



INFORMATION TO HELP YOU SETTLE IN AUCKLAND

FOR INTERNATIONAL STUDENTS
AND PARENTS
2017

WELCOME TO AUCKLAND



INTERNATIONAL OFFICE STAFF – LOCATED IN CM BLOCK

IN AN EMERGENCY DIAL 111

FOR ANY OTHER MATTERS CALL MRS KING 021 1578776

St Mary's College provides a caring environment with a dedicated team of International staff offering 24 hour support.

Mrs Sue King is the **Director** of International Students and manages all student welfare including communications with the students' families or agents. Please make sure you have Mrs King's number in your phone for an emergency:



Mrs Sue King – International Student Director

Tel: +64 9 376 6568 ext 817

Mob: +64 21 157 8776

sking@stmaryak.school.nz

Miss Suey is the **Homestay Coordinator** who arranges homestay accommodation with approved families. She can help with any homestay issues and ensures each student is happy at home.



Ms Suey – Homestay Coordinator & International Support

+64 9 3766568 ext 817

Mob: +64 27 3000366

sbignall@stmaryak.school.nz

Ms Beverley Steward is the **International Dean** and Head Teacher of ESOL (English as a Second Language) who ensures that the students are supported in their English language and are achieving the academic standards. Ms Steward monitors attendance, advises on subject choices and can recommend extra tutoring during school lunchtimes or after school if required.



Ms Steward – International Dean

+64 9 3766568 ext 722

Mob: +64 21 025 05758

bsteward@stmaryak.school.nz

Student Counsellor

Ms Betty Lin is a Student Counsellor who works with all new International students to ensure you are fitting into the NZ lifestyle and offers support and advice for students adjusting to a new family and school. Students can email Ms Lin directly to make their own appointments or see the International Staff:

bettylin69@gmail.com

Advice for your first two weeks

- Contact your family at home to say that you have arrived safely.
- Attend International Student orientation to complete your enrolment process, have your ID photo taken. You will be given the opportunity to meet with staff and choose your subjects and will be given a tour of the school.
- Find your classrooms and way around school.
- Learn how to use the library and its resources.
- Introduce yourself to other students in school.
- Convert your mobile phone for use in New Zealand
- Open your Bank Account
- Receive your student ID card
- Settle into your new home
- Ask the staff at the International Team for help if you have any concerns.
- Check out information about Auckland <http://www.aucklandnz.com/>

Culture Shock

When you leave your own culture and go to another, you may experience a wide range of feelings and reactions. It is common for international students to experience feelings of excitement and enthusiasm on arriving in New Zealand. After you have settled into your studies, you may experience feelings of loneliness, sadness, homesickness, isolation and possibly frustration and anger or you may doubt your decision to come to New Zealand.

Experiencing some or all of these feelings is known as culture shock. Don't worry, this is normal and you are not alone. Every student is affected by it in one way or another. Some of the differences between life in your home country and life in New Zealand may be:

- Language
- Food
- Climate
- Social life
- Religious beliefs
- Education system
- Family life
- Occupations

Other differences that you may experience include:

- How other students relate to their teachers
- How people spend their leisure time
- How people resolve conflicts and disputes
- The Laws and regulations governing the people
- How people make decisions
- How people express feelings and emotions and the meanings of hand, face and body movements

Due to these feelings, you may be asking yourself questions such as:

- "Am I speaking properly"?
- "Do people understand me"?
- "Will I be successful in my studies"?
- Will I find friends here"?
- Should I discuss my personal problems with anyone"?

Your body and your mind may react in unusual ways to the stress and confusion of living in a new culture. Some of the reactions you experience may be:

- Feeling isolated or alone
- Feeling confused
- Missing your family and friends back at home
- Sleeping too much or tiring easily
- Suffering body pains, especially in the head, neck, back and stomach
- Wanting to return home
- Feeling angry towards local people
- Depending on other people from your home country
- Feeling nervous
- Finding it difficult to express yourself in English

How you can adjust to a new culture

Understand that there will continue to be uncertainties and confusion. Imagine how a local resident might react to living in your own country. Observe how people in your new environment act in certain situations that are confusing to you. Try to understand why you behave as you do. Avoid judging things as either right or wrong; regard them as being different.

