WELCOME TO PALMERSTON NORTH

Manawatū River Pathway
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 whakapulawa ki te take whakatau i ngā waewae tapu nō tāwahi ki Papiaoa, ki te Manawatū. Tēnā koutou Rangitāne i hāpai ake i tānei taonga te manaakitanga ki ngā manuhiri tuرانgi, kia mauri tau, kia hono rātou ki ngā hāpai e noho nei ki roto i o koutou whakamarumaru, hēi whānau katoa. No reira, tēnā koutou, tēnā koutou, tēnā tātou katoa.

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. Thank you for all of your support.
Palmerston North (or ‘Palmy’ as the locals call it) is the largest city in the Manawatū region, with a population of around 87,300 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 The Square, which is a large public park, as well as a marae (sacred courtyard).

The Manawatū River flows through the eastern side of the city.
A LOCAL TO DO LIST

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

- **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
- **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/services/facilitiesandparks/venuesandcommunitycentres/community-centres/
- **‘Like’ the Civil Defence Manawatū Whanganui Facebook page** - to stay informed during emergencies and bad weather events
- **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 Council recycling bin (the one with the orange lid) and a small black glass recycling bin

TIP
In NZ, there are many different providers of electricity, internet and gas – each household can choose who they use for their services.

You can find advice online at newzealandnow.govt.nz/living-in-nz/getting-started/getting-connected.
Like the rest of New Zealand, Palmerston North is at risk of earthquakes, flooding and storms.

**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.
- 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.

**TIP**

New Zealand is one of the least corrupt countries in the world, so you can safely trust our government and emergency services.

Sometimes during bad weather, the Manawatū River and other waterways can become dangerous - always avoid walking on the pathways next to rivers and streams when the water levels are high. It is also important to have extra supplies, such as water, food and a torch, ready in case of an emergency. For more information on how to prepare, go to getthru.govt.nz. For local updates in the event of an emergency, we recommend following Civil Defence Manawatu Whanganui on Facebook, fb.com/civildfencemanawatuwhanganui/.

**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 06 351 3600 or visit your nearest police station.
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, 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/services/facilitiesandparks/parksandreserves/

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

“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

“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

“You can’t beat wandering down George Street to find a coffee and something delicious to eat.”
Jenny, from Roslyn

For more ideas, check out the great suggestions on manawatunz.co.nz/see-do/

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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
- MyManawatu NZ
- Manawatu Multicultural Council
- Palmerston North – City of Cultures
- Palmy Unleashed

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

Awhina, aged 11

The Festival of Cultures is an annual highlight here in Palmerston North, with a whole week of events, including multicultural performances, interactive activities and food.

Festival of Cultures performers, 2018

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Festival of Cultures performers, 2018
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 hire 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.
The best place to ride a bike in Palmerston North is at the BMX jumps at the end of Maxwells Line.

**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, like trademe.co.nz, turners.co.nz, 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.

**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.

**TIP**

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 mva.govt.nz for more information.

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**GETTING AROUND**

Whether you’re walking down to the shops or taking public transport to explore the outer limits of the city, Palmerston North is an easy place to navigate.
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 specialty 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/local-markets-you’ll-love/.

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 The Square and George Street, and some smaller shopping centres in each suburb. Secondhand 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.

SHOPPING

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

TIP

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 summertime!
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.

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

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.

The responsibility for mowing grass berms rests with the people who live in the closest property – most people mow their berm once every 2-4 weeks.

TIP

The i-SITE can help you to find temporary accommodation, such as a motel or hotel, while you are looking for a rental.
There are a number of different employment industries 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 jobs 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 newzealandtoday.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/do-business/ways-we-can-help/.

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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. Some 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/skilledmigrantsmanawatu/.
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 centralpho.org.nz/general-practices. If you have an accident or a medical issue in the evening (prior to 8pm) or on the weekend, we recommend either:

- The City Doctors, at 22 Victoria Avenue, or
- The Palms Medical Centre, at 445 Ferguson Street. You can also call the freephone 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.

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

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, or if you just need to talk to someone. Find a list of these services here: midcentraldhb.govt.nz/HealthServices/MentalHealth. 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.

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/walk-hike, 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.

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

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.

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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.

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

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/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, toy libraries 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. New Zealand has a mixture of state (government-funded) schools, private schools and kura kaupapa Māori schools – learn more about the education system, eligibility and how to choose a school at newzealandnow.govt.nz/living-in-nz/education. You can also compare local schools at manawatunz.co.nz/study/schools/. It is important to take note of whether the school you are interested in is ‘zoned’ – this means that you must live in a certain area for your child to attend.

SCHOOL HOLIDAYS
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.

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 The Square.

TERTIARY
Palmerston North is home to six high-quality tertiary education providers, and is well-respected as a hub for research and innovation. Learn about the providers via manawatunz.co.nz/study/tertiary-education/.

TIP
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. Find an English language class here newzealandnow.govt.nz/living-in-nz/english-language.
BANKING
Many different banks have branches in Palmerston North.
If you don’t already have a bank account, it is recommended that you set one up as soon as possible. You can do this by visiting any bank. You will likely need to take your passport proof of ID and proof of your address with you.

TAX
New Zealand has a good tax system run by the Inland Revenue Department (IRD). To learn about the system, and how it will impact you, go to newzealandnow.govt.nz/living-in-nz/money-tax/nz-tax-system.

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 familieservices.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.

TRANSLATION & SUPPORT SERVICES
If English isn’t your first language, there are a number of services available to assist you with translations and support.

- Language Line is a free translation assistance service offered by most large organisations, including government departments, Councils and helplines, to help you communicate with them. To use this service, call any of the organisations listed on ethniccommunities.govt.nz/story/participating-agencies, ask for ‘Language Line’ and then state your preferred language.
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- 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 online at mmcnz.org.nz/home.

TIP
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.
GOVERNMENT

New Zealand’s government has quite a simple structure - there is the Central Government, which makes national laws and decisions, and Local Government, which addresses the issues and needs of specific location-based communities.

Here, our Local Government organisations are the Palmerston North City Council, which looks after the city, and Horizons Regional Council, which manages resources for the wider region.

VOTING

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.

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 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 the Volunteer Resource Centre, by visiting them in Hancock Community House, 77-85 King Street, or online at vrc.org.nz for a list of available volunteer opportunities.

“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.”

City Councillor, Lorna Johnson

CIVIC INFORMATION

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

- **Palmerston North City 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.

- **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** provide information, advice and support for migrants. They also run the Newcomers Network. Visit them in Hancock Community House, 77-85 King Street.

- **Manawatū District Council** has a Welcome Booklet for newcomers to Feilding and the wider Manawatū. See mdc.govt.nz/Forms_Documents/Information/Welcome_to_the_District.

- 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 migrants get settled. Visit newzealandnow.govt.nz.