

HELA

Hamilton
English
Language
Academy

2014



STUDENT HANDBOOK

Everything you need to start your life in Hamilton while studying at Hamilton English Language Academy

Welcome to Hamilton English Language Academy!

This handbook has been developed so that international students will be able to access most of the information they will need over the course of their studies. What you need to remember is that the staff at Hamilton English Language Academy can help you to find these services if you are struggling to find it on your own or if you don't know what to do next. We are here to help!

For specific information, please refer to the contents page below.

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Orientation Program

In the week before you arrive for the start date of your course, you can expect to be invited to the orientation program for your course. If you have been to an orientation before, you are welcome to attend, or may choose not to but it is highly recommended if this is your first course at HELA to go to this as you will be given lots of helpful information, and you will meet your fellow students. The course start date will be given to you in your Offer of Place and Invoice. This will tell you what week the orientation will be, but we will confirm by email what the exact date is. The orientation will have a summary of what the course will involve, what you can expect, contact details of all important staff members such as the pastoral care person – this staff member will likely be the same person responsible for everything to do with your stay in New Zealand, such as your study, your welfare and your accommodation needs. You will be given a copy of a pamphlet titled “Important Information about the Code” which is a summary of the Code of Practice for the Pastoral Care of International Students which HELA is a signatory to. If you would like a copy of the full Code, you can request this from a staff member. The Code covers what we must do to make all international students’ stay in New Zealand the best it can be.

There are a number of policies that may affect students during their study and HELA encourages you to read these. Policies that you may need to know about are the Attendance Policy, Fee Protection Policy, Refund Policy, Disciplinary Policy, Accommodation Policy, and the Grievance Policy. All policies are available on Moodle, and we will email them to you also. Some policies are so important we will require you to sign to say you have read and understood them.

Accommodation

Students have a number of accommodation options available. Primarily students may choose to use the Homestay option – this is where students pay a set fee every week to stay with a New Zealand family. You will be provided with a room with a bed, a desk, a set of draws and you will be given 2 meals per day and access to laundry and kitchen facilities. If you would rather live on your own, you may choose to flat – this is the term used for shared living in a house, but not usually shared rooms. See below for further details about flatting. HELA staff can assist you to find your own flat, or you may choose to find one on your own. If you are doing a very short course, it may be easier to find temporary accommodation such as a hotel or motel. HELA can assist you to find one that suits your needs and budget, or you may find one on your own. In the future HELA intends to own a student house that will have several students living together in a flat situation.

Student Services and Facilities Information

At Hamilton English Language Academy we want to support students to integrate into the community, experience everything Hamilton has to offer and help students to succeed in the classroom.

This handbook has been created with the intention of providing a basic guide on regular things that a student may need to do like see a doctor, or open a bank account. If you need help finding other contacts or need information not listed here, you should contact the pastoral care person who will help you to find what are looking for.

Cultural Support

“Culture shock” is the term used to describe the physical and emotional discomfort suffered as a result of moving to a new cultural environment. There are several stages to culture shock, meaning that you

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may not demonstrate any of the symptoms of culture shock until some weeks after you arrival in New Zealand – or you may show these symptoms straight away. The first few days will be the biggest in terms of culture shock and so we want to give you as much information to integrate successfully as possible.

About Hamilton

Hamilton is the centre of the Waikato region and was initially an agricultural service centre. It now has a growing and diverse economy and is the third fastest growing urban area in New Zealand. Education, and research and development play an important part in Hamilton's economy with 40,000 tertiary students, of which 1000 are PhD students.

There are a number of interesting places to visit such as the Hamilton Gardens, Hamilton Museum, Hamilton Zoo, the Riff Raff statue, and the Waikato River to name a few. You can visit 'What's On Hamilton' to get ideas on what to do, which includes one-off or seasonal events in the Waikato region. <http://www.whatsonhamilton.co.nz/>

Flatting

Flatting in New Zealand is a very common for students as a way of having affordable housing. This is where a group of people live in a house together and share the costs evenly. This is because a 3 bedroom house split between 3 people is almost always cheaper than a one bedroom house for one person. Normally a group of students who want to flat together know each other, but they might be strangers (and might not all be students). Everyone living in the house should be on the lease and have an agreement on how much rent is to be paid every week and how other bills are to be split. Bills like power, internet, gas (if applicable) are usually shared evenly. Food may be purchased as a group, or each person buys their own food – this should be agreed upon before you move in. It is a good idea to have a flat bank account where the rent money goes in, and rent goes out as an automatic payment. This prevents one person taking the rent money and not paying it.