Recognise the advantages of living in a new culture and share your experiences with different people. Avoid having friends only from your country, learn to mix with domestic students and share each other's cultures. Join a club or a sport group or youth group.

Throughout the period of cultural adaptation, take good care of yourself. Read a book or rent a DVD in your home language or take a short break if possible, exercise and get plenty of rest, write a letter, email, and skype or telephone home, eat good food, and do things you enjoy with friends. Take special notice of things you enjoy about living in the new culture. Although it can be a little scary, the "shock" will gradually go away as you begin to understand the new culture.

Transport in Auckland

School buses are available (SEE ORIENTATION HANDBOOK)

The best website to plan your trip is MAXX download the app or go to <https://at.govt.nz/bus-train-ferry/>

AT (Auckland Transport) is the bus network around the city <https://at.govt.nz/register-for-at-hop/>
You need your student ID to get student rates and a HOP card.

Link bus services are the easiest way to get around Auckland. Just look for the red, green or yellow buses.

There is no need for a timetable as each service operates on such a frequent basis. Simply head to the appropriate bus stop and wait for the right coloured bus.

<https://at.govt.nz/bus-train-ferry/bus-services/link-bus-service/>

Go to this site to get the maps of where the buses go.

Bus link to get around the CITY CENTRE



Bus link to get around the INNER CITY



Bus link to get around the CITY SUBURBS



School buses are available in the orientation booklet.

Living Arrangements for International Students

1. Homestay

- a) The 2017 home stay charge is NZ\$280.00 per week plus a one-off placement fee of NZ\$300.00. The homestay fee includes three daily meals, laundry facilities, and a warm bedroom with study facilities and internet useage A homestay administration fee of \$300.00 per year will be charged every year.
- b) Homestay changes can only be made with the approval of the International Director. Two weeks' notice, in writing/email or \$560.00 is paid to the host family regardless if the student moves out prior to the two week notice period. Homestay placement fees of \$300.00 apply to each new homestay.
- c) **Homestay Retainer Fee.** This is payable when the **student leaves at the end of the year** and wants to "Hold" their room until you return to NZ. You are to give two weeks' notice (or \$560.00) and then \$50 a week is charged up to a maximum of \$250.00. Student's belongings can be stored out of the room in another part of the house if the homestay wants use the room or belongings can be stored in the school garage for no charge. If the student moves out completely there is no retainer fee paid (but two weeks' notice of \$560.00 still needs to be given).
- d) Homestay families are paid \$280.00 per week during term break holidays. If the student leaves during term time or during the term holidays for longer than two weeks, the homestay family are paid two week's payment (\$560.00) then \$50 after that (to a maximum of \$250.00 or five weeks).

2. Designated Caregiver

Living with a DCG (Designated Caregiver). A DCG is a person who has been designated by the family to take care of you. This person must be a relative or a close family friend. Your parents will have signed a declaration stating that this person is either of these and is very well known to them. A member of the International Staff will visit the home prior to your arrival /moving in to confirm that this is a suitable and safe environment for you to live in. **You must never move into a DCG without permission from the International Department.** An annual Designated Caregiver Fee is payable when you move into a DCG and for each subsequent change.

3. Parent

Living with one or both of your parents who will have a Guardianship Visa. This means you have been granted permission to stay in New Zealand and look after you, while you are studying. If for some reason your parent has to return to your own country, **you must advise the International Department before you leave. This is very important, so that alternative accommodation can be arranged or approved for you.**

You are not permitted to live alone or in a flatting situation with any other students', regardless of their age. Any move must be approved by the International Department prior to the move.

It is the responsibility of **you** and your New Zealand guardian/caregiver to inform the International Department of any changes in your accommodation **before you move**. When you live in a homestay, you are living in a family home and you should expect the same restrictions as you would in your own home. If you make a real effort to become part of the family, your time there should be enjoyable.

