

# Invercargill City Welcome Kit





# *Haere mai ki Waihōpai* **Welcome to Invercargill**

At Invercargill City Council, we want everyone to be proud to call our city home.

That's why Council has invested to create Our City with Heart – He Ngākau Aroha. The first stage of our city centre revitalisation is complete, and key areas in the CBD such as Esk and Don streets have been transformed. Te Unua - Museum of Southland is our most significant infrastructure project under way, and I am pleased to report it is progressing well. Our city is poised for growth and we are investing in a range of renewals and infrastructure improvements to ensure the city can welcome new businesses and residents here to share in our success.

Southland is a great place to call home, with a range of wonderful lifestyle and recreational opportunities on your doorstep. Council is pleased to support community facilities like ILT Stadium Southland and the planned community centre Saving Grace in south Invercargill, as well as a wide range of community events showcasing our culture from the hugely popular multicultural food festival to the Burt Munro and Bluff Oyster festivals.

Wherever you choose to live within Invercargill and Bluff I know you will be welcomed with southern hospitality and I hope you find the resources in this Welcoming Pack useful to help make connections as you start your new life here.

**Nobby Clark**  
*Mayor of Invercargill*

## *Nau mai, haere mai ki Waihopai me Motupōhue* **Greetings to you all – Welcome to Invercargill and Bluff**

As tangata whenua, the people of this land, we have a more than 200 year history of welcoming strangers to live amongst and share the beauty of this place. We are well known for manaakitanga and kotahitanga – our hospitality and working together.



**Pania Coote**  
*Kaikaunihera:  
Manawhenua Representative  
Te Rūnanga o Awarua*



**Evelyn Cook**  
*Mangai – Waihōpai  
Waihōpai Rūnaka*

“

## Himani Mishra

**Moving from New Delhi to Invercargill more than 16 years ago, Himani Mishra never imagined that through her story of struggle, she would go on to help hundreds of new migrant families.**



Unfortunately, within two weeks of arriving in Invercargill, Himani and her son soon found themselves on their own, but that didn't discourage her from making her new life work.

"I needed to keep going for my son and I was determined not to move home. At that time, there wasn't really any help or support for migrants so it was quite challenging figuring out where to go and who to talk to."

But Himani soon found her way and by utilising her network and asking lots of questions from work colleagues and friends, her and her son were soon flourishing in Invercargill.

And in 2017 she founded Southland Migrants Walking Together, an organisation that aims to enable, engage and empower migrants, refugees and former refugees to create a truly multicultural Southland.

To date, the organisation has helped hundreds of migrant families find their feet and make new connections across the region. As well as establishing the Southland Hindi School, the organisation also offers a migrant support playgroup and a programme dedicated to migrant women and their children.

"As first-generation migrants it's so important that as well as establishing a life in Invercargill, we make sure we are staying connected to our children and keeping an eye on their mental health and their emotional needs."

### Himani's top tips for new migrants with children:

- As new migrants, don't forget that your children will also be experiencing many of the same thoughts and feelings that you are – stay connected and look after each other.
- After school care, local church groups and the library can be great places for your children to meet others and start to make friends.
- Keep in touch with your child's school and teachers to make sure they're receiving the right support and are settling in well.



## “ Yudi Suseno

**When Yudi Suseno made the move from Indonesia to Invercargill to study sports and exercise at SIT, he never dreamed that he would go from being a student to owning an F45 Training gym in just four short years.**

### **Yudi's top tips:**

- Invest in a good quality, waterproof jacket to keep you warm and dry – especially in winter.
- Get out and explore your backyard – there's heaps of amazing outdoor activities you can do locally, even just walking around Queens Park.
- A can-do attitude will get you a long way – make the most of any opportunities that come your way.

One of the first things Yudi did when arriving was to establish a strong network by getting out and exploring his new home and meeting a wide range of people.

“It's really important to make friends outside of other people who come from your country. Be brave, get out there, meet new people and get involved in the local community even if it's through volunteer work.”

Moving from a home town of 1 million people to a city of 50,000 was a bit of a change but Yudi has embraced the slower pace of life.

“The change in weather was a bit of a shock but you soon get used to it. In Invercargill everything's so close and within walking distance. It's got some amazing outdoor spaces for you to explore. It's a great place to live and I'm very proud to call Invercargill home.”



“

## Denisse Perdomo

**When Denisse Perdomo and her family made the move from South America to Invercargill, more than a year ago, she never expected to receive the warm welcome that the local community has given her.**

“Since the moment we arrived everyone has been so kind to our entire family. Our daughters have been welcomed and embraced by their local school community and my husband and I have both found jobs we really enjoy.”

Coming from busy Uruguay, Denisse and her family were encouraged to make the move from a close friend who had mentioned the job opportunities within the primary sector.

Since relocating, her family has really embraced the slower pace of life that Invercargill has to offer.

“We’re still amazed at the beauty and tranquillity of Invercargill. Everything is so clean and the air is so pure. We feel very lucky to call this home.”