Before agreeing to move into a flat, it is highly recommended that you check with a staff member, preferably the pastoral care person before signing anything or moving in. The staff member can check to make sure you aren't being taken advantage of, and that the person who owns the house has done everything correctly. While not common, there are people out there who don't rent houses out legally and our staff can help make sure everything is correct before you move in.

If you decide to go flatting, you can usually expect to have sole access to one bedroom as well as shared access to the bathroom, kitchen, lounge and other common areas. If you have a car, then an agreement would need to be made as to who uses parking spaces and/or garaging.

Remember that using the internet in New Zealand may not be what you are used to. Usually internet plans are capped, for example, you pay a certain amount a month and have a landline phone, and 40GB of broadband. If you go over the cap, extra charges apply. Keep this in mind when flatting so that you don't go over the plan. If you are joining a household that uses almost all of their data every month, you will have to discuss going to a bigger plan to accommodate your needs.

It is highly recommended for you to get contents insurance which includes tenants insurance to protect against theft, or accidental damage to the property.

Here are some websites that might assist you in deciding what contents insurance to take:

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State Contents Insurance: http://state.co.nz/personal-insurance/contents-insurance/pages/contents-landing-page-2.aspx?gclid=CIGa27nh-7kCFcN_QgodwzAA4A

Tower Contents Insurance: <http://www.tower.co.nz/insurance/contents/thrifti-protection>

Banking

If you want to create a bank account, you should first do some research on the many bank options. Some will charge fees for every transaction or purchase, while others may not. If you want help finding an appropriate bank, HELA staff can help to find one that suits your needs. In New Zealand it is a fairly quick process to start up a bank account and can usually be done online, by phone or in person at the bank. Our suggestion is to go to the following websites and look at what options they have on account types and then go in to talk to a staff member when you decide to start an account. Most banks have tertiary education accounts where bank fees are waved to assist students.

Kiwibank – <http://www.kiwibank.co.nz/>

ASB - <https://www.asb.co.nz/>

Westpac - <http://www.westpac.co.nz/>

ANZ - <http://www.anz.co.nz/personal/>

BNZ - <https://www.bnz.co.nz/>

TSB - <http://www.tsbbank.co.nz/>

Getting an IRD number

In New Zealand, if you want to get a job and get paid, you will need an IRD number. To do this you should ask HELA staff for the form (IR595), or go to:

<http://www.ird.govt.nz/forms-guides/title/forms-i/ir595-form-individualirdapp.html>.

You will then need to fill in the form and provide the documents they require. If you need help filling in the forms and getting the right documents, please ask a HELA staff member and we will explain the process and help you get the application filed.

For more information, go to:
<http://www.ird.govt.nz/how-to/irdnumbers/>

Sports and Recreation

There are a large number of activities to do in Hamilton such as swimming pools, tennis and squash clubs, martial art clubs, gyms, archery clubs, dancing lessons, and many other activities. If you used to do an activity in your home country, chances are you will be able to continue at a similar club in Hamilton. If you would like help finding a club or centre, HELA staff will help you to find this.

Hamilton is home to a large number of restaurants, bars, and cafes. Many restaurants can be found on the main street of Hamilton – Victoria Street, but many others can be found all over Hamilton. If you are looking for shopping centres or malls, there are three main centres – The Base and Te Awa in Te Rapa (second biggest mall in New Zealand), in the north of Hamilton. Westfield Chartwell can be found in the Chartwell area while Centre Place can be found in the city centre.