Here is some information to help you get the most out of Kiwi culture and life in a host family:

Important notes:

1. Write down the names of all the family members, phone numbers and address.
2. Make sure you know how to get to and from school by walking and bus. Write instructions down as you may forget. The first trips to and from school are scary so please make sure you are confident and set the alarm?
3. **Communication** is the most important thing to remember in a homestay. Make sure you can tell your homestay if you are hungry or cold or feeling homesick or confused. Your international department will help too. Discuss this information with your new family:

1.	<p>Meals What food do you like to eat? What are your dislikes or allergies? Discuss any kitchen rules. What can you eat if you are hungry i.e. fruit or snacks – where and what. Can you make a sandwich? Do you know how/are you allowed to use the toaster, kettle or microwave? Ask what your lunches will consist of i.e. sandwiches or rolls, yoghurt, fruit, snacks and treats and if you need to make it yourself so you allow enough time in the mornings. Make sure you clean up afterwards.</p>
2.	<p>Expectations & house rules What house rules apply in your family e.g Your bed is made in the morning and curtains pulled back. The room is kept tidy No cell phones at the table No food in the bedrooms or other areas if applicable</p>
3.	<p>Showers & personal hygiene When is the best time for you to shower – (5-8 minute showers are acceptable). Where can you keep your toiletries? Where are the towels and where should you put them after use? How do you dispose of sanitary pads/tampons?</p>
4.	<p>Laundry Discuss how you do the washing in the family and how your washing will get done i.e put washing in a laundry basket and it will be collected and washed. You may feel uncomfortable and sensitive about other people seeing your washing so you may be happy that you do your own or sometimes a separate net washing bag for your underwear is a good idea? Some students will want to wash everything including your entire uniform each night – this is not necessary. Remember not to hang your wet clothes in your room – use a clothes line or airer.</p>
5.	<p>Internet The School offers free Internet and wireless access. Some New Zealand families do not have unlimited internet and that we have to pay for every gigabyte used, so there can be no downloading of programmes or live streaming (watching movies) as this is what uses the most internet – otherwise social networking sites like Facebook, emailing and researching for homework are fine.</p>

6.	<p>Curfews</p> <p>We understand that overseas students go to bed late - it is just what you are used to in your society back home. Students study extremely hard and for long hours so your only “down time” is late at night. It is frustrating as the time difference can be four hours behind so when your friends & family come home from after school study or work it can be 6pm at home and 10pm in NZ. Realistic expectations need to be set that fit in with your family rules. Discuss lights out or when you want the computer or devices to be switched off. As a guideline (depending on age), lots of families try and stipulate 10.00 – 10.30pm on school nights and let them stay up later in the weekends.</p> <p>If you want to go out in the weekends then make sure you contact the family if you are not coming home for a meal and that you know where you are going etc. as a guideline the you home before dark i.e. 7.30pm in summer or 6.30pm in winter. The school or homestay family may contact the parents to find out what is acceptable but you do need to abide by the decisions. If there are any concerns or you need anything clarified contact the International Office.</p>
7.	<p>Heating</p> <p>What are the rules about heaters/electric blankets? If you feel the cold make sure you are warm enough and ask for more blankets. Turn off all heaters and electric blankets.</p>
8.	<p>Chores</p> <p>Once you settle in find out any jobs or responsibilities that you need to do i.e. setting the table, washing the dishes, emptying the dishwasher.</p>

Enjoy!

ALCOHOL and SMOKING

In New Zealand people younger than 18 years of age are not permitted to drink alcohol. We ask you to respect this rule for your own safety.

Students are forbidden to have in your possession any tobacco products, alcohol, drugs, unauthorised medications, offensive and dangerous weapons, matches and lighters. In this case you will be dealt with seriously and may be required to leave the school.

If you are under 18 you can't:

- Drink in a public place
- Go into pubs and bars
- Buy alcohol or get an adult to buy you alcohol
- Carry a fake ID or use someone else's

There are heavy penalties for people who drive having drunk alcohol. The sale of cigarettes or other tobacco products to people under 18 is prohibited. SMC students are not permitted to smoke.