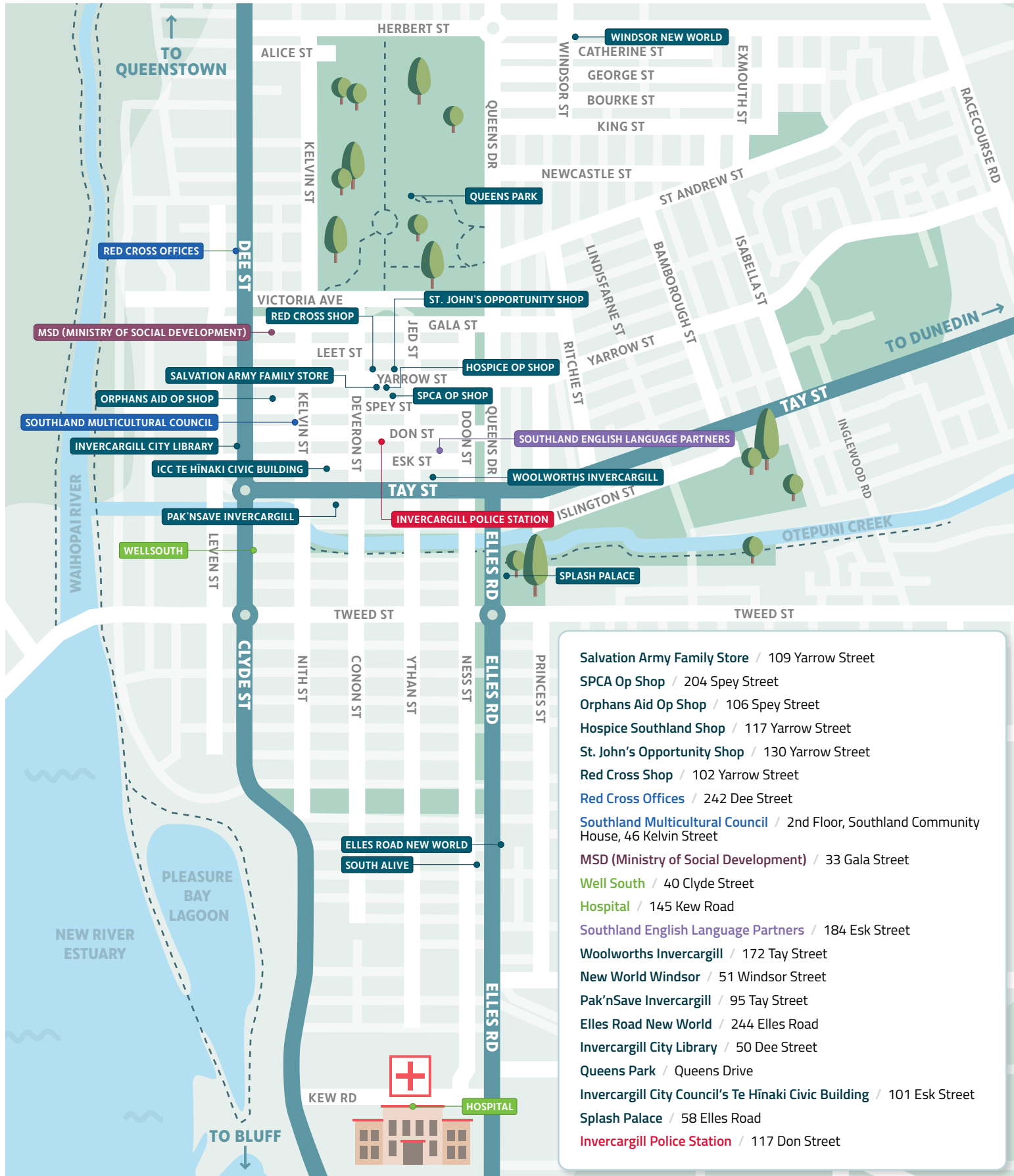
### Denisse’s top tips:

- Take the time to really explore the city. There’s lots of things to see and do if you’re prepared to get out and about.
- Invercargill is a really multi-cultural place. Make sure you immerse yourself with other immigrants and their cultures.
- If you’re thinking about making the move, be brave and do it. It’ll be the best decision you’ll make and you won’t look back.

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# Key Services Map



- Salvation Army Family Store / 109 Yarrow Street
- SPCA Op Shop / 204 Spey Street
- Orphans Aid Op Shop / 106 Spey Street
- Hospice Southland Shop / 117 Yarrow Street
- St. John's Opportunity Shop / 130 Yarrow Street
- Red Cross Shop / 102 Yarrow Street
- Red Cross Offices / 242 Dee Street
- Southland Multicultural Council / 2nd Floor, Southland Community House, 46 Kelvin Street
- MSD (Ministry of Social Development) / 33 Gala Street
- Well South / 40 Clyde Street
- Hospital / 145 Kew Road
- Southland English Language Partners / 184 Esk Street
- Woolworths Invercargill / 172 Tay Street
- New World Windsor / 51 Windsor Street
- Pak'nSave Invercargill / 95 Tay Street
- Elles Road New World / 244 Elles Road
- Invercargill City Library / 50 Dee Street
- Queens Park / Queens Drive
- Invercargill City Council's Te Hinaki Civic Building / 101 Esk Street
- Splash Palace / 58 Elles Road
- Invercargill Police Station / 117 Don Street



# Community Resources

## Active Southland

Active Southland supports all people living in Southland to lead active lives. They provide information about play opportunities, joining sports teams and walking trails.

➔ [activesouthland.co.nz](https://activesouthland.co.nz)

## Citizens Advice Bureau (C.A.B)

Citizens Advice Bureau (C.A.B) Invercargill provide free, confidential, independent information and advice to anyone. They help people understand what their rights are and how to access services they need. They also have an extensive community directory you can access anytime. The C.A.B specializes in providing personalized, one-on-one support through in-person conversations.

➔ [cab.org.nz/location/cab-invercargill?gad\\_source=1&gclid=Cj0KCQjw-ai0BhDPArisAB6hmP7d64xoSpl4xlD8vbo\\_UyeTBOP5DPLcgHK64LHUk6f4IQV4X9CQStAaAhhPEALw\\_wcB](https://cab.org.nz/location/cab-invercargill?gad_source=1&gclid=Cj0KCQjw-ai0BhDPArisAB6hmP7d64xoSpl4xlD8vbo_UyeTBOP5DPLcgHK64LHUk6f4IQV4X9CQStAaAhhPEALw_wcB)

## Connected Murihiku

Connected Murihiku is our brand-new community directory. No matter what you are looking for in Southland, our online directory aims to point you in the right direction. Connected Murihiku provides information on a range of topics including youth, housing, health, disability, migrant support and many others.