Learning Support Services

If you find that you are finding your classes harder than expected, or want some assistance to learn better methods of studying then it is best to contact your teacher or the pastoral care person. This staff member will be able to find an appropriate service that meets your needs. In the first instance it may be worthwhile talking to your teacher about the problems you are having. They will be able to give advice on how to improve your study skills, or help you to understand what you need to do to do well in classes. All staff members at HELA want you to succeed and we want to do everything to help you do this. In some cases it may be recommended that you look at making some changes to your schedule, such as reducing the number of hours you work if possible. Or it may mean you request to change the level of English being studied (which you may do in the first two weeks of study and only if there is room in the other class). It may be that you have completed a placement test that suggested a higher level than you were capable of learning in the timeframe given by the course.

HELA will run a Study Skills session in the first week of classes and then 1 hour every week, as an option for students to come and learn about the best ways to study. This is a free service, and will be held after class ends. More information will be given to students at the orientation on how to join these sessions.

Students will also be able to borrow books about study skills from HELA on a short term basis.

Student Guidance

Transport arrangements

Students can travel around Hamilton in a number of different ways – you can drive if you own or have access to a car, scooter or motorbike (so long as you have an appropriate licence). If you cannot drive, then you are able to bike, walk, run, or skateboard around town. Keep in mind that if you bike on the road, you must wear a helmet and obey all road rules. Other options include traveling by bus or by taxi. Taking the bus is a good option as there are plenty of bus routes and bus stops making most places easy enough to get to. Taking a taxi is not a common method of transport around Hamilton for students simply because of the costs involved but is otherwise an easy way of getting where you need to go, particularly if buses don't run where you need to go.

Go to the Hamilton Bus Depot website for more information regarding the schedule and prices:

<http://www.busit.co.nz/Hamilton-routes/>

<http://www.busit.co.nz/Hamilton-city-fares/>

Student rights

Hamilton English Language Academy recognises the following rights of its students:

- to experience high quality teaching
- to have learning experiences that are challenging and stimulating
- to be provided with course content which is up-to-date and authoritative
- acknowledgement of the Treaty of Waitangi
- to receive clear and accurate information and advice regarding all courses
- to be informed well in advance how and when their work will be assessed

- to receive fair, timely and useful feedback on their performance and progress
- to "have a say" about the value, relevance and effectiveness of their academic programmes and the teaching they experience
- to be treated with respect and courtesy by all HELA staff and other students in an environment free from harassment and discrimination
- to expect that HELA will provide a safe and secure environment
- to be informed about what is expected of them as students
- to have access to clear administrative guidelines and procedures
- to have access to clear and appropriate procedures for dealing with grievances
- to have reasonable, equitable and scheduled access to HELA staff
- to have reasonable access to quality facilities, student support services, and resources necessary for achievement of academic goals

Complaints and Grievances

HELA has a grievance policy which has a very clear guide on what to do if you have a grievance or complaint with the school, staff or other students.

To summarise the process of making a complaint, first you should make an attempt to resolve the problem by communicating the issue with a friend, or family member. If you cannot resolve the issue by yourself, you should contact your teacher or pastoral care worker. You will need to communicate the issue, and the problem will be investigated. Another meeting will be scheduled and you will be told what will happen next, whether changes will be made or an explanation as to why you should not expect changes to be made.

Most of the time, issues come up because a miscommunication or misunderstanding has occurred and nobody is at fault. The best way to resolve these kinds of issues is to have a meeting with all parties and communicate the problem, and ask for more information. If, after this meeting has occurred and there is still a problem, then HELA staff will guide you on how to continue with the complaint by providing you with all necessary information on what to do next.

You will be given a copy of the full policy and procedure for reference if you need to know more about the whole process. If this has been lost you can request a copy of the grievance policy from HELA staff, preferably from the pastoral care person. If you have any questions about the process, you can discuss your concerns with the pastoral care person, or can go online to the links below:

If the complaint is about the school itself – the course, staff, facilities, etc:

<http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

If the complaint is about the school's compliance with the Code of Practice:

<http://www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForInternationalStudentsAndParents/CodeOfPracticeInfoForStudents/MakingAComplaint.aspx>

Management of finances

Coming to New Zealand might be the first time you have lived away from home. If this is the case (or even if it's not the first time you've lived away from home), learning to budget is a very important step in living independently. Budgeting in its most basic form is a plan to have incoming money minus outgoing money equal zero or higher. If it is less than zero you are living outside of your means and changes must be made – either you need to earn more, or cut some costs.