Your Room

Please keep your bedroom tidy and any rubbish needs to be removed and disposed in proper rubbish bins, and also any rooms in the house that you use at all times. Please respect the home you are living in and leave any room in the same tidy condition as you found it in.

Telephoning

It is very expensive to call overseas from New Zealand, so the best thing to do is to buy an International Phone Card or use Skype or similar tools. These make calling home much cheaper and easier. Calling mobile phones is also quite expensive, so please ask permission from your family first or use your own mobile phone.

Importing Goods into New Zealand

Only items for your personal use should be delivered to your homestay address (or any other address) in New Zealand. **You are not permitted to receive goods for other people or sell items that have been delivered to your address whilst studying at St Mary's College.**

Important information from New Zealand Customs:

- Goods mailed into New Zealand may be subject to import duty. Import duties are calculated on the Customs value of the goods in New Zealand Dollars.
- The goods may also be subject to Goods and Service Tax (GST) of 15%. Based on the Customs value of the goods, and including the duty (if any) and postal/courier charges.
- Goods liable for duty and GST of NZ\$50 or more cannot be released until the charges are paid.
- There will also be an import entry transaction fee (IETF) and MPI biosecurity system entry level of \$48 charged additionally on items.
- Regular importation of items will require you to register with IRD as an income earner declaring all income earned and regularly filing tax and GST returns.

Extra money

Your homestay fee includes accommodation and food. It does not cover special toiletries, stationery, bus fares, or extra snacks at school.

Where St Marys College arranges your homestay accommodation, your contract may be terminated **if your behaviour in your homestay is such that no other homestay can be found for you.**

Your parents/agent or yourself must not transfer any monies for your living expenses or pocket money directly to your homestay family. The funds for your living expenses can be sent to school (if this is necessary) and we can arrange regular weekly/monthly payments for you. The funds would be held in a secure school bank account.

Social Activities & Manners

New Zealanders, especially males, often shake hands when meeting each other for the first time. When you want to meet with someone professional, for example a doctor you need to make an appointment first to meet them. On most occasions you cannot simply turn up without organising a meeting first. This applies not only to meetings with professionals but also with friends. New Zealanders rarely visit each other without calling in advance and letting the person know that you intend to visit and what time you will arrive.

Your friends will be welcome in the house but, out of courtesy, you should seek permission from your host family before you invite friends home, particularly if you want them to eat with you and the family.

You should remember that one of the main reasons that you are studying in New Zealand is for you to learn to speak English. If you are living with an English speaking family, it is polite to speak English when you are in the family areas of the house. Please remember this if you have friends visiting.

If you are going out in the evening, you must ask permission from your host family before you go out. Let them know where you are going, who you are going with and what time you expect to be home. If, for any reason, you are going to be late, you must let the family know so that you do not worry about you

You should always give them your mobile number and ensure that you keep it switched on when you are away from the home and that your mobile phone battery is fully charged before you leave the house.

You are not permitted to stay out overnight regardless of your age, without permission from your homestay parents.

Curfew

The New Zealand law says that young students are to be under supervision at all times, unless we receive written permission from your parents.

The following are times students must be home are an indication only and you can discuss these further with your host family. Your host family and you will be able to agree a mutually convenient time to be home and this must be adhered to at all times. If you are going to be late, it is very important that you ensure your host family are aware. If you fail to do this, then it could cause unnecessary concern and worry for your family.

AGE	SUN – THURS	FRIDAY	SATURDAY
Under 15 years	6.00pm	Under Supervision	Under Supervision
15-16	7.30pm	10.00pm	11.00pm
16-17	7.30pm	12.00am	12.00am

Travel and Activities during School Holidays and Weekends

You are not permitted to travel around or out of New Zealand unsupervised at any time during your period of study with St Marys College, unless you are flying directly home to your own country. The International Department can advise you of suitable approved tours that are available. (Additional costs will be incurred for these trips.) Before undertaking any of these trips, a Leave form should be completed which includes written permission from both your parents and homestay/designated caregiver. For further information and Leave forms see the International Office.