➔ [connectedmurihiku.co.nz](https://connectedmurihiku.co.nz)

## Family Works Southland

Family Works Southland is dedicated to supporting parents and families in the region. They offer specialised programmes, social support, valuable information, and personalized one-on-one assistance to help you and your family thrive.

➔ [pss.org.nz/family-works](https://pss.org.nz/family-works)    ➔ [pss.org.nz/family-works-nz](https://pss.org.nz/family-works-nz)

## Grey Power

Grey Power is dedicated to supporting the wellbeing and welfare of older people in Southland. They offer valuable information and support groups, creating a strong community for our older populations.

➔ [greypower.co.nz/associations/southland](https://greypower.co.nz/associations/southland)

## Kiwi Harvest

Kiwi Harvest collaborates with local providers to supply quality food to families in need, their services are offered across Southland.

➔ [kiwiharvest.org.nz/about-us](https://kiwiharvest.org.nz/about-us)

## Neighbourhood Support

Neighbourhood Support offers useful tips and advice on keeping your property and items safe, as well as what to do if something goes missing from your home.

➔ [neighbourhoodsupport.co.nz/tips-advice](https://neighbourhoodsupport.co.nz/tips-advice)

*Community Resources continued on the following page*



## Opshop Directory

Second-hand shopping is a beloved Kiwi tradition! It's an excellent way to find essential items at low prices and do your part for the environment. Use this directory to discover second-hand stores around Invercargill where you can donate and buy great finds.

➤ [southlandnz.com/blog/post/invercargill-op-shop](https://southlandnz.com/blog/post/invercargill-op-shop)      ➤ [opshopdirectory.co.nz](https://opshopdirectory.co.nz)

## Red Cross

New Zealand Red Cross supports former refugees in Invercargill and Southland with pathways to employment and peer support.

➤ [redcross.org.nz/what-we-do/in-new-zealand/invercargill-services](https://redcross.org.nz/what-we-do/in-new-zealand/invercargill-services)

## Southland NZ

Looking for something to do in Southland? Check out Southland NZ for local event and activity listings, as well as plenty of resources for booking venues and getting to know the region.

➤ [southlandnz.com/events](https://southlandnz.com/events)

## The Family Services directory

The Family Services directory connects people with community providers who can help with common issues and problems. This directory holds the majority of southland's social providers as well as others up and down the country.

➤ [familyservices.govt.nz/directory](https://familyservices.govt.nz/directory)

## Volunteer South

Are you looking for volunteer opportunities in Southland? Volunteer South aims to place individuals in meaningful volunteering experiences and support the volunteering sector in Southland and Otago.

➤ [volunteersouth.org.nz](https://volunteersouth.org.nz)

## Women's Refuge

Women's Refuge Southland supports women and children facing domestic challenges. They offer a range of services, including support groups and information packs, providing comprehensive, wrap-around care for those in need.

➤ [womensrefuge.org.nz](https://womensrefuge.org.nz)

## Yellow Pages - Local churches

Find local churches and places of faith in Invercargill.

➤ [yellow.co.nz/Invercargill%20Area/Churches?what=Churches&where=Invercargill+Area](https://yellow.co.nz/Invercargill%20Area/Churches?what=Churches&where=Invercargill+Area)

## Zero Data

Zero Data is an online community directory accessible without using mobile data. It provides free access to a wide range of essential community resources directly from your mobile device. Highly recommended by many migrants, this directory offers extensive support to newcomers.

➤ [portal.zero.govt.nz/0ecf2ab113c023c8de862f3822ad4687](https://portal.zero.govt.nz/0ecf2ab113c023c8de862f3822ad4687)



# Education

## Education Counts

Discover the complete list of primary and secondary schools in the Invercargill District here.

➔ [educationcounts.govt.nz/find-school/schools?district=75&region=15](https://educationcounts.govt.nz/find-school/schools?district=75&region=15)

## Education Review Office (ERO)

The Education Review Office (ERO) is responsible for reporting on the performance of our education providers. Find official reports and statistics from local schools here to make informed decisions about your child's education.

➔ [ero.govt.nz](https://ero.govt.nz)

## Ministry of Education

The Ministry of Education provides a specific guideline for registering children in local primary and secondary schools.

➔ [parents.education.govt.nz/primary-school/your-child-at-school/enrolling-and-starting-your-child-at-school/#:~:text=Documents%20for%20enrolling,family%20doctor%20for%20a%20copy](https://parents.education.govt.nz/primary-school/your-child-at-school/enrolling-and-starting-your-child-at-school/#:~:text=Documents%20for%20enrolling,family%20doctor%20for%20a%20copy)

## Southland Education

Southland Education provides comprehensive information and resources on adult educational opportunities in Southland, including information about schools, programmes, free education and support available to students and educators in the region.

➔ [southlandeducation.org.nz](https://southlandeducation.org.nz)

## The Southern Institute of Technology (SIT)

The Southern Institute of Technology (SIT) is Southland's leading institution for tertiary education. Known for its innovative Zero Fees Scheme, SIT offers a wide range of programmes and significant savings for students.

➔ [sit.ac.nz](https://sit.ac.nz)

## University of Otago College of Education

The University of Otago College of Education, Invercargill campus offers a variety of education programmes, including teacher training and professional development courses. They provide resources and support for students pursuing a career in education.

➔ [otago.ac.nz/education/invercargill](https://otago.ac.nz/education/invercargill)

## Childcare and Education

The yellow pages provide a full list of preschools, kindergartens and childcare options in Invercargill as well as the Ministry of Education via their education.govt platforms.

➔ [yellow.co.nz/Invercargill+Area/Child+Care+%26+Education](https://yellow.co.nz/Invercargill+Area/Child+Care+%26+Education)  
 ➔ [parents.education.govt.nz/early-learning/early-childhood-education](https://parents.education.govt.nz/early-learning/early-childhood-education)  
 ➔ [educationcounts.govt.nz/home](https://educationcounts.govt.nz/home)



# Emergency Services

## 111 Emergency Services

In case of an emergency, dial 111 for Police, Fire, and Ambulance services. Always dial 111 in an emergency situation and remember to state the languages you speak to the phone operator for better assistance.