An example budget for someone living **on their own** might look like this:

Incoming per month:

Wages \$2400

(Based on 40 hours per week at \$15 per hour [after tax], with 4 weeks in a month)

Outgoing per month:

Rent (2 bedrooms) \$1000

Power \$120

Phone/Internet \$100

Cellphone \$30

Food \$250

Petrol \$120

Entertainment \$200

Miscellaneous* \$200 * Medications, Health Check-ups, seasonal items

Debt Repayment** \$100 ** Credit Card, Hire Purchases, Other Loans

Incoming money less outgoing money = **\$280**

\$280 per month would then be spent on other things such as sudden expenses like vehicle registration, or saved for later.

The above budget is a fairly representative overview of living costs in Hamilton, rounded slightly up. Many of these costs will be significantly lower if you decide to go flatting as the cost of rent, power, phone/internet, rent and possibly some entertainment are all shared across all members of the household rather than just one person. Many of these outgoings will fluctuate depending on the time of the year – for example over summer power costs drop because heating isn't being used, and petrol may drop as you may decide to walk more often. Generally winter is a more expensive time of year than summer. Remember the tighter the budget, the harder it is to stick to so keep this in mind. Always aim to save some money so if a big unexpected bill comes up (like repairs to a car), you are prepared.

For more information on managing your finances go online to:

<https://www.sorted.org.nz/a-z-guides/budgeting>

Culturally Appropriate Behaviour in New Zealand

Some kinds of behaviours may be acceptable in your home country that may be considered rude or inappropriate in New Zealand. This is a general rule to help you to become familiar with the behaviours

that are appropriate, and what is inappropriate. Some behaviour that are considered inappropriate here are:

- Spitting, particularly in public or around people as this is considered very rude. If you must, spit into a tissue or bathroom sink or toilet. Many people would tell you this behaviour is disgusting or look at you badly.
- Chewing gum or food is generally acceptable if the mouth is closed and quiet. Talking while chewing is considered rude but as an adult, you would probably not be told off for it but it will make a poor impression on the person you are talking to.
- Sitting on tables is culturally insensitive and is based on the principle that you do not put your backside where you intend to eat. Desks that are used for study or computers, etc are slightly less of a problem compared to a dining table, although many people do eat at these desks so the point still remains. Generally it is not advisable to sit on anything that might be used for food. The same applies for putting your feet up on tables.
- Smoking is banned inside all buildings that aren't private residences, regardless of the weather. However many rented properties do not allow smokers to smoke inside the rented house as it can cause a smell to seep into the walls, long after the tenant has left, and also causes a fire danger. If you go to someone else's house or are in someone else's car, you should never smoke inside unless they give you permission. Generally you should try to smoke outside to minimise the consequences of smoking. At HELA we encourage you to give up smoking, and you can find out more information at <http://www.quit.org.nz/>
- Personal hygiene is really a personal matter, usually left up to the individual. Regular (many times a week, if not daily) showering and brushing teeth (daily) is expected but usually these matters would not be brought up to you unless it was a big problem, causing distraction to others. It can create a poor impression if these personal matters are left unattended.
- When speaking to others you may be used to speaking your mind about that person. If you want to be viewed as a polite person, you would not point out a person's flaws or traits that you don't like unless it is in a constructive manner. For example, you would never tell someone they looked fat as that is inappropriate and will come off sounding cruel. However, if the person you are talking to has bad breath, you could offer them a breath mint, or if you think they have put on weight, offer to play sport together. You should never make fun, or point out something that the person cannot do anything about such as a physical or mental disability or physical disfigurement. This is never ok, and will always come off as rude and cruel.
- The way in which you see gender and age roles may be quite different to New Zealanders views. Here we view men and women as equals, and both genders equally capable in almost every area. Generally speaking age plays a minor role most of the time. While age officially should not matter, the older generation are usually treated with a degree of respect simply because they are older and it would be acceptable if you treated those who are much older than you in this way. Exceptions are to be expected as many young people have more skills and experience than those who are older and this can create some confusion as to who is the more senior person in a workplace. For the most part you should respect others equally, regardless of their age or

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gender, or any other factors that the person has no control over (race, sexual orientation, etc). Another thing to remember about others and for yourself is that respect is earned, not automatically given.