Some Ideas for Your Safety

Auckland is a safe city, but like all big cities, common sense and some care are needed.

Please take care of your belongings at all times, particularly cameras, MP3 players, laptops and mobile phones. Also take care of your money, and don't carry too much cash with you. Most of your money should be kept safely in the bank.

Safety Reminders

- Do not walk alone at night, especially in dark places or parks.
- Let your home-stay know where you are going and when you will be coming back home- make sure it is not late.
- Carry a cell phone or local telephone card, a map, your address and telephone number.
- Carry a telephone number for a taxi company in case you need transport home. Taxis are more expensive than other public transport but can be good for occasions where several people are sharing the fare or when public transport is not available, such as late at night.
- Always carry your bag and wallet with you.
- Make sure you keep your passport and any other important documents in a safe place.
- **If there is an emergency, 111 is the direct number for the fire brigade, police or ambulance.**

Pedestrian Safety

As a pedestrian, it's important that you follow the road rules and guidelines shown below. You will help ensure your safety when you're walking near roads or crossing the road.

Footpaths provide a safe place for you to walk. Where a footpath is provided, use it. Where there is no footpath walk on the side of the road facing oncoming traffic (except on curves, where it is best to walk on the outside edge of the curve) if possible, walk off the road, or as close as possible to the edge of the road at night, wear light-coloured or reflective clothing, or carry a torch to help you be seen.

When using a shared path you must be careful and considerate. A shared path may be a cycle path, a footpath, or some other kind of path used by pedestrians, cyclists, riders of mobility devices and riders of wheeled recreational vehicles at the same time. There will be a sign telling you it is a shared path.

Be careful when crossing driveways, particularly when your visibility is restricted by buildings or fences. Remember, if a driver is coming out of a driveway, your vision will be restricted and you may not see you.

Cross the road only when it is safe to do so. Always check all nearby roads for vehicles before you cross and quickly walk straight across the road.

Remember, it takes time for a vehicle to stop. Be sensible and wait for a gap in the traffic before crossing the road.

When crossing the road at an intersection, remember to check behind and in front for turning vehicles.

When crossing the road at night, cross near a street light if you can.

If you need to cross the road when you get off a bus, wait until the bus has moved away before checking for moving vehicles.

If you have to cross the road between parked vehicles, move out as far as the headlight of a parked car nearest the traffic, then check for moving vehicles and wait for a gap before crossing the road.

Pedestrian crossing - you are within 20 metres of a pedestrian crossing or traffic signals, you must use the crossing,

footbridge, underpass or pedestrian traffic signals to cross the road. Don't dawdle on a pedestrian crossing. Don't stop suddenly onto a pedestrian crossing if any vehicles are so close to the crossing that you cannot stop.

Courtesy crossings- Courtesy crossings are not official pedestrian crossings. You provide a place where drivers can stop safely to allow pedestrians to cross. However, drivers are not obliged to stop at courtesy crossings, so use them with care.

St Mary's International students are not permitted to drive or own a car at any time during your studies

Part time work

Students who are studying at year 12 and year 13 **MAY** be given permission from the International Department to work part-time. You will need to apply for a VOC to your student visa. **Do not apply** for any position before you have been to the International Office and received the appropriate forms. Any student not coping with your studies because of work commitments may jeopardise your place at St Marys College.

If you have any problems

The best homestay experience is when you feel like a member of the family. This will happen when you make an effort to engage as part of the family. Be polite, be friendly, be helpful, and talk about any suggestions or problems with your new family.

Remember you are a guest in the Homestay family, and if you want to use or change anything to make your stay more comfortable, then you must discuss it with your family first. The best way to ensure you have a good experience in homestay is to discuss any problems or issues with your family. If this does not help, then you can always talk to the International Department, Counsellors or any staff member.

We all want to help you have an enjoyable time while you are at St Marys College.

Remember we are always here to help and there is “no question that is not a good question” if you are unsure of the answer! Please ask!

