

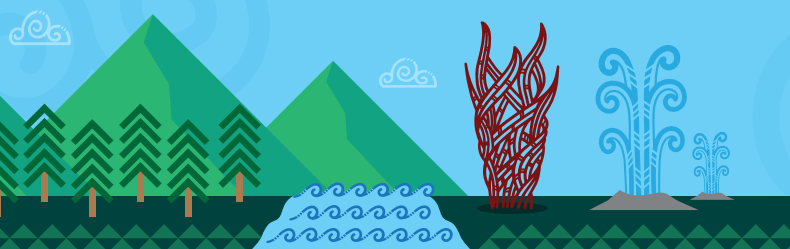
NEWCOMER SETTLEMENT SUPPORT LIST

Nau mai i raro i ngā marumaru o ngā tohu o te whenua. Haere mai i raro i te parepare o te tauwhirotanga o te hāpori o Rotorua kāinga.

Welcome 'neath the shelter of the shade of our many landmarks. Welcome and feel safe under the care of the many people that call Rotorua home.

Nau mai, haere mai - welcome to Rotorua.

We're proudly known for our geothermal landscapes, lakes and forests, Māori culture and our sense of manaakitanga (hospitality). We hope you settle in well here and we look forward to sharing our heritage with you, as you share yours with us.



EMERGENCY POLICE, FIRE AND AMBULANCE

In an emergency dial **111 for Fire, Police or Ambulance**. Tell the operator what service you require and stay on the phone. They will ask where you are, what phone number you are calling from, what has happened, and how long ago it happened.

☎ **111 Police, Fire and Ambulance**
☎ **105 for police non-emergencies**

TE WHATU ORA LAKES ROTORUA HOSPITAL

Open 24 hours, seven days a week to provide medical services. Interpretation services available. Contact your general practitioner (GP) first unless it's an emergency.

📍 **Corner Arawa St and Pukeroa Rd**
☎ **07 348 1199 non-emergency number, dial 111 in an emergency.**
🌐 www.lakesdhb.govt.nz

LAKES PRIMECARE - ACCIDENT AND URGENT MEDICAL CARE CENTRE

Open daily from 8am - 9pm. You should visit Lakes PrimeCare if you're not yet registered with a doctors' practice.

📍 **1165 Tūtānekai St**
☎ **07 348 1000**
🌐 www.lakesprimecare.nz

SAFETY

- 🕒 Always lock your doors and close 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 you don't 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.
- 🕒 Emergencies can happen anytime, anywhere. Visit 🌐 civildefence.govt.nz for information and advice on how to prepare.

NEIGHBOURHOOD SUPPORT ROTORUA

A community-led movement that brings people and neighbourhoods together to create safe, resilient, and connected communities.

☎ **07-349-9470** ✉ nsrotorua@gmail.com
📍 **Rotorua Police Station, Fenton St, Rotorua**
🌐 www.nsrotorua.info

ROTORUA POLICE ETHNIC LIAISON OFFICER

To help navigate cultural issues and improve police relationships with ethnic communities.

📍 **1190/1214 Fenton St**
☎ **07 349 9554 - non-emergency, dial 111 in an emergency**

HEALTHCARE

- 🕒 We recommend you enrol with a local doctor, also known as a general practitioner (GP). You can find a general practice in Rotorua by visiting 🌐 www.healthpoint.co.nz
- 🕒 **Healthline 24/7**
For free general health advice and information contact Healthline 24/7 who can provide interpretation services if required.
☎ **0800 611 116**
- 🕒 Pharmacies can provide over-the-counter medicine, fill prescriptions and offer free basic health advice. Visit 🌐 www.healthpoint.co.nz/pharmacy/lakes/rotorua/ to find a pharmacy near you.
- 🕒 To find a dentist near you visit, 🌐 www.healthpoint.co.nz/dentistry/lakes/rotorua/
- 🕒 **PlunketLine**
PlunketLine is a free parent helpline and advice service available to all, 24 hours a day, seven days a week.
☎ **0800 933 922**

📍 Children's Health Hub

Located within the Rotorua Library I Te Aka Mauri, the Hub provides a range of child health and maternal services.

📍 1127 Haupapa St
☎ 07 348 1199 Extn 5401
✉ Childrens.HealthHub@lakesdhub.govt.nz

📍 Need to Talk

For mental health support, reach out to your GP or free call/text Need to Talk who provide 24/7 counseling service via text or phone call with interpreters available.

☎ Call or text 1737

📍 Acute Response Team

If you or someone you know needs mental health or addiction crisis support, contact the Acute Response Team (ART) Lakes who provide 24/7 emergency intervention support.