For information on how to keep safe while in New Zealand, refer to the brochure “Keeping Safe in New Zealand” as it has a great overview on tips for keeping safe during your stay.

If there is an emergency, the following is a list of the numbers you might need. We recommend you keep a copy of these numbers in your wallet or handbag so that you have them with you all of the time.

Fire, ambulance or police: call 111 immediately and tell them what you need (fire, ambulance and/or police).

School phone number school hours: 07 838 2002 (during school hours), or 022 84 2223 (any time).

Taxi number: 07 847 7477, or 07 839 3939.

If there is an emergency when you are at the school, you should follow your teacher’s instructions. The meeting point is in the carpark next to the school, at Community Services. This provides a safe distance from the primary exit. During an emergency you should exit quickly and quietly, assisting others only if it will not hinder you from exiting also. When at the meeting point, a roll will be taken with everyone’s names to make sure everyone is accounted for. Do not go back inside the building unless you are allowed back in by the emergency staff member in charge, or the teacher allows you back in. For example, if there is a fire, you will have to wait until the fire department clears the building before going back in. If there was a false alarm, or drill, or a minor event that is now over then the teacher will tell you to go back inside.

In the event that someone has a serious accident or becomes very ill at the school you should tell someone immediately, like a teacher or nearest staff member, if nobody is around, shout for help and call 111. You should let a first aider assist the patient unless you also have first aid training that is up to date. When the St John/ paramedics arrive, you should defer to them.

Support Services

The following is a list of contacts for businesses that you might need to contact. Some have been suggested for their proximity to the school, or for their reputation. If you want help finding alternatives or for something not on this list, HELA staff will be happy to help.

Counselling

CBT Plus Psychological Services

Corner Tristram Street/130 Rostrevor Street, Redicare Building, First Floor, Hamilton

Phone: 07 823 8190, 021 457 944

veronika@isler.co.nz

<http://www.cbtplus.co.nz/>

Address: 118 Rostrevor St, Hamilton 3204, New Zealand
Tel: +64 7 838 2002, Website: www.hela.co.nz, E-mail: info@hela.co.nz



Doctor

Hamilton East Medical Center
16 Beale Street, Hamilton East, Hamilton 3216
Phone: 07 839 1232
Email: hemc@hemc.co.nz
<http://www.hemc.co.nz/content/58/>

Dentist

Brite White Dental
Corner Tristram Street/130 Rostrevor Street, Redicare Building, First Floor, Hamilton
<http://www.britewhitedental.co.nz/>

Accommodation

Housing New Zealand
0800 801 601
enquiries1@hnzc.co.nz

Legal Services

Hamilton District Community Law Center
(07) 839 0770
2nd floor, 109 Anglesea St, Hamilton
admin@hamiltonclc.org.nz

Hamilton Courts
0800 268 787
Anglesea Street, Hamilton
hamilton.dc@justice.govt.nz

Driving

Warrant of Fitness Station
07 849 0649
16 Tawn Place
Te Rapa, Hamilton

AA Centre – Hamilton
313 Barton Street, Hamilton North, Hamilton
<http://www.aa.co.nz/>

Land Transport New Zealand - Hamilton
Level 1, Deloitte Building
24 Bridge Street
Hamilton 3240
Phone: 07 958 7220
<http://www.nzta.govt.nz/index.html>

Address: 118 Rostrevor St, Hamilton 3204, New Zealand
Tel: +64 7 838 2002, Website: www.hela.co.nz, E-mail: info@hela.co.nz



Immigration New Zealand - Hamilton

0508 55 88 55
Level 5 Westpac House
430 Corner Victoria & Alma Streets, Hamilton

Local Citizens Advice Bureau - Garden Place, Hamilton

Phone: 07 839 1083, Email: cab.hamilton@xtra.co.nz

Translation services - NZ Translation Centre Ltd

(09)366 6668
www.nztranslation.co.nz

Local police - Hamilton Central, Waikato

6 Bridge Street, Hamilton
Private Bag 3078
GX10050
Phone: (07) 858 6200
Fax: (07) 834 9486

Driving In New Zealand

You must have a legal driver's licence to drive in New Zealand

You can legally drive in New Zealand for up to 12 months if you have either a current driver's licence from your home country or an International Driving Permit (IDP). After 12 months you are required to convert to a New Zealand licence. Please ensure you carry your driver's licence with you at all times.