Information about New Zealand:

The ethnic make-up of New Zealand's population is very diverse; it is mainly comprised of a mix of Maori, European (Pakeha), Asian, Middle Eastern and Pasifika people (people from the Pacific region). People of European and Maori ethnicity make up 70% and 15% of the population respectively. Excluding those of European or Maori origin, the next largest ethnic groups are, in order of size: Chinese, Samoan, Indian, Cook Island Maori, Tongan and Korean.

Most New Zealanders are very friendly and are interested in learning about other peoples' culture and society. You will find that you will ask questions about you, and that you are happy for you to ask questions about them, and about New Zealand in general.

New Zealanders are generally friendly. You like to joke and smile but are slow to make friends with others. It is important to meet and get to know New Zealanders. Try to get out and meet lots of people, once you have formed one friendship it will be easier to make others. It doesn't matter if you make mistakes with your English. Making mistakes and learning from them will improve your communication.

Thank you

Thank you is a phrase often used in New Zealand – even for small favours it is polite to say thank you.

Religion

According to 2006 Census information, just over two million people in New Zealand (55.6%) categorise themselves as Christian (Anglican, Catholic and Presbyterian are the main denominations), and nearly 1.3 million do not have a religious affiliation. Other religions in New Zealand include Buddhism, Islam, Hinduism and Judaism. There are many religious groups and organisations throughout the country. The best way to find contact information for them is to look in the phone book, under the 'Churches and Religious Organisations' section of the Yellow Pages or under the name of the religious group or denomination in the White Pages.

For the Yellow Pages, go to: www.yellowpages.co.nz.

For the White Pages, go to: www.whitepages.co.nz.

Discrimination

New Zealanders should not discriminate - it is against our law. This means that men and women are treated equally and women must be shown the same respect as men. It does not matter what country a person comes from or your religion or if you have a disability- you should be treated as an equal and you should treat them as an equal too. If you think you have experienced discrimination contact the International Department or another senior staff member. Your complaint will be taken seriously.

Tipping

Tipping is not expected. People occasionally tip the waiter/waitress in an expensive restaurant. Tips are not given in cafeterias or fast food restaurants.

Toilets

Public toilets in New Zealand are generally free to use and are usually segregated for male and females. You are non-squatting, European-style toilets. Water basins are available for washing hands and usually have two taps: one for hot water and one for cold.

Punctuality

If you are meeting someone or attending classes, it is important to be on time. When meeting friends or family, however, it can be acceptable to be about 10–15 minutes late. If you are going to be late, it is courteous to call and let the person know when you expect to arrive.

Dealing with the opposite sex

New Zealand is a very open society. On the whole, men and women integrate freely and there is little segregation between the sexes. It is normal for males and females to be friends and to socialise together. You will probably have both male and female teachers and support staff. Men and women are treated in the same way and take on similar roles in society. In New Zealand, women are often in positions of authority such as business leaders, and politicians, and the role of the wife/mother in a New Zealand family may be slightly different from what you are used to.

Clothing

On most occasions New Zealanders dress informally but relatively conservatively. It is not uncommon however, to see men wearing shorts and no shirts, and women wearing sleeveless tops and short skirts or shorts during the summer.

Manners

When shopping, going to the bank or visiting any other place where others are doing similar things to you, a queuing (or lining up) system is used. This means that whoever comes first will be served first ("First come, first served"). It is considered bad manners to go ahead of someone else, who was already there when you arrived.

New Zealanders find spitting and littering offensive. Some New Zealanders can get upset if you see people behave in these ways.

International Student Attendance Policy

You are required to attend 100% of your programme.

If you are sick and cannot come to school, your caregiver must phone the Attendance Officer 4894168 and you must bring a note from your caregiver to explain your absence the following day. **This note must not be written by you, or your guardian or Agent.**

If you are studying NCEA then you must follow the rules as set out in the NCEA student guidelines. Please ensure you are familiar with this document.

If you have unexplained absences or poor attendance we are required to inform Immigration NZ who are likely to revoke your visa and you may be sent home.

