

International Student Guide 2024

On-arrival Information

Welcome to Nelson and Richmond



Welcome to Nelson and Richmond



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International Support

Provided by the Learner Services Wellbeing Teams, on or off campus, at work, or in the community, we are here to help you by:

- connecting you with [accommodation providers](#),
- giving orientation sessions and ongoing advice,
- introducing you to support services, such as the Police, healthcare providers, Community Law, Citizen's Advice Bureau, Immigration NZ,
- directing you to doctor and dental services,
- supporting you to settle you into the community and your studies,
- helping if you feel stressed, homesick or worried,
- advising about insurance claims.

Available 9am to 5pm Monday to Friday – No appointment necessary

- visit us in the library,
- phone 03 539 5068,
- email wellbeing@nmit.ac.nz,
- submit the [online support request form](#).



Emergency
Police, Ambulance,
Fire Services
☎ 24/7 call 111

NMIT | Te Pūkenga
students urgent assistance
24/7 call 0800 718 277
or +64 3 5462333 (from outside NZ)

Te Tautoko Ākonga
Student Support Hub

Police

New Zealand is relatively safe but is not crime free. Take the same precautions as you would at home. See the [Visitors Safety Guide](#) about keeping safe,

- with alcohol,
- on roads and travel plans,
- with identity and credit card information,

This guide is available in multiple languages, including Chinese, Hindi, Korean.

The New Zealand Police

- help 24 hours a day, 7 days a week,
- services are free, and need no payment,
- do not accept bribes of money or gifts,
- are trustworthy,
- comply with the law.



NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

NELSON

Police
1 St John Street
Nelson

STOKE

Police
3 Bail Street
Stoke

RICHMOND

Police
196 Queen Street
Richmond

It is **illegal** in New Zealand to

- drive under the influence of alcohol,
- take recreational drugs,
- own firearms/guns without firearms licenses,
- commit verbal, physical, or sexual abuse.

You must ensure

- everyone wears seatbelts when driving, or you may be fined,
- you wear a helmet when riding bicycles, or you may be fined,
- you have a NZ drivers' licence with you when driving, or you may be fined,
- or you have an overseas drivers' licence with you, which is valid for 12 months,
- if you have an accident,
 - call 111 immediately if anyone is in danger,
 - ask the other driver for their name, phone numbers, and insurance,
- you are over 18 before buying and/or drinking alcohol,
- you don't drink alcohol in public places, such as streets,
- you are over 20 before you enter casinos,
- you are over 18 before you buy lottery tickets,
- you don't give your bank details to anyone, especially by phone or email,
 - banks will never ask for your PIN number.

If you receive emails or phone calls saying that you are in trouble, with for example Immigration NZ, hang up and contact the Police immediately.



Mountain Safety

To enjoy the outdoors,

- research and plan your activities,
- check the weather and long-range forecast,
- know essential first aid, such as recognising hypothermia,
- let people know where you are going and when you will return,
- learn about the skills you will need, such as river crossings, fire safety,
- take everything you need to be safe (such as water, food, wet weather gear, Personal Locator Beacon (PLB), maps),
- be aware that you may not have phone coverage away from towns and cities.

For more information see <https://www.mountainsafety.org.nz/>

Water Safety

To enjoy water activities,

- know how to recognise rips and currents,
- swim between the lifeguard flags on beaches,
- don't swim in clothes or shoes,
- check conditions carefully before jumping or diving into lakes or rivers,
- always wear a lifejacket on boats and kayaks.

For more information see <https://www.watersafetynz.org/>

Sun Safety

Nelson and Marlborough sunlight has high levels of ultraviolet radiation (UV), especially from September to April from 10am to 4pm. UV can cause skin and eye damage.

- Wear hats, shirts, and sunglasses, shirts.
- Apply sunscreen at least SPF30.
- Sit in the shady places.
- Stay hydrated and drink water.

For more information see <https://www.sunsmart.org.nz/>

Earthquake Safety

All of New Zealand is at risk of earthquakes. Knowing what to do can save lives.

Drop, cover and hold is the right thing to do in an earthquake.