 [Dial 111](#)

 [Dial 105 for police non-emergencies](#)

## New Zealand Police

If the unfortunate happens, here's how to report a crime or incident to the NZ Police, including detailed instructions and contact information to ensure your report is handled efficiently and effectively.

[➤ police.govt.nz/advice-services/how-report-crime-or-incident](https://police.govt.nz/advice-services/how-report-crime-or-incident)

## Fire and Emergency New Zealand

Fire and Emergency New Zealand is Aotearoa New Zealand's unified urban and rural firefighting organisation. They are also a valuable source for fire safety information.

[➤ fireandemergency.nz](https://fireandemergency.nz)

## The Emergency Department at Southland Hospital

The Emergency Department at Southland Hospital, part of Southern | Te Whatu Ora, provides critical public emergency services. Located in South Invercargill, this department is equipped to handle a wide range of medical emergencies. The Emergency Department is open 24/7.

[➤ healthpoint.co.nz/public/emergency/emergency-department-southland-hospital-southern](https://healthpoint.co.nz/public/emergency/emergency-department-southland-hospital-southern)

## Emergency Management Southland

Emergency Management Southland coordinates emergency responses and preparedness in the Southland region. They offer valuable tips and tricks on how to be ready for a disaster and what to do if one occurs.

[➤ cdsouthland.nz](https://cdsouthland.nz)

## Get Thru

Stay prepared for disasters in Aotearoa New Zealand with Get Thru. This valuable resource offers comprehensive information on how to prepare for and respond to emergencies, helping ensure you and your family are ready for any situation.

[➤ getready.govt.nz](https://getready.govt.nz)



# Employment

## Careers.Govt

Careers.govt.nz offers comprehensive career planning resources to help you explore job options, develop your skills, and plan your future.

➤ [careers.govt.nz](https://careers.govt.nz)

➤ [careers.govt.nz/job-hunting](https://careers.govt.nz/job-hunting)

## Connected NZ

Connected NZ is a government initiative designed to provide support for both job seekers and employers. It offers a wide range of services, from helping individuals find employment opportunities to assisting businesses in hiring the right talent. Whether you're looking to kickstart your career, explore new job opportunities, or need support with recruitment, Connected NZ has the resources and guidance you need.

➤ [connected.govt.nz](https://connected.govt.nz)

## Employment New Zealand

Employment.govt.nz provides comprehensive information on employment rights and regulations in Aotearoa New Zealand.

➤ [employment.govt.nz](https://employment.govt.nz)

## Invercargill City Libraries and Archives

The Invercargill City Library offers a Curriculum Vitae (CV) proofreading service to help you perfect your CV. Whether you're applying for your first job or seeking new opportunities, their experienced staff can provide valuable feedback and suggestions to improve your CV.

➤ [ilibrary.co.nz/services/cv-proofreading](https://ilibrary.co.nz/services/cv-proofreading)

## Seek

Seek NZ provides comprehensive tools and advice to help you navigate your career journey. Whether you're looking to explore new job opportunities, plan your career path, or get tips on how to improve your resume and interview skills, Seek NZ has got you covered.

➤ [seek.co.nz/jobs/invercargill](https://seek.co.nz/jobs/invercargill)

## Southern Group Training

Southern Group Training offers tailored training and apprenticeship programmes to support the development of skilled workers in various industries. They connect apprentices with employers, providing valuable on-the-job training and mentorship.

➤ [apprenticeships.net](https://apprenticeships.net)

## Trade Me Jobs

Trade Me Jobs offers a wide range of job listings to help you find your next opportunity. Explore thousands of job openings across various industries and regions.

➤ [trademe.co.nz/jobs](https://trademe.co.nz/jobs)

*Employment continued on the following page*

## Work and Income New Zealand

Work and Income provides valuable information on your work eligibility, helping people understand the requirements and benefits available. Whether you're seeking employment, training opportunities, or financial assistance, their resources can guide you through the process. Discover how to check your eligibility, apply for support, and get the help you need to improve your work situation.

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[workandincome.govt.nz](http://workandincome.govt.nz)

[workandincome.govt.nz/eligibility/your-situation/looking-for-work.html](http://workandincome.govt.nz/eligibility/your-situation/looking-for-work.html)

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## Workbridge

Workbridge Invercargill provides employment support for people with disabilities, injuries, or health conditions. They offer personalised assistance to help people find and retain meaningful work.

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[workbridge.co.nz](http://workbridge.co.nz)

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# Business Support

## Business

Are you considering starting your own business? This government resource can answer any questions you may have about business ownership in Aotearoa New Zealand.

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[business.govt.nz](http://business.govt.nz)

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## Coin South

Coin South is a proud supporter of local business in Invercargill. Coin South offers personal support, programming, and mentoring to those looking to enter the world of entrepreneurship.

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[coinsouth.nz](http://coinsouth.nz)

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## Great South

Great South is the Southland regional economic development agency and the regional tourism organisation for Southland. Great South offers support, advice, and information to those looking to start their own business or event programming in Southland.

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[greatsouth.nz](http://greatsouth.nz)

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## Southland Chamber of Commerce

The Chamber of Commerce connects the business community of Southland through networking events, training, and connections. It's a great place to start if you want to meet other local business owners.

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[southlandchamber.co.nz](http://southlandchamber.co.nz)

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# Financial Services

## Jubilee Budgeting Services

Jubilee Budgeting Services offers expert advice and support to help you manage your finances. They provide personalised budgeting plans, debt management strategies, and financial education to ensure you can achieve your financial goals.

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➤ [jubileebudget.co.nz](http://jubileebudget.co.nz)

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## Sorted NZ

Sorted.org has many valuable tips on budgeting, banking, and understanding the local currency. Their resources can help you manage your finances effectively and make informed financial decisions.

