

THE  
**NEWCOMERS  
GUIDE**  
TO THE  
**DISTRICT**



Your guide to  
the Queenstown  
Lakes District



QUEENSTOWN  
LAKES DISTRICT  
COUNCIL

# IN THE BEGINNING THE DISTRICT WAS CREATED



**8,467**

square kilometres of diversity

You just won't believe  
how vastly, hugely,  
mindbogglingly diverse it is.

# WELCOME TO YOUR NEW HOME

Welcome to your new home. Whether you're here for the short or long term, we want to help you settle in and feel like part of this unique community.

Our district is 8,467 square kilometres of diversity. Queenstown, Arrowtown, Wanaka, Glenorchy, Hawea, Luggate, Makarora and Kingston all have their own identities and things that make them special. From the small, close-knit communities to the bustling

tourist centres, there is something for everyone in the Queenstown Lakes District.

Moving to a new area can be tough, but it can be a great adventure too. One way to make things easier is to know where to go to get accurate information about living here – a bit of good old local knowledge. So we've pulled together some great resources to point you in the right direction.

Remember, if you have any questions at any time your best point of call is the Citizens Advice Bureau in Queenstown or Community Networks Wanaka or QLDC.

## #1

## GETTING HELP WHEN YOU NEED IT

Citizens Advice Bureau in Queenstown and Community Networks Wanaka provide free and confidential advice to everyone. Both agencies are a one-stop-hub, designed to empower you with the information, options and support that suits your needs.

They can help with things like tenancy, employment, immigration, family and personal issues, education, health, neighbourhood disputes, consumer rights, budgeting and finance, free legal advice and Justice of the Peace notary services. They can also assist with accessing local services, groups and clubs.

### **Citizens Advice Bureau**

44 Stanley Street, Queenstown

**P:** 03 442 6799

**E:** [Queenstown@cab.org.nz](mailto:Queenstown@cab.org.nz)

[www.cab.org.nz](http://www.cab.org.nz)

### **Community Networks Wanaka**

73 Brownston Street, Wanaka

**P:** 03 443 7799

**E:** [info@communitynetworks.co.nz](mailto:info@communitynetworks.co.nz)

[www.communitynetworks.co.nz](http://www.communitynetworks.co.nz)



**PROOF OF ADDRESS**



**YOUR ID**

Don't forget your ID and Proof of address when setting up anything official, like a bank account or registering with a medical centre.

## #2

# FINDING SOMEWHERE TO LIVE

You may have already noticed that this district is busy. It's a popular place for visitors and people moving here to live. This means accommodation can sometimes be limited and more expensive than some other parts of the country.

We recommend finding somewhere to live before moving here. Or at least be prepared to stay in visitor accommodation while you're looking.

There are many local rental agencies that can help you find accommodation. Just google Queenstown or Wanaka Rental Accommodation and you'll get lots of options for agencies to try. If you'd prefer to rent privately, check the local papers: Lakes Weekly Bulletin, Mirror or Mountain Scene in Queenstown or the Messenger and Wanaka Sun in Wanaka.

There are also some Facebook pages worth joining: Queenstown Trading or Upper Clutha Trading Post often have private rental options available or may be helpful when setting up your home. WanakaAPP is also a good app to download if you're in the Wanaka area.



**OTHER TIPS** – try the supermarket noticeboards – there are often rooms advertised there. You can also try 'rent-a-room' on Facebook or [couchsurfing.com](http://couchsurfing.com)

### **House sharing**

It's a great way to meet people in town and sometimes might be your best option for finding somewhere to live. Remember, everyone is in the same boat so look out for each other. It's a good idea to have a 'flatmates agreement' – you can get the forms from CAB or Community Networks Wanaka.

### **Setting up your home**

Many rental properties in this District are already furnished. But if you do need to set up an unfurnished home, there are lots of options. Check out Queenstown Trading or Upper Clutha Trading Post on Facebook, the Trademe website, Lakes Weekly Bulletin or Wanaka Messenger, the Salvation Army, Happiness House or Wanaka Wastebusters for second hand gear. There are a range of furniture shops too if you'd like to buy new.

### **Understanding your rights**

It's important to understand your rights as a tenant. Visit [www.tenancytribunal.co.nz](http://www.tenancytribunal.co.nz) or talk to Citizens Advice/Community Networks Wanaka.