Drop, Cover and Hold stops you being knocked over, makes you a smaller target for flying objects and protects your head, neck and vital organs.



 www.civildefence.govt.nz

If an earthquake is LONG or STRONG coastal areas may have large waves and high water levels. Move immediately to the nearest high ground. Do not wait for tsunami warnings. For more information see <https://www.civildefence.govt.nz/>

Healthcare

- In an emergency, call 111 for an ambulance or go to the Hospital / Te Whatu Ora Emergency Department, 98 Waimea Road, Nelson.
- If you urgent need assistance, 24/7 call 0800718277.
- If you need a nurse, contact wellbeing@nmit.ac.nz who may connect you to our on-campus nurse.
- If you need a doctor, make an appointment with a general practitioner (GP).
- If you are absent from class, let wellbeing@nmit.ac.nz, international@nmit.ac.nz and your programme area know.
- Sometimes you may need a medical certificate as evidence of justifiable absence, which is provided by a GP or hospitals.
- If you have a medical certificate, email a copy to your programme area and international@nmit.ac.nz.

Urgent Medical Care



98 Waimea Road, Nelson
open 8am—10pm, 7 days
PHONE 03 546 8881

For evenings and weekends care or urgent appointments when you cannot get an appointment with a GP. The Urgent Medical Care Centre is the orange building next to the Nelson Hospital Emergency department.

Healthline

If someone is unwell and you need advice, call Healthline 0800 611 116 for **FREE** medical advice from a registered nurse.

- call anytime 24 hours a day, 7 days a week,
- ask for an interpreter for the language you need.

Collingwood Street Pharmacy

132 Collingwood Street, Nelson
Phone 03 548 7588
Email pharmacy@132.co.nz



If your doctor prescribes medicine, take your Student ID card and the prescription form to Collingwood Street Pharmacy, who manage the reimbursement from your Studentsafe Health Insurance.

Hauora Health Centre

105 Collingwood Street, Nelson
Phone 03 548 8663
Email reception@hauorahealth.nz
<https://www.hauorahealth.nz/>



Nelson East Medical

7 Alton Street, Nelson
Phone 03 546 8239
Email admin@nelseast.co.nz
<https://www.nelseast.co.nz/>



Take your Student ID Card with you when you see a doctor. Hauora Health Centre and Nelson East Medical manage the reimbursement from your Studentsafe Health Insurance, so you do not have to immediately pay doctor's fees.

INP Medical Clinic

Specialised female team for sexual health.

18 Nile Street, Nelson

Phone 03 546 8155

Email info@inp.co.nz



Gentle Dental

Emergency appointments are available.

32 Bridge Street, Nelson

Phone 03 548 4601

Email info@gentledentalnelson.co.nz



Studentsafe Insurance

Studentsafe insurance provides medical and travel insurance cover for international students while studying in New Zealand. If you do have to pay medical expenses, ask for and keep receipts. Then see [Studentsafe](#) or call 0800 486 004 or +64 9 488 1638 to make an insurance claim and apply to have the costs reimbursed.

Studentsafe insurance may not cover pre-existing medical conditions, fertility and reproductive health, and hazardous pursuits, such as mountaineering, rock climbing, motorcycling, ocean yachting, scuba diving. For more information, see [Studentsafe insurance policy document](#).

Adjusting and Making Connections

He iti hau marangai e tū te pāhokahoka / A little storm and then a rainbow appears.

Homesickness is experienced by many people who are adjusting to life in a different culture. Contact the Wellbeing Team for support.