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➤ [sorted.org.nz](http://sorted.org.nz)

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## Work and Income New Zealand

Work and Income offers a range of government financial support programmes and assistance services. They provide help with finding employment, financial aid, and other support services to ensure you have the resources you need. They can be contacted for a range of financial aid and advice.

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➤ [workandincome.govt.nz/eligibility/index.html](http://workandincome.govt.nz/eligibility/index.html)

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# Government Services

## Accident Compensation Corporation (ACC)

ACC (Accident Compensation Corporation) provides comprehensive support and services for anyone who has been injured in Aotearoa New Zealand. They can cover medical costs, rehabilitation, and support services to help you recover and get back to everyday life.

➔ [acc.co.nz](https://acc.co.nz)

## Department of Internal Affairs (DIA)

The Department of Internal Affairs (DIA) provides a range of services including managing passports, citizenship, name changes, and birth, death, marriage and civil union registration and certificates. DIA also supports local government and linking ethnic communities with government.

➔ [dia.govt.nz](https://dia.govt.nz)

## Directory of Aotearoa New Zealand government organisations

Govt.nz provides a comprehensive directory of Aotearoa New Zealand government organisations. This resource helps you find up to date contact information, services, and details about various government departments and agencies. Whether you need information on social services, health, education, or other public services, this directory is your go-to guide for navigating Aotearoa New Zealand's governmental landscape.

➔ [govt.nz/organisations](https://govt.nz/organisations)

## Immigration New Zealand

The Immigration New Zealand website provides comprehensive information for those waiting for a visa or have questions or need support about their current visa. It includes details on visa options, application processes, and support services to help you through your immigration journey.

➔ [immigration.govt.nz/new-zealand-visas](https://immigration.govt.nz/new-zealand-visas)

## Inland Revenue Department (IRD)

The Inland Revenue Department (IRD) of Aotearoa New Zealand provides essential tax information and services. Whether you need to register for a tax number, file taxes, or have questions about your tax obligations, IRD offers comprehensive support and guidance to help you manage your taxes effectively.

➔ [ird.govt.nz](https://ird.govt.nz)

## Local Government New Zealand (LGNZ)

Local Government New Zealand (LGNZ) explains how councils in Aotearoa New Zealand operate, detailing their responsibilities and functions under the Local Government Act (LGA) 2002. Learn about the structure, roles, and services provided by local councils to better understand how they work to serve communities.

➔ [lgnz.co.nz/local-government-in-nz/councils-in-aotearoa/how-councils-work/#:-:text=Like%20central%20government%2C%20local%20government,Government%20Act%20\(LGA\)%202002.](https://lgnz.co.nz/local-government-in-nz/councils-in-aotearoa/how-councils-work/#:-:text=Like%20central%20government%2C%20local%20government,Government%20Act%20(LGA)%202002.)

*Government Services continued on the following page*

## Ministry of Social Development (MSD)

Ministry of Social Development provides employment, income support and superannuation services, as well as funding to community service providers and student allowances and loans.

➤ [msd.govt.nz](https://msd.govt.nz)

## New Zealand Customs

The New Zealand Customs Service provides important information for individuals sending or receiving items from their home country. They offer guidance on customs regulations, duty and tax requirements, and how to ensure your packages comply with Aotearoa New Zealand's import/export laws.

➤ [customs.govt.nz](https://customs.govt.nz)

## New Zealand Legislation

Legislation.govt.nz provides access to all Aotearoa New Zealand legislation, including Acts, Bills, and regulations. It is a comprehensive resource for anyone needing to understand the laws and legal framework of Aotearoa New Zealand.

➤ [legislation.govt.nz](https://legislation.govt.nz)

## New Zealand Police

The New Zealand Police have Ethnic Liaison Officers to support new arrivals and ethnic communities. These officers provide assistance, answer questions, and help build positive relationships between the police and diverse communities.

➤ [police.govt.nz/advice/personal-community/new-arrivals/ethnic-liaison-officers](https://police.govt.nz/advice/personal-community/new-arrivals/ethnic-liaison-officers)

The New Zealand Police have Iwi Liaison Officers dedicated to building and maintaining relationships with Māori communities. These officers work to ensure effective communication and cooperation between the police and iwi, helping to address community concerns and promote safety.

➤ [police.govt.nz/about-us/maori-police/iwi-liaison-officers](https://police.govt.nz/about-us/maori-police/iwi-liaison-officers)

## Te Kāhui Tika Tangata Human Rights Commission

Tika Tāngata is dedicated to promoting human rights and social justice in Aotearoa New Zealand. They provide resources, support, assist in asserting rights and advocacy for individuals and communities, working towards a fair and inclusive society.

➤ [tikatangata.org.nz](https://tikatangata.org.nz)

## The Office of Ethnic Communities

The Office of Ethnic Communities provides support, resources, and information for Aotearoa New Zealand's diverse ethnic communities. They aim to promote inclusion, support community development, and ensure that ethnic voices are heard in public policy.

➤ [ethniccommunities.govt.nz](https://ethniccommunities.govt.nz)



# Healthcare, Wellbeing and Support

## 1737

Need to talk? Text or call 1737 for free to speak with a trained counsellor anytime. This service is available 24/7 for anyone in Aotearoa New Zealand who needs support with mental health or emotional wellbeing.

➤ [1737.org.nz](https://1737.org.nz)    📞 Direct dial/text 1737

## He Puna Waiora Wellness Centre

He Puna Waiora Wellness Centre offers GP, accident, and urgent medical care services. They are dedicated to providing high-quality health care to the community, ensuring drop-in services are available. Whether you require a regular check-up, urgent medical care, or wellness support, the center is equipped to assist you.