#3

## FINDING A JOB

If your visa entitles you to work in New Zealand, there are many options for finding work in this District. In fact at certain times of year, we tend to have worker shortages in industries like hospitality, building trades and ski tourism.

There are a range of local employment or temporary work agencies, online job websites, local newspapers and Facebook pages mentioned above, or noticeboards available to help you in your search. Visiting local businesses with your CV can also be a good way to find work.

### **Working in New Zealand**

If you have any questions about whether you're eligible to work in New Zealand, try [www.immigration.co.nz](http://www.immigration.co.nz). Remember – if you work in New Zealand, you need a bank account and an IRD (tax) number. Visit [www.ird.govt.nz](http://www.ird.govt.nz) if you need to get an IRD number.

**DON'T  
PANIC**

If you can't find a job or house straight away – something will come up – it can sometimes take a bit of time depending on the season. Just make sure you're prepared.

# #4

## TRANSPORT OPTIONS



**CATCH  
THE BUS**

Ritchies Connectabus offer a regular bus service covering the main suburbs of Queenstown, Arrowtown and twice daily to Wanaka. Visit [www.connectabus.co.nz](http://www.connectabus.co.nz) for the full timetable and details about discount cards available for regular users.



**CARPOOLING**

Carpooling is cheaper and more environmentally friendly than driving alone. You can cut your fuel and parking costs and help reduce congestion and harmful emissions. NZTA have some great info on their website. Go to [www.nzta.govt.nz](http://www.nzta.govt.nz) and search for “carpooling”.



**YOUR  
OWN CAR**

If you own a car please always follow the NZ road rules.

At times the driving conditions in this district can be challenging. As we have many visitors from all over the world, the best advice is to stay alert and be patient. **And always drive on the left.**

New Zealand Transport Agency (NZTA) has put together a guide called ‘What’s different about driving in New Zealand’ – a great resource available in many different languages. [www.nzta.govt.nz/resources/driving-in-nz/](http://www.nzta.govt.nz/resources/driving-in-nz/)

A large number of cars are dumped or abandoned in this District every year as people leave town. If you’re leaving and want to get rid of a car but it’s not worth selling, please get in touch with Queenstown Wreckers, 0800 735 569 to have the car removed. They service the whole district.



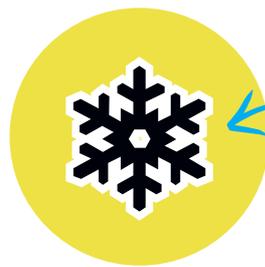
**WALKING  
AND CYCLING**

We have an excellent trail network throughout the district, making it easy to walk and cycle to many areas. Keep in mind these are mixed use trails so always ‘share with care’. Remember, it’s the law to wear a helmet when riding a bike in NZ.



## HITCHHIKING

Although NZ is a safe country to travel in, hitchhiking carries risks. Unfortunately, as in every country, there are a small number of people who may take advantage of hitchhikers given the opportunity. If you choose to hitchhike, please think about your personal safety – if possible, always travel with another person and find a safe place to hitch a ride from.



## WINTER CONDITIONS

Every winter there is ice and snow on the roads. We recommend joining the QLDC Facebook page for daily updates on winter road conditions. The local radio stations 92.2 Radio Wanaka, 89.2 Glenorchy FM, 92.0 MoreFM or 90.4 The Hits will also broadcast daily road reports.

### **Our top tips for winter driving:**

- > Purchase some quality snow chains, always carry them and know how to use them. Always buy the right size chain for your car!
- > Accelerate and brake smoothly.
- > Allow extra time and double your following distance.
- > If you feel uncomfortable, don't drive.

**WHEN DRIVING  
DURING WINTER,  
ALWAYS CARRY  
SNOW CHAINS  
AND KNOW HOW  
TO USE THEM**



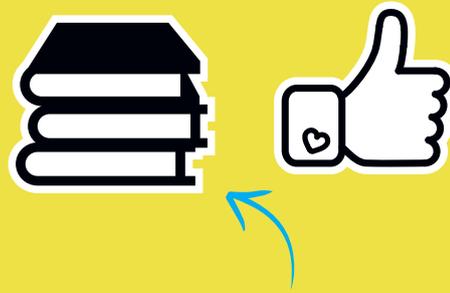
#5

## BEING CONNECTED TO THE COMMUNITY

Join in – it's the fastest way to feel at home. There are lots of ways to contribute to the liveliness and heart of the community. Get in touch with Volunteering Central ([www.volunteeringcentral.org.nz](http://www.volunteeringcentral.org.nz)), join your local library, one of the many local groups and clubs or religious groups.

