New Zealand and administer funds to support community development and social cohesion.

Visit ethniccommunities.govt.nz