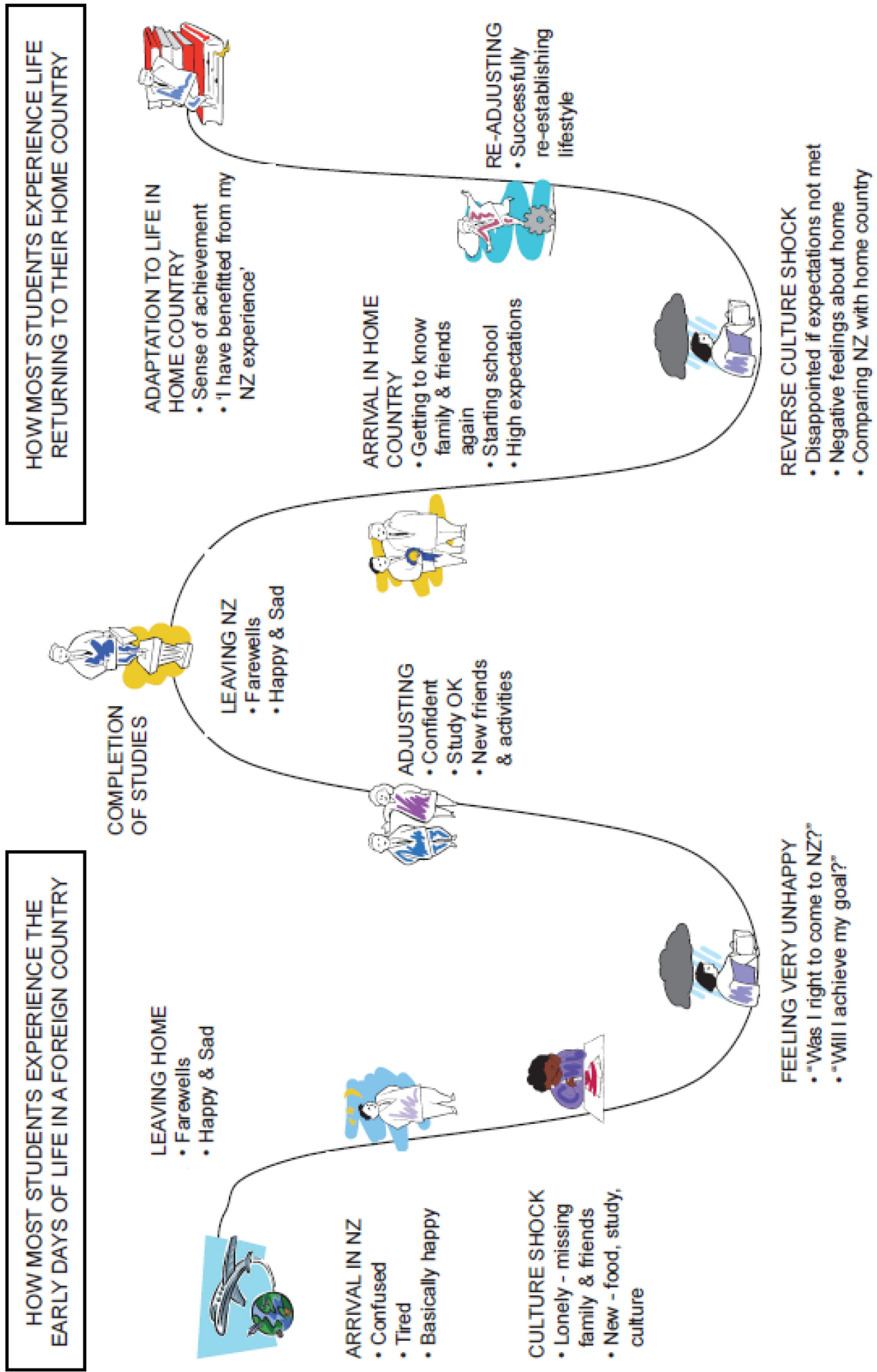
Come along to meet other students and make friends at the monthly international student lunch, hosted by Learner Services

- at 12:00 noon on the first Wednesday of each month.

Check posters and your email invitation for the location on a campus near you.

The Process of Adjustment for most International Students

- these feelings are completely normal, you are not alone



Free Counselling Services

All counselling services are free and can help with

- personal and study stress
- family and children concerns
- addictions, alcohol and drugs
- relationship challenges
- anxiety and depression
- anger and violence
- conflict situations
- harassment
- personal trauma
- grief and loss
- financial concerns
- career programmes

If you need support to make an appointment or select a service provider, contact the Wellbeing Teams.

Vitae

Counselling is available by telephone or video calls. Download the Vitae NZ app in the app store. Call 0508 664 981 or submit the online referral form <https://www.vitae.co.nz/contact/Te-Pukenga/>.



OCP

Counselling is available locally in-person. Call 0800 377 990 or make appointments online <https://ocp.co.nz>.



1737

Free call or free text 1737 any time, 24/7 to talk to (or text with) a trained counsellor or peer support worker. It may be possible to speak with someone in your own language.

NEED TO TALK?



TALK & LISTEN,
BE THERE,
FEEL CONNECTED



DO WHAT YOU CAN,
ENJOY WHAT YOU DO,
MOVE YOUR MOOD



REMEMBER
THE SIMPLE
THINGS THAT
GIVE YOU JOY



EMBRACE NEW
EXPERIENCES,
SEE OPPORTUNITIES,
SURPRISE YOURSELF



Your time,
your words,
your presence

Faith, Spirituality and Religion

New Zealand has many different religions. Connect with those that suit you.