A great place to meet people in an informal environment is Happiness House, located in Park Street, Queenstown. Happiness House runs regular activities or just pop in and relax with a hot drink.

The Council regularly consults with the community about issues affecting the district. You can stay in the loop



**LIKE THE LIBRARY** – We have seven Libraries in our district, Queenstown, Arrowtown, Wanaka, Hawea, Makarora, Kingston and Glenorchy. And by joining one of our libraries, you also get access to the seven Central Otago District Libraries. Libraries are the heart of the community and offer many free and interesting events and services. Stay in the loop with everything happening at our libraries by 'liking' the Queenstown Lakes District Libraries facebook page.

by liking the QLDC Facebook page and making submissions on the things that interest you. And don't forget, if you're on a resident visa – you can vote!

### Events

We are very lucky to have a full events calendar all year round. Check out [www.qldc.govt.nz/events](http://www.qldc.govt.nz/events)

**IF YOU WANNA SURVIVE  
OUT HERE DURING WINTER  
YOU'VE GOTTA KNOW  
WHERE YOUR JACKET IS**



# #6

## LOOKING AFTER YOURSELF

We're an active community, and we look out for each other. It gets very cold in the winter months and that can have an effect on your health.

### Staying Healthy

Eat well, exercise and stay warm. Invest in a good jacket, warm blankets and ensure you have good heating where you live. If your house is damp – try and air it out daily – it might seem too cold but it will do the world of good.

If you do get sick, a casual visit to the doctor can cost up to \$160. We recommend getting health insurance. There are several medical centres in the area, so shop around to get the best service and price and make sure you register with your chosen medical centre, before you need to use it. Often your local pharmacy can also give you good advice on managing winter bugs.

If you're from overseas and you hurt yourself, ACC assists with treatment and rehabilitation costs while you're here. ACC is a crown organisation, providing comprehensive, no-fault injury cover for New Zealander's and visitors. It's not a replacement for health insurance and doesn't cover illness, disrupted travel plans

or emergency travel to get you back home.

### Healthline – 0800 611 116

Call Healthline any time for free advice from trained, registered nurses. Phone calls are free from anywhere within NZ, including from a mobile. Call Healthline if:

- > You're feeling unwell but not sure whether you need to go to a doctor.
- > You need some urgent advice about a family member or friend who is sick.

### Your sexual health

Sexually Transmitted Infections (STIs) are very common. The good news is, most are curable and all are treatable. [www.justthefacts.co.nz](http://www.justthefacts.co.nz) has some great information about getting an STI test, all the facts and myths about STIs and where to go for help if you need it. Above all, please practice safe sex, always wear a condom and look after your mates if you're out on the town.

### Keeping Fit

Look around you – the options to get outdoors are endless. But if you're keen to get to the gym or play team sport, there are a range of options across the district. Queenstown Events Centre is a great option, it includes a pool facility, a full gym with group fitness classes and runs a range of sports leagues. In Wanaka you've got a pool, a range of gyms and sports clubs and a new sports facility has recently opened.

## Getting social

We do have a drinking culture in this country (and you could say we're known as a bit of a party district) but that doesn't mean you HAVE to drink a lot. If you want a drink, enjoy it – but drink responsibly and look after your mates. Jackets and coats are the most frequently lost items in bars around town, keep an eye on yours and always check that you're leaving with the right one. Never leave your drink unattended, and don't put yourself into a vulnerable situation. And please, NEVER drive – there are plenty of taxis or have a sober driver. If you'd like more information about drugs and alcohol, this website [alcoholdrughelp.org.nz](http://alcoholdrughelp.org.nz) has some great guidelines and advice on effects. There's also a free helpline available: 0800 797 787.