If your overseas driver's licence is written in a foreign language, please have it translated into English and carry both with you. You can be fined if you drive without a licence or if you have a licence but don't have it in the car.

Always keep left

We drive on the left-hand side of the road. If you are having trouble remembering, write "keep left" on a sticker and put it on your steering wheel.

Bicycles, Motorbikes and Scooters

If you want to use any kind of bike to get around, helmets are required and you can be fined if you are caught not wearing one. Bicycles do not require a licence but motorbikes require a special motorbike licence which is different to your car licence. Scooters can be driven if they are 50cc or less on a New Zealand Learners licence. Take extra care on the road when using these types of vehicles.

Always buckle up

The driver and all passengers in the car must wear safety belts. If the passengers are under 15 years old and are not wearing safety belts, the driver can be fined. For those over 15, the driver is not responsible for making sure passengers are wearing their safety belt but it is recommended you encourage their use.

Insurance

It is strongly recommended that you get insurance for your car. Leading insurance companies in New Zealand include State Insurance, Tower AMI and AA. At a minimum you should try and get third party insurance which will cover the costs of you causing damage to another car.

Warrant of Fitness and Registration

All cars must have a current warrant of fitness and current registration (otherwise known as vehicle licencing). You can be fined if you do not display a current warrant of fitness sticker and registration ticket on your front windscreen. Registration can be done online (link below) or at any postal shop. Warrant of fitness can be given at most car garages or independent warrant of fitness businesses.
<http://www.nzta.govt.nz/vehicle/registration-licensing/>
<http://www.nzta.govt.nz/vehicle/warrants-certifications/index.html>

Accident advice

If you are involved in an accident, pull to the left of the road and find a safe parking space. If no one is injured, you can exchange details with the other party. Get the name of the driver, address, telephone number, car registration number (number plate details), make of the car and name of insurance company. Then report the accident at a police station within 24 hours. You can take a copy of the report to the insurance company and make a claim if you need to.

If someone is injured in an accident, call 111 for emergency services (ambulance, fire or police).

If you drink and drive, you're a real idiot!

Do not drink and drive in New Zealand - you can be fined up to \$4,500 and possibly imprisoned if you are caught. If you've had a big party night, get a sober friend to take you home or catch a taxi.

Speed kills

Excessive speed is one of the biggest killers in New Zealand, especially on rural roads. Keep to the speed limits and drive carefully. If you're feeling tired while driving, pull over and have a nap or a rest.

More information

For more road safety information, visit the following websites:

Land Transport NZ – www.itsa.govt.nz/

New Zealand Police – www.police.govt.nz/

Personal health services

What to do if you are sick or injured

In New Zealand, if you have a non-urgent medical problem you would not usually go to the hospital, instead you would sign up to see a general practitioner at a Medical Centre. For example, if you had a cold and developed a chest infection, or you need a prescription for medication such as an asthma inhaler. For any urgent or serious medical problems, you would go to an emergency room, or hospital. For example, if you are having chest pains, or have had a minor injury (such as a possible broken bone). In the event of a very serious medical problem you would call 111 and ask for an ambulance. For example, if someone has been hit by a car, or you find someone unconscious.

If you want to see a general practitioner (known as a GP) you will usually need to make an appointment. Find a medical centre that is nearby, or has a doctor that can speak your native language. HELA can help you to find an appropriate medical centre. Once you have chosen a medical centre, you should ring them and the receptionist will ask for some basic details like your name, address and contact phone number. They will tell you a time and day to come in and the name of the doctor you are seeing. If you need to see a specific doctor (due to language or other reasons), you should ask for this. If the time and day does not suit you, you can ask for another time.

Most medical centres have what is known as an urgent appointment or on call doctor. This is a doctor who will take patients who have an urgent problem (must be seen that day) but who shouldn't go to a hospital. An example might be if you develop a bad migraine – you cannot wait for an appointment but you shouldn't go to the hospital either. If you need to see the on call doctor, ring the medical centre, and say you need to see the doctor urgently – the receptionist may ask what is wrong, this is to make sure you do not need an ambulance or to go to the hospital. You can trust the receptionist to be confidential with your information – this is a part of their job.