➤ [healthpoint.co.nz/gps-accident-urgent-medical-care/gp/he-puna-waiora-wellness-centre](https://healthpoint.co.nz/gps-accident-urgent-medical-care/gp/he-puna-waiora-wellness-centre)

## Health and Safety New Zealand

Maintaining health and wellbeing is crucial for a productive and fulfilling life. The guide from Health and Safety New Zealand offers practical advice on how to look after your physical and mental health. It covers topics such as stress management, healthy eating, regular exercise, and creating a supportive work environment.

➤ [healthandsafety.govt.nz/assets/Documents/A\\_Guide\\_for\\_Maintaining\\_Health\\_and\\_Wellbeing.pdf](https://healthandsafety.govt.nz/assets/Documents/A_Guide_for_Maintaining_Health_and_Wellbeing.pdf)

## Healthline New Zealand

Healthline provides free health advice and information 24/7 in Aotearoa New Zealand. You can reach Healthline by calling 0800 611 116 to speak with a registered nurse who can offer medical advice, guidance, and support for your health concerns. This service is available to everyone and is especially helpful for urgent health questions when you are unsure whether you need to see a doctor.

➤ [info.health.nz/services-support/health-and-disability-providers/healthline](https://info.health.nz/services-support/health-and-disability-providers/healthline)

## HealthPoint

Healthpoint provides detailed information about healthcare providers, referral expectations, accident, and urgent medical care services available in Invercargill. Explore their directory to find the right healthcare providers for your needs, including contact details, services offered, and opening hours. This resource ensures you can quickly access medical care when you need it.

➤ [healthpoint.co.nz/gps-accident-urgent-medical-care/southland/invercargill](https://healthpoint.co.nz/gps-accident-urgent-medical-care/southland/invercargill)  
 ➤ [healthpoint.co.nz/community-health-and-social-services/southland/invercargill](https://healthpoint.co.nz/community-health-and-social-services/southland/invercargill)

Find information on the various dental clinics in Invercargill, including services like check-ups, emergency care, orthodontics, and cosmetic dentistry.

➤ [healthpoint.co.nz/dentistry/southland/invercargill](https://healthpoint.co.nz/dentistry/southland/invercargill)

## Mental Health Foundation of New Zealand

The Mental Health Foundation of New Zealand provides a comprehensive list of helplines for those seeking support. Whether you need immediate crisis assistance, counselling, or someone to talk to, their directory includes various helplines to address different mental health needs.

➤ [mentalhealth.org.nz/helplines](https://mentalhealth.org.nz/helplines)

*Healthcare, Wellbeing and Support continued on the following page*

## New Zealand Poisons Centre

NZ Poisons Centre maintains an accurate and up-to-date database of poisonous substances in Aotearoa New Zealand and provides professional and timely advice during poisoning incidents. The Poison Information Service is free and available 24 hours a day, 7 days a week. Phone 0800 764 766 (0800 POISON) or seek medical advice from another health professional.

➤ [poisons.co.nz](https://poisons.co.nz)

## Number 10 Youth One Stop Shop

Number 10 Youth One Stop Shop in Invercargill offers a variety of services for young people, including health care, counselling, and support for personal development. They focus on providing a safe and welcoming environment for youth to access the resources and assistance they need. Whether it's health advice, mental health support, or help with education and employment, Number 10 is here to support the youth of Invercargill.

➤ [number10.org.nz](https://number10.org.nz)

## Plunket

PlunketLine is a free parent helpline and advice service available to all families and caregivers 24 hours a day, seven days a week. When you call PlunketLine your call will be answered by a Plunket nurse, who can give you advice and information on parenting issues and your child's health and wellbeing.

➤ [plunket.org.nz/plunket/what-we-offer/plunketline](https://plunket.org.nz/plunket/what-we-offer/plunketline)

## Sexual Wellbeing Southland

Sexual Wellbeing Southland provides comprehensive information and resources to support sexual health in Invercargill. They offer services such as sexually transmitted infections testing, contraception advice, and sexual health education. Their goal is to promote healthy and informed choices regarding sexual wellbeing.

➤ [sexualwellbeing.org.nz/southland/invercargill](https://sexualwellbeing.org.nz/southland/invercargill)

## Southland Hospital (Kew Hospital)

Southland Hospital in Invercargill provides a wide range of tertiary medical services to our community. This includes emergency care, inpatient and outpatient services, surgical procedures, maternity care, and various specialised treatments. The hospital is equipped with modern facilities and staffed by experienced healthcare professionals dedicated to offering high-quality care.

➤ [southernhealth.nz/services/southland-hospital-invercargill](https://southernhealth.nz/services/southland-hospital-invercargill)

## WellSouth

WellSouth supports and delivers community-based primary health care and wellness services directly to consumers and their families through general practice networks. WellSouth supports patients to enroll with general practices or community providers, and by developing and offering clinical services to help general practices and health care providers to provide better care for you. These services include clinical pharmacists, counselling, dietitians, falls prevention, and long-term conditions nursing.

➤ [wellsouth.nz](https://wellsouth.nz)





# Housing

## Immigration New Zealand

Immigration New Zealand provides information on housing options in Southland, including details on buying, renting, and the local property market. Learn about the different types of homes available and find the perfect place to live in the beautiful Southland/Invercargill region.

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➤ [live-work.immigration.govt.nz/choose-new-zealand/regions-cities/southland/housing](https://live-work.immigration.govt.nz/choose-new-zealand/regions-cities/southland/housing)

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## Kāinga Ora Housing

Kāinga Ora provides housing and support services across Aotearoa New Zealand. They manage state housing, help with finding affordable homes, and offer various programmes to assist individuals and families in need.

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➤ [kaingaora.govt.nz/en/NZ/urban-development-and-public-housing/public-housing/public-housing-developments/southland-region](https://kaingaora.govt.nz/en/NZ/urban-development-and-public-housing/public-housing/public-housing-developments/southland-region)

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## Tenancy Services New Zealand

Tenancy Services provides essential information and resources for both tenants and landlords in Aotearoa New Zealand. Learn about your rights and responsibilities, find guidance on renting, and access tools for rental properties.