## Be Prepared

This is an alpine environment. Weather conditions can change very quickly and people get into trouble. We can't

stress this enough, please plan for your trip and be prepared before heading out into the mountains, lakes or trails. And ALWAYS tell someone where you're going and when you expect to be back.

There are a couple of great resources to help you plan for your adventures. The Adventure Smart website provides tips, links and advice for you to plan and prepare any activity safely, for any level of ability.

[www.adventuresmart.org.nz](http://www.adventuresmart.org.nz)

Another great website is Adventure Buddy. This is a free online tool that allows you to sign in and register your trips. If you're not back at your specified time, and you or your contacts can't confirm if you're out and safe, they will notify the police. Sign up here [www.adventurebuddy.co.nz/system/](http://www.adventurebuddy.co.nz/system/)

If you're planning to get out on the water at any of our lakes make

## BEING KIND TO YOURSELF AND OTHERS

– Anyone can be affected by life's challenges. The most important thing is to be aware, of yourself and others. We recommend the five ways to wellbeing:



**CONNECT  
WITH OTHERS**



**BE  
ACTIVE**



**TAKE  
NOTICE**



**GIVE**



**KEEP  
LEARNING**

If you are concerned about anxiety or depression, or are simply finding things hard there are support services available. Your best bet is to contact Citizens Advice Bureau or Community Networks Wanaka in the first instance and they will point you in the right direction.

If you're interested in trying some self-help, there are things you can do to help you get through. Head to [www.depression.org.nz](http://www.depression.org.nz) and explore the fantastic online resources available.

sure you follow the safety tips and guidelines at [www.qldc.govt.nz/leisure-and-culture/lakes-and-boating/](http://www.qldc.govt.nz/leisure-and-culture/lakes-and-boating/)

### **Police / reporting crimes**

The police are there to help. Always call 111 in an emergency or when a serious crime has been committed. If you're not sure it's an emergency, don't be scared to call 111 – they will still be able to point you in the right direction.

For non-emergencies (a crime that has already happened and a response isn't likely to change the outcome) contact your local police station.

We have police stations in Queenstown and Wanaka:

#### **Queenstown**

03 441 1600

Like Queenstown Police on Facebook! [facebook.com/QueenstownPolice](https://facebook.com/QueenstownPolice)

#### **Wanaka**

03 443 7272.

Like Wanaka Police on Facebook! [facebook.com](https://facebook.com) and search for "Wanaka Police".

### **Fire Service**

The New Zealand Fire Service is called out to fires in homes - on average - every 3 hours. Don't let it happen to you. Please:

- > Ensure your house has working smoke detectors.
- > Don't drink alcohol and fry food.
- > Store hot ashes appropriately, in a metal container with a lid.
- > Keep drying clothes at least 1 metre from a heater or fireplace.

Many homes in this district have woodburner fires. Check out this website for some tips on how to light a fire safely and keep it going.

[jotul.com/uk/guides/how-to-light-a-fire](http://jotul.com/uk/guides/how-to-light-a-fire)

**#7**

**EMERGENCIES**

This district can be prone to earthquakes, floods, storms, snow events, wildfires, landslides and major transport crashes. These are all real threats and must be planned and prepared for.

### **Know where to go**

In the event of a civil defence emergency, if you can't safely stay where you are, please go to your nearest civil defence centre. You'll find a list of these at [www.qldc.govt.nz/services/emergency-management/civil-defence-centres/](http://www.qldc.govt.nz/services/emergency-management/civil-defence-centres/)

### **How to be prepared**

If a disaster happened today, would you be prepared? Get everything you need to know at [www.getthru.govt.nz](http://www.getthru.govt.nz)

SO LONG AND

# THANKS

FOR ALL THE

# READING

Any resemblance to Douglas Adams' Hitchhikers Guide to the Galaxy is purely coincidental. Queenstown Lakes is not at imminent risk of Vogon destruction in the pursuit of an intergalactic highway construction project. Yet.

Private Bag 50072  
Queenstown 9348, New Zealand



## QUEENSTOWN

 10 Gorge Road  
 +64 3 441 0499

## WANAKA

 47 Ardmore Street  
 +64 3 443 0024

 [services@qldc.govt.nz](mailto:services@qldc.govt.nz)  
 [www.qldc.govt.nz](http://www.qldc.govt.nz)