Bahá'í Faith New Zealand

Striving to bring the vision of the oneness of humanity into reality. Everyone is invited to contribute. 181 Vanguard Street, Nelson. <https://www.bahai.org.nz/>

Christ Church Cathedral – Piki Mai

Nelson Anglican Cathedral is a place of worship and prayer with daily services and excellent music. 1 Trafalgar Street, Nelson. <https://www.nelsoncathedral.nz/>

Hindu Community Priest

An ordained Hindu priest conducts Hindu Pujas, religious rituals of marriage and death, family and community ceremonies, private and public recitals of Holy Hindu Scriptures. Contact 03 545 9234 or email badhikari1965@gmail.com.

Nelson Baptist Church

Meeting to read scripture, pray, sing, connect, share food, and celebrating communion. 193 Bridge Street, Nelson. <https://nelsonbaptistchurch.wordpress.com/>

Nelson Buddhist Centre

Supporting Buddhist philosophy and meditation, with programmes for everyone. 11 Buxton Square, Nelson. <https://www.nelsonbuddhistcentre.org.nz/>

Nelson Mosque and Islamic Centre

Providing a platform to improve spirituality; promote peace, harmony, integration and tolerance; and to bring the community together. Old St John's Church, Back Hall, 320 Hardy Street, Nelson. <https://nelsonmosque.co.nz/>

Parish of the Holy Family

A Roman Catholic Church. This is our community, our family, our parish. St Mary's Church. 18 Manuka Street, Nelson. <https://www.holyfamilynelson.org.nz/>

Quakers in Nelson

A faith group whose spirituality is simple, radical and contemporary, committed to working for social justice and peace. 30 Nile Street, Nelson. <https://www.quakers-in-nelson.org.nz/>

Community Agencies

Operation Friendship

Friendly Christian volunteers, linking International Students with New Zealand friends, through day trips, fun activities, games, meals, and conversation groups.

Contact Jonathan Thorpe

Email palmhaven15@gmail.com

Phone/txt 027 223 6431

<https://www.facebook.com/OperationFriendship/>

Found Directory

The FOUND directory offers searchable listings of groups and organisations by including culture, art, sport, recreation, and faith.

<https://www.found.org.nz/>



Community Law Service

FREE legal advice, such as immigration, consumer rights, tenancy agreements.

63 Collingwood Street, Nelson

Phone 03 548 1288 or 0800 246 146

Email admin@nbcl.org.nz



Citizen's Advice Bureau

Free, confidential and independent advice, such as employment, disputes, separation, budgeting.

9 Paru Paru Road, Nelson

Phone 0800 367 222

Email nelsontasman@cab.org.nz



Multicultural Nelson Tasman

Supporting migrants and newcomers to celebrate diversity in a welcoming and safe environment. They organise festivals, community events, and have a youth group.

See their [Facebook page](#) and [website](#) for info.

3/63 Collingwood Street, Nelson

Phone 03 539 0030 or 0508 773 256

Email admin@multiculturalnt.co.nz



Nelson Tasman Pasifika Community Trust

Working to strengthen the Nelson Tasman Pasifika Community to grow, achieve and prosper, including events and workshops. See their [Facebook page](#).

142 Saxton Road East, Stoke

Phone 021 052 8371

Email info@nelsonpacifika.org.nz



Speak Out

Make a stand and speak out by reporting racist incidents, including anonymously.

A racist event is when someone is treated badly due to the way they look, how they speak or where they are from.

Contact 0508 773 256

Report online at www.speakout.org.nz.



Wellby

A community initiative to help connect people to communities and improve wellbeing, including Talking Cafes.

The Habitat Hub, 166 Tahunanui Drive, Nelson

Phone 03 546 7681

Email hello@wellby.org.nz



Everyone belongs

New Zealand Chinese Friendship Society

2/10 Ngaio Street, Nelson 7011

Phone 03 547 6608



Travel

Nelson City Taxis

A safe way to travel. Show your Student ID for a 10% discount. Pay at the end of your ride. 03 548 8225

<https://www.nelsoftaxis.co.nz/>



eBus

Buses between Nelson and Richmond depart every 15 minutes. Purchase tickets from drivers or buy a Bee card for discounted fares. No smoking or eating or drinking on buses. 27 Bridge Street, Nelson.