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➤ [tenancy.govt.nz](https://tenancy.govt.nz)

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## Trade Me Property

Trade Me Property offers a wide range of residential properties available in Southland. Browse listings for homes, apartments, and land to find your perfect place. Whether you're buying or renting, Trade Me Property has detailed listings to help you make informed decisions.

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➤ [trademe.co.nz/a/property/residential/southland](https://trademe.co.nz/a/property/residential/southland)

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# Language Support

## Discover New Zealand

Discover New Zealand's unique slang and get familiar with the local lingo with this comprehensive guide. It provides insights into common phrases and expressions used by Kiwis, helping you understand and communicate better in everyday conversations.

➤ [discovernewzealand.com/blog/new-zealand-slang-id-305](https://discovernewzealand.com/blog/new-zealand-slang-id-305)

## Duolingo

Duolingo offers courses in English and Te Reo Māori, helping learners enhance their language skills through fun and interactive lessons. Perfect for beginners and advanced learners alike, Duolingo's platform makes language learning accessible and enjoyable.

➤ [duolingo.com](https://duolingo.com)

## English for Speakers of Other Languages

ESOL Online is a valuable resource for English language learners and teachers in Aotearoa New Zealand. It offers a wide range of materials, lesson plans, and activities to support English language learning in various contexts.

➤ [esolonline.tki.org.nz](https://esolonline.tki.org.nz)

## English Language Partners Southland

The English Language Partners Centre in Invercargill provides tailored English language programmes to help non-native speakers improve their language skills. They offer a supportive learning environment with experienced tutors, catering to various proficiency levels and needs.

➤ [englishlanguage.org.nz/centres/invercargill](https://englishlanguage.org.nz/centres/invercargill)

## Nga korero a ipurangi o Aotearoa New Zealand History

Explore a list of 100 common Māori words to enhance your understanding of the Māori language. This resource from NZ History offers insights into common words and phrases, helping you incorporate Te Reo Māori into your everyday conversations.

➤ [nzhistory.govt.nz/culture/maori-language-week/100-maori-words](https://nzhistory.govt.nz/culture/maori-language-week/100-maori-words)

## The Southern Institute of Technology (SIT)

The Southern Institute of Technology (SIT) offers comprehensive English language courses designed to help students improve their proficiency. These courses cater to various skill levels and are ideal for those looking to enhance their English for academic, professional, or personal reasons.

➤ [sit.ac.nz/Courses/English-Language?gad\\_source=1&gclid=CjwKCAjw4ri0BhAvEiwA8oo6F3-T1czlYowy\\_EW5zzooZq0BeP8V74qrddPDSf9jicNXumtoJJwGRoCKNgQAvD\\_Bw](https://sit.ac.nz/Courses/English-Language?gad_source=1&gclid=CjwKCAjw4ri0BhAvEiwA8oo6F3-T1czlYowy_EW5zzooZq0BeP8V74qrddPDSf9jicNXumtoJJwGRoCKNgQAvD_Bw)



# Legal Advice and Support

## Citizens Advice Bureau (C.A.B.)

Citizens Advice Bureau (C.A.B.) provides comprehensive legal advice and support to help individuals understand their rights and navigate the legal system. They are committed to serving ethnic communities by offering culturally sensitive services and ensuring that everyone can access the support they need.

➤ [cab.org.nz/?gad\\_source=1&gclid=CjwKCAjw4ri0BhAvEiwA8oo6F9fqWDE0bcXf0WEVt3SM3NR9\\_SASlbpV1c\\_OZgwaK\\_3cgnW84\\_bwuxoCBn8QAvD\\_BwE](https://cab.org.nz/?gad_source=1&gclid=CjwKCAjw4ri0BhAvEiwA8oo6F9fqWDE0bcXf0WEVt3SM3NR9_SASlbpV1c_OZgwaK_3cgnW84_bwuxoCBn8QAvD_BwE)

## Community Law Southland

Community Law Southland offers free legal advice and support to individuals in need. Their services include assistance with legal issues, guidance on rights and responsibilities, and access to legal resources. They aim to provide accessible legal help to ensure everyone can navigate the legal system effectively.

➤ [communitylaw.org.nz/centre/southland](https://communitylaw.org.nz/centre/southland)

## Ministry Of Justice

The Ministry of Justice provides free community legal help through various services, ensuring everyone has access to legal support. Find information on how to access legal aid and other community legal resources.

➤ [justice.govt.nz/courts/going-to-court/legal-aid/legal-help/free-community-legal-help](https://justice.govt.nz/courts/going-to-court/legal-aid/legal-help/free-community-legal-help)

## Office of the Ombudsman New Zealand

The Office of the Ombudsman in Aotearoa New Zealand provides oversight and investigates complaints about government agencies, ensuring they act fairly and reasonably. They offer a platform for individuals to voice concerns and seek resolutions regarding public sector decisions and actions. This service promotes transparency and accountability within government operations.

➤ [ombudsman.parliament.nz](https://ombudsman.parliament.nz)

## Te Kāhui Tika Tangata Human Rights Commission

Te Kāhui Tika Tangata Human Rights Commission has a range of support services for people wanting to make a complaint of unlawful discrimination, sexual harassment, racial harassment, harmful speech or conversion practices, as well as useful publications, guidelines and booklets.

➤ [tikatangata.org.nz/resources-and-support](https://tikatangata.org.nz/resources-and-support)



# Settlement Support

## 100% Pure New Zealand

Discover Aotearoa New Zealand's rich and diverse culture, which blends Māori traditions with European and Pacific influences. Learn about the unique cultural practices, arts, and heritage that make Aotearoa New Zealand a vibrant and fascinating place.

➤ [newzealand.com/int/feature/new-zealand-culture](https://newzealand.com/int/feature/new-zealand-culture)

## Immigration New Zealand

Immigration New Zealand offers settlement support services to help you successfully integrate into life in Aotearoa New Zealand. Access their resources for guidance on visa options, employment opportunities, and navigating your new community.