When you go in for your appointment you will first go to the reception and state your name, appointment time and the doctor you are there to see. If you cannot remember the doctor's name, just your name is fine. You will then take a seat in the waiting area. Doctors often run a little late, and this should be expected to some extent. If you have waited more than 20 minutes, politely ask the reception how long the delay will be but try to be understanding of the delay. When the doctor is ready for you they will come into the waiting room and call your name. You will then follow them to the examination room. You will first sit down and the doctor will ask what you are there for. At this point you should explain what is wrong. Everything you tell to the doctor is completely confidential, and a doctor cannot tell anyone about what is wrong with you without your permission, although they may discuss the issue with other doctors or nurses so as to better help you. The doctor may ask you to take clothes off, and may physically examine you if needed. You can request another person to be in the room if this would make you feel more comfortable. If the doctor prescribes some medicine for you, they will give you a piece of paper to take away. Once the appointment is finished you should go back to the reception and pay for your appointment. Once you have paid you should take your prescription to the nearest pharmacy. Most medical centers have a pharmacy very close by, but if not, ask the receptionist to help find one. Most malls and shopping centers have a pharmacy such as Life Pharmacy or Unichem Pharmacy. When you go to the pharmacy, you should give your prescription to a staff member, who will give you an approximate wait time. This will depend on how busy they are but expect a 15 minute wait. When your name is called, you can pick up your prescription, pay for it and leave.

Address: 118 Rostrevor St, Hamilton 3204, New Zealand
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Once you are home you should look over your medical and travel insurance to find out if your visit is covered and what to do next. If you need help with your claim, HELA staff is able to help.

The following link has a list of many of the medical centers in Hamilton:

<http://yellow.co.nz/Hamilton/medical%20centre?what=medical%20centre&where=Hamilton>

For Emergencies you can go to:

Waikato Hospital Emergency Department, Corner Pembroke Street and Selwyn Street, Hamilton

Anglesea Accident and Emergency, (next to ASB Bank), Gate 1, phone 07 858 0800

<http://www.angleseamedical.co.nz/>

Sexual Related Issues and Behaviour

Contraception

In New Zealand you have the right to freely choose what kind of contraception (if any) to take or use. There are many different options for a couple and an individual, some of which are prescription only, and others that can be purchased from a pharmacy or supermarket. It is highly recommended that all students talk to their doctor about the option that is best for them.

Here is a short overview of some of the common options:

Condom – The male condom is a thin rubber barrier that fits over an erect penis and catches sperm during ejaculation; condoms work best with a water-based lubricant. The failure rate is between 2% and 15% depending on whether the condom is used correctly, and some other factors. They are available by prescription and from a supermarket or pharmacy.

Condoms are the only way to protect from sexually transmitted diseases and also pregnancy. It is highly recommended to use condoms and also some other form of birth control.

Depo Provera ("Depo") - Depo Provera, also known as the 'Depo' or 'jab', is an injection that contains progestogen and is used to stop eggs being released from the ovaries each month.

With the Depo, there is less than 1% chance of getting pregnant. This is a prescription only option.

Combined Pill - The combined pill is made up of two hormones, oestrogen and progestogen, and stops ovaries from releasing an egg each month.

There is a 1 - 3% chance of getting pregnant depending on how careful the user is able to follow instructions and their memory with taking the pill. This is a prescription only option.

Progestogen Only Pill - The progestogen only pill, also known as 'mini pill', is a pill made up of one hormone only; progestogen. This pill works by thickening mucus in the cervix and stopping the ovaries from releasing an egg each month. There is between 1 - 4% chance of conception depending on how good someone is at following instructions. This is a prescription only option.

Emergency Contraception Pill - Emergency contraception consists of Emergency Contraception Pills (ECP) and are used after unprotected sex and delay ovulation or stop sperm from reaching an egg. It must be used within 72 hours of unprotected sex (best if within 24 hours). There is between 1 - 2% chance of conception. This option is available from a pharmacy.

These are just the most common forms of contraception; there are many more options available.