The Education (Pastoral Care of International Students) Code of Practice 2016

When you come from other countries to study in New Zealand, it is important that you are well informed, safe and properly cared for. New Zealand Education Providers like St Mary's College has an important responsibility for International Students' welfare. The Code is a document that provides a framework for service delivery by education providers and your agents to international students. It sets out minimum standards of advice and care that you can expect and provides a procedure that you can follow if you have concerns about the treatment you receive from your education provider or agent of a provider. The Code does not apply to concerns about academic standards. (The was revised in July 2016)

The Code sets standards for education providers to ensure that:

- High professional standards are maintained
- The recruitment of international students is undertaken in an ethical and responsible manner
- Information supplied to international students is comprehensive, accurate and up-to-date
- Students are provided with information prior to entering into any commitments
- Contractual dealings with international students are conducted in an ethical and responsible manner
- The particular needs of international students are recognised
- International students are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of international student grievances.

How can you get a copy of the Code?

You can get a copy of the Code from the International Office. The Code is also available online from: <http://www.nzqa.govt.nz/about-us/news/new-code-of-practice/>

Complaints

In the first instance, the complaint should be directed to the appropriate person and, where possible, resolved co-operatively and at an early stage. The International Department will try to help you. If the problem cannot be resolved by such discussion or should the complaint be anything but of a minor nature, the complaint should be referred to the Deputy Principal. If a complaint is of a very serious nature, staff will immediately inform the Principal about the nature of the complaint.

What do I do if something goes wrong?

If you have concerns about your treatment at St Mary's College (SMC) or by an agent of SMC the first thing you must do is contact the International Director, or a Senior Staff member.

The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further. Please follow the International student complaints flowchart and complete an International student complaints form.

If your concerns are not resolved by the school you can contact the New Zealand Qualifications Authority (NZQA), who will process your complaint.

<http://www.nzqa.govt.nz/studying-in-new-zealand/coming-to-study-in-new-zealand/international-student-care/>

For more information on the complaint process, students can contact NZQA on 0800 697 296.

Immigration

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on your website at www.immigration.govt.nz.

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on your website at www.moh.govt.nz.

Accident Insurance

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz.

Compulsory Insurance

It is compulsory for you to have current medical and travel insurance for the duration of your programme of study in New Zealand. This is a condition of your study visa and the insurance must cover you from the date when you leave your country to the expiry date of your visa plus one week. If your insurance was not arranged through St Mary's College then it is your responsibility to ensure that the school is provided with copy of your valid insurance policy. If you do not have valid insurance then you will not be allowed to attend your classes.

Useful links

Water Safety New Zealand: <http://www.watersafety.org.nz/resources-and-safety-tips/safety-info-tips/the-water-safety-code/>

NZTA information for visiting drivers: <http://www.nzta.govt.nz/safety/driving-safely/visiting-drivers/>

Drive Safe: <http://www.drivesafe.org.nz/>

Alcohol laws and penalties: <http://www.police.govt.nz/advice/drugs-and-alcohol/alcohol-laws-and-penalties>

Sun safety: <http://sunsmart.org.nz/>

Budgeting resources: <http://www.sorted.org.nz/life-events/studying>

Sexual and reproductive advice: <http://shop.familyplanning.org.nz/international-students-sexuality-education-toolkit>

Earthquakes and other natural disasters: <http://getthru.govt.nz>

The Mental Health Foundation website offers some valuable support in relation to mental health:

<http://www.mentalhealth.org.nz/get-help/in-crisis/worried-about-someone>.