☎ 0800 166 167

EDUCATION

Rotorua has a range of public and private playgroups, preschools, primary, intermediate, secondary and tertiary schools. **Contact the Rotorua Citizen's Advice Bureau (CAB) for information and advice on education.**

📍 1143 Eruera St ☎ 07 348 3936

GETTING AROUND

📍 Biking/walking

Rotorua has an urban area that's mostly flat and condensed, making it ideal for journeys by bike or walking. To map your journey visit 🌐 www.rotorualakescouncil.nz/sustainabletransport

📍 Bus services

There are many bus routes that cover the Rotorua district with two rural connectors, plan your journey by visiting 🌐 www.baybus.co.nz/rotorua/rotoruaurban

📍 Taxi services

Rotorua Taxis has a comprehensive fleet of Hybrid Taxis and Total Mobility Vehicles to suit. 24/7 availability.

☎ 0800 500 000 or 07 348 1111
🌐 rotoruataxis.co.nz

LANGUAGE SUPPORT

📍 English Language Partners New Zealand

Teaches English and provides advice for work and everyday life in New Zealand.

📍 The Arts Village, 1240 Hinemaru St
☎ 07 350 2395
🌐 www.englishlanguage.org.nz

📍 Rotorua English Language Academy (RELA)

Offers all ages academic programmes with general English classes from beginner to advanced.

📍 1154 Hinemoa St
☎ 07 349 0473
🌐 www.rela.co.nz

📍 Toi Ohomai Institute of Technology I Te Pūkenga

Provide a range of English language programmes from beginner to advanced courses. Some courses are free for New Zealand citizens or permanent residents.

📍 Mokoia Dr
☎ 0800 864 646
🌐 www.toiohomai.ac.nz

📍 New Zealand Society of Translators & Interpreters

The national professional association for translators and interpreters.

🌐 www.nzsti.org

INFORMATION SUPPORT

📍 Rotorua Library I Te Aka Mauri

The Rotorua Library is open to all to borrow books, audio books, DVD's and toys. You can access computers, internet and printing services and also attend a range of different workshops.

📍 1127 Haupapa St
☎ 07 348 4177
✉ library@rotorualc.nz
🌐 www.rotorualibrary.govt.nz

📍 Rotorua Multicultural Council

Offers a wide range of programmes to support migrants while they settle in Rotorua.

☎ 021 741 664
✉ exec.rmc@gmail.com
🌐 www.multiculturalrotorua.nz

📍 Citizens Advice Bureau (CAB)

CAB provides free, confidential, independent information and advice to anyone. They help people know their rights and how to access services. They also provide helpful settlement information for newcomers.

📍 1143 Eruera St
☎ 07 348 3936
✉ rotorua@cab.org.nz
🌐 www.cab.org.nz/location/cab-rotorua

📍 Rotorua Lakes Council

Provides a wide variety of services to Rotorua such as rubbish and recycling, parking, animal control, maps and much more. Visit our website for a full list of services and operations you can do online.

📍 1061 Haupapa St
☎ 07 348 4199
✉ info@rotorualc.nz
🌐 www.rotorualakescouncil.nz

GOVERNMENT SERVICES

📍 Human Rights Commission

Protects the rights of everyone in New Zealand. Advocates for a fair, just, and safe country.

☎ 0800 496 877 comment txt 021 0236 4253
✉ infoline@hrc.co.nz
🌐 www.hrc.co.nz

📍 Ministry of Social Development (MSD)

Assists people to be safe, strong and independent to create healthy families and communities. Employment, education and housing support available.

☎ 0800 559 009
🌐 www.msd.govt.nz

☉ Ministry of Business, Innovation and Employment

Provides confidential help on employment issues and migrant exploitation. Support is available in different languages.

☎ 0800 209 020
🌐 www.mbie.govt.nz

☉ Immigration New Zealand

Looks after New Zealand's immigration rules and laws. They work with international organisations and industry partners to improve border security and make immigration easier. Interpreter's available on request. You can also visit 🌐 live-work.immigration.govt.nz for information on settling, living and working in New Zealand.

☎ 0508 558 855
🌐 www.immigration.govt.nz

☉ Ministry for Ethnic Communities

The Government's principle advisor on ethnic diversity, provides advice and information for ethnic communities. They work with communities, other government agencies and a range of organisations to effect change in areas critical to the wellbeing of ethnic communities.

☎ 0800 656 656
🌐 www.ethniccommunities.govt.nz

☉ Immigration Advisors Authority (IAA)

If you need immigration advice, the IAA have some helpful resources.

🌐 www.iaa.govt.nz/for-migrants/guides-and-resources/

BUSINESS AND EMPLOYMENT

Rotorua is a district rich in creativity and talent, making it a great place to live and work. For information to get a business started, who the major employers are and where to find employment, visit Rotorua NZ - the district's economic development agency.

📍 1167 Fenton St
☎ 07 348 5179
🌐 www.rotoruanz.com

LEGAL AID

Rotorua District Community Law Centre

Offers free community law services.

📍 1276 Pukuatua St
☎ 07 348 8060
✉ reception@rdclc.co.nz
🌐 communitylaw.org.nz

THINGS TO DO

☉ Rotorua Nui

A guide that showcases all types of events from sports to culture and everything in between.

🌐 www.rotoruanui.nz

☉ Rotorua NZ

Visit Rotorua NZ to learn about the range of experience Rotorua has to offer.

🌐 www.rotoruanz.com