➤ [live-work.immigration.govt.nz](https://live-work.immigration.govt.nz)

## Red Cross

The New Zealand Red Cross supports refugees in Invercargill, helping them settle into the new community. Red Cross offer assistance with housing, employment, education, and connecting with local resources to ensure refugees have a smooth and successful transition.

➤ [redcross.org.nz](https://redcross.org.nz)      ➤ [redcross.org.nz/about-us/what-we-do/in-new-zealand/supporting-refugees](https://redcross.org.nz/about-us/what-we-do/in-new-zealand/supporting-refugees)

## Southland Migrant Settlement Network

The Southland Migrant Settlement Network, supported by Presbyterian Support Southland, offers comprehensive resources and support for migrants settling in the region. They provide valuable information, community connections, and assistance to help you integrate smoothly into Southland.

➤ [pss.org.nz/news/latest-news/article/138951](https://pss.org.nz/news/latest-news/article/138951)

## Southland Migrant Walking Together

Southland Migrant Walking Together is dedicated to supporting migrants in Southland by providing resources, community connections, and guidance for successful integration. Explore their services to help make your transition to life in Southland smooth and enjoyable.

➤ [southlandmigrantwalkingtogether.org.nz](https://southlandmigrantwalkingtogether.org.nz)

## Southland Multicultural Council

Southland Multicultural Council supports ethnic communities in Invercargill by offering resources, events, and advocacy. They maintain Invercargill's list of smaller ethnic groups and services to help you connect with the right support networks.

➤ [southlandmulticultural.co.nz](https://southlandmulticultural.co.nz)



## Drive My Life – Taraiwa Mataora

Drive My Life – Taraiwa Mataora is a community mentoring driver licensing programme aimed at reducing unlicensed drivers and providing road safety education in Invercargill and Southland. This initiative supports vulnerable groups by enhancing driving skills, self-esteem, and job opportunities. For more information or to participate, contact Southern REAP at [enquiries@reap.co.nz](mailto:enquiries@reap.co.nz) or call 0800 111 117.

➤ [facebook.com/p/Drive-My-Life-100057190342062](https://facebook.com/p/Drive-My-Life-100057190342062)

## Drive.Govt.NZ

Drive is your go-to resource for learning to drive in Aotearoa New Zealand. It offers comprehensive information, practice tests, and step-by-step guides to help you prepare for your driving tests and become a confident, safe driver.

➤ [drive.govt.nz](https://drive.govt.nz)

## Invercargill City Council Bus Services

The Invercargill City Council provides information on local bus services, including routes, schedules, and fare details. Discover how to navigate Invercargill using public transportation and find the best routes for your daily commute.

➤ [icc.govt.nz/buses](https://icc.govt.nz/buses)

## New Zealand Transport Agency (NZTA)

The New Zealand Transport Agency (NZTA) provides comprehensive information on vehicle requirements, registrations, and safety standards. Whether you need to register a vehicle, understand warrant of fitness (WoF) requirements, or learn about vehicle importation, NZTA offers all the guidance you need to ensure your vehicle complies with Aotearoa New Zealand regulations.

➤ [nzta.govt.nz/vehicles](https://nzta.govt.nz/vehicles)

NZTA offers valuable tips for buying a used car, including how to check the vehicle's history, what to look for during a test drive, and ensuring the car meets safety standards. These guidelines help you make an informed decision and avoid potential pitfalls when purchasing a second-hand vehicle.

➤ [nzta.govt.nz/vehicles/choosing-the-right-vehicle/tips-for-buying-a-used-car](https://nzta.govt.nz/vehicles/choosing-the-right-vehicle/tips-for-buying-a-used-car)

## Yellow Pages - Taxis in Invercargill

Find a list of taxi services in the Invercargill area on Yellow NZ. Compare options, read reviews, and choose the best taxi service for your needs.

➤ [yellow.co.nz/Invercargill+Area/Taxis](https://yellow.co.nz/Invercargill+Area/Taxis)





# Young People and Youth

## Number 10 - Southland Youth One Stop Shop

Number 10 Southland Youth One Stop Shop in Invercargill offers a variety of activity groups, holiday programmes, and mentoring services for young people. They focus on providing a safe and welcoming environment where youth can engage in fun, enriching activities, receive guidance, and build supportive relationships. Whether it's participating in group activities, joining a holiday programme, or finding a mentor, Number 10 is here to support the youth of Invercargill in their personal development.

➔ [number10.org.nz](http://number10.org.nz)

## Yellow Pages - After School Care Southland

Find a list of after-school care services in the Southland region on Yellow NZ. Compare options, read reviews, and choose the best service for your child's needs.

➔ [yellow.co.nz/Southland+Region/After+School+Care](http://yellow.co.nz/Southland+Region/After+School+Care)

## YMCA South

YMCA South offers a range of programmes and services to support the community, including the Y Squads. These programmes focus on youth development, fitness, and community engagement. Y Squads provide activities for young people, promoting physical health, teamwork, and personal growth.

➔ [ysouthland.org.nz/youth](http://ysouthland.org.nz/youth)

## Youth Service

Youth Service Invercargill provides support and guidance for young people to help them transition into education, training, or employment. Youth Service offers personalised plans and connect youth with resources to achieve their goals.

➔ [youthservice.govt.nz](http://youthservice.govt.nz)

## YouthLaw

YouthLaw provides free legal advice and advocacy services for young people under 25 in Aotearoa New Zealand. They offer guidance on a wide range of legal issues, including education, employment, and family law.

➔ [youthlaw.co.nz](http://youthlaw.co.nz)

## YouthLine

Youthline Southland provides vital support and counselling services for young people. They offer a range of services, including phone, text, and online counseling, to help navigate challenges and improve wellbeing.

➔ [youthline.co.nz](http://youthline.co.nz)