Phone Directory:

Emergencies:	
Fire, Police, Ambulance	Dial 111
Civil Defence	0800 22 22 00 For information and advice before, during and after an emergency such as earthquakes, tsunami, fire, floods and volcanic eruptions

Health	
Doctor (GP) near the school	CityMed Doctors Address: 8 Albert St, Auckland, 1010 Phone: 09-377 5525
Search the Health Point website to find a GP close to where they live:	http://www.healthpoint.co.nz/
Healthline number:	0800 611 116.
White Cross Accident & Medical Emergency Doctor	Address: 202 Ponsonby Rd, Ponsonby, Auckland 1011 Hours: 7:30AM–8PM
Family Planning Association	www.familyplanning.org.nz

Counselling Services:	
Lifeline New Zealand	(09) 522 2999 or www.lifeline.co.nz/ A free, confidential and non-judgemental telephone counselling service. Operating 24 hours a day, 365 days.
Youthline	0800 376633 or text support on 234 or email talk@youthline.co.nz or http://www.urge.co.nz/home.html Youthline offer a range of services for young people and your families across New Zealand and is available 24 hours a day.
Chinese Lifeline	09 522 2088 or outside Auckland call 0800 888 880. Provides a confidential and free telephone counselling and support service for Cantonese and Mandarin speakers. Operating hours are Mon-Sun 10am-2pm; Mon-Fri 7pm-10pm.
Citizens Advice Bureau	0800 FOR CAB (0800 367 222) www.cab.org.nz The Citizens Advice Bureau can offer you advice and guidance on a range of issues.

Government Departments

Settling in NZ	www.newzealandnow.govt.nz/living-in-nz
New Zealand Customs	www.customs.govt.nz
Ministry of Health	www.moh.govt.nz
Immigration New Zealand	<p>www.immigration.govt.nz Information to assist you settling into New Zealand http://www.immigration.govt.nz/migrant/stream/study/imaccepted_tellmemore/informationforyourfirstfewdays/</p> <p>Information for your first few days in New Zealand http://www.immigration.govt.nz/migrant/stream/study/imaccepted_tellmemore/settlingin/</p>
Visa's Studying in New Zealand	https://www.immigration.govt.nz/new-zealand-visas/options/study
Accident Compensation Corporation	www.acc.co.nz
Ministry of Education	<p>www.minedu.govt.nz/goto/international</p> <p>A Guide to living and studying in NZ http://www.minedu.govt.nz/~media/MinEdu/Files/EducationSectors/InternationalEducation/ForInternationalStudentsAndParents/LivingGuideEnglishVersionPDF.pdf</p> <p>Resources for Chinese students http://www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForInternationalStudentsAndParents/LivingAndStudyingNZ/YourCultureAndCommunity/ChinaResources.aspx</p> <p>Resources for Korean Students http://www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForInternationalStudentsAndParents/LivingAndStudyingNZ/YourCultureAndCommunity/KoreaResources.aspx</p>
NZQA	http://www.nzqa.govt.nz/studying-in-new-zealand/
The Code of Practice	http://www.nzqa.govt.nz/
Language Line	www.ethnicaffairs.govt.nz
Kiwi Careers / Career Services	www.kiwicareers.govt.nz www.careers.co.nz
New Zealand Transport Authority	<p>Pedestrian safety http://www.nzta.govt.nz/resources/roadcode/about-other-road-users/information-for-pedestrians.html</p>

Finding Accommodation in Auckland

<p>Renting Property/Tenancy Services Trademe</p> <p>Areas to live in around St Mary's School. There are many bus routes so check with the school first</p>	<p>http://www.tenancy.govt.nz http://www.trademe.co.nz/property/residential-property-to-rent/auckland</p> <ul style="list-style-type: none"> • City • Ponsonby • St Mary's Bay • Westmere • Point Chevalier • Grey Lynn
<p>Buying Property: Trademe:</p>	<p>http://www.trademe.co.nz http://www.realestate.co.nz</p>

Transport around Auckland

<p>Student hub for International Students in Auckland</p>	<p>http://www.studenthub.co.nz/auckland/InternationalStudents.aspx</p>
<p>Auckland Transport Planner</p>	<p>www.maxx.co.nz Used to plan trips on public transport around Auckland.</p>
<p>Find out more information about Auckland</p>	<p>http://www.aucklandnz.com</p>

News and Current Events

<p>Television New Zealand</p>	<p>www.tvnz.co.nz</p>
<p>New Zealand Herald</p>	<p>www.nzherald.co.nz</p>