<https://ebus.nz/>



International Food Stores

Asian Foodstore

2/64 Montgomery Square, Nelson
Phone 03 539 1412



Ebonlon

281 Hardy Street, Nelson
Phone 03 548 2188



CJ Asian Supermarket Nelson

Montgomery Square, Nelson
Phone 03 539 0080



Kee's Mart Filipino/Asian Store

54 Montgomery Square, Nelson
Phone 03 539 4737



Banking

The main banks are [ANZ](#), [ASB](#), [Bank of New Zealand](#), [Kiwibank](#) and [Westpac](#)

Take your passport, VISA and proof of residence to open a bank account.
Complete an application online, before visiting a branch.



Foreign Exchange

Travelex Currency Services

Inside House of Travel - 188 Hardy Street, Nelson



Western Union Nelson

On The Spot - 148 Toi Toi Street, Nelson



Accommodation

The campuses are close to city centres and a variety of accommodation options are available. See the [Accommodation Website](#) or notice boards on campus.

Backpackers

If you need immediate accommodation, we recommend backpacker accommodation.

Host Families NZ

[Host Families NZ](#) provides with the opportunity to live with local families in your own furnished room.

Some students prefer homestay accommodation because they use English every day. All host families are interviewed and police checked.



Nikau Apartments

[Nikau Apartments](#) provides independent living in secure, and friendly shared apartments. You can apply to live in a single room or share a two, three or four bedroom apartment.

For more information see [Nikau Apartments](#), including pricing and booking processes. Enquire early, as rooms book up fast.



Private board or flatting

Feeling more independent? Join an established flat or live with a local family.

Welcome to **SANITI**

YOUR INDEPENDENT STUDENT ASSOCIATION

THE THINGS WE DO

INTERNATIONAL ACTIVITIES

SANITI and NMIT | Te Pūkenga arrange FREE activities for you to get involved in throughout the year.

SUPPORT + WELLBEING

We listen to your concerns and help you with any issues you may have while you're a student.

EVENTS

SANITI puts on regular fun and FREE events on all NMIT | Te Pūkenga campuses & online.

ADVOCACY

Our advocates assist with StudyLink, Academic concerns, Complaint Procedures, Tenancy, and referrals or personal situations.

EMPLOYMENT

We can help with CV writing/editing, Cover Letters, Interview Coaching, Employment Contracts and finding job opportunities.

REPRESENTATION

SANITI provides a voice for students on a range of committees and forums. You can get involved as a Programme Rep or Student Exec. Contact us for more information.



WWW.SANITI.CO.NZ

FOLLOW US   **SANITINZ**

DISCOUNT DIRECTORY
SANITI.CO.NZ/DISCOUNTS



The Pastoral Code

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 ensures that tertiary and international students are safe and supported.

The Code describes the responsibilities of education providers to support your wellbeing, safety, and academic success. We have agreed to help you to

- be safe, both physically and mentally,
- feel respected and accepted for who you are,
- feel supported in your learning and wellbeing,
- stay connected to your social and cultural networks,
- have your say in decisions about services.

For more information, see [the Code for learners](#).

Have Your Say – Kōrero Mai

Feedback is important. We value your voice.

If you have feedback, there are many ways you can have your say.

- Speak with your tutor or coordinator
- Meet with a member of the Learner Services Team
- Talk directly with your Curriculum Manager
- Meet with your Programme Representative
- Meet with SANITI - Student Association
- Send feedback directly to haveyoursay@nmit.ac.nz
- Drop a note in the Have Your Say mailboxes on campus.



For more options, including formal complaints, see

<https://www.nmit.ac.nz/about/have-your-say>.

Complaints

To make a formal complaint about an educational provider, see [Study Complaints](#)

Policies and procedures

For comprehensive information about policies, such as withdrawals, reconsiderations, misconduct, appeals, see <https://support.nmit.ac.nz/downloads/policies>

For urgent assistance for student wellbeing, 24/7 call

0800 718 277

or +64 3 546 2333

(from outside the NZ network)

Nelson Campus

322 Hardy Street
Nelson
New Zealand 7040

Richmond Campus

390 Lower Queen Street
Richmond
New Zealand 7020