For more in depth information you should talk to your doctor, and/or visit the following website:
<http://www.webhealth.co.nz/articles/view/article/549/which-contraception-to-use/>

Your Rights and the Law

Every person must give their consent to engage in sexual behaviour from the age of 16 years old. Anyone under 16 years old **cannot** give their consent, and it is automatically a crime if someone engaged in sexual behaviour with someone under 16 years old – this would be sexual assault which could lead to time in jail. It is also a crime if someone engages in sexual behaviour with a person of any age that does not consent and is forced to participate in the sexual behaviour. It is best to be clear about whether you consent or do not consent.

How to Help Prevent Sexual Assault

Students are encouraged to:

- Organise safe transport home at night, such as a taxi, or be picked up by a trusted sober person. This is especially important if you are intoxicated by alcohol or drugs – never drive under these circumstances.
- If you have to walk by yourself at night, walk in well-lit areas, **and** either:
 1. Have 111 pre-dialled on your phone so you can press dial if you believe you are about to be, or are in danger.
 2. Text your locations every minute until you are home to someone capable of monitoring these texts and of ringing emergency services with your last known location if they do not receive a text on time.
 3. Use an application on your smart phone such as Circle of 6, bsafe or Guardly. These apps are set up to track your location, call emergency services, or a designated contact on your behalf, make loud noises and generally help keep you safe at the touch of a button (or a lack of touching a button at a specified time). They may not work perfectly in New Zealand if the emergency number cannot be changed to 111.
- To go out in groups, where each member of the group watches out for the others, preferably with at least one group member who has little or no alcohol or other substances.
- Never leave your drink unattended or accept a drink from someone you don't know. Drinks can have drugs added to them without you noticing which can lead to a sexual assault.
- Let someone know if you are feeling pressured by someone to do something you don't want to do. Tell a friend so they know to watch out for you, and if you are in a bar, club or similar, tell someone who works there that you are being harassed and that you feel unsafe, they should ask the person to leave. If they are not removed, you should leave, making sure to do so in a safe way, by being escorted by a friend to a taxi or similar. You should not leave unless you can be sure the person harassing you cannot follow you. If this happens, you should not feel like this is in any way your fault. Do make your objections known to the harasser and do try and leave.

If you find yourself in a situation where you believe you are about to be sexually assaulted and have communicated as best you can that you do not consent to any sexual relationship, you should try the following things:

- Try and leave by any means necessary - out a window, door, or find something you can hide in. If your way is being barred, or the perpetrator physically tries to stop you from leaving, you are within your rights to fight back, injure them, and even use an item you can reach as a weapon. However you must stop once they either leave due to their injuries, or are unconscious. You are within your rights to incapacitate the perpetrator only so far as is needed to make yourself safe. This is called self-defence. At the first opportunity you have to leave, you should take it and find someone or a phone to call 111, and tell the police what happened.
- Try making a scene, by yelling for help, screaming – make as much noise as possible. This could make the perpetrator reconsider, or alert someone to come help you.

If you have been sexually assaulted

What do I do immediately?

- Make sure you are now safe
- Get support from someone – this can be a friend, family member, partner or flatmate
- If you have any serious injuries you should go to the Hospital Emergency Department. Your health is more important than forensic work. The hospital will call the police only if you want them to.
- Do NOT shower, bath, wash clothes or eat and drink until you make a decision about involving the police because this will destroy forensic evidence.
- If you don't go to the hospital, you should find a container and collect any urine you pass and note the time on the container. You should put it in a fridge or freezer. If you think you may have been drugged, collecting your urine will be very important.
- Seek professional help.

What to do next?

Decide whether to call the police – if you do, you should call the police on 111 – or go to a Police Station nearby.

If you aren't sure whether to call the Police you could try the following support services:

- Victim Support on 0800 842 846 – this is fully confidential.
www.victimsupport.org.nz
- Lifeline Aotearoa on 0800 534 354 – this is fully confidential and they have counsellors who speak Mandarin and Cantonese on 0800 888 880.
http://www.lifeline.org.nz/corp_Home_378_2001.aspx
<http://www.chineselifeline.org.nz/>

What will happen if I call the Police?

- Police will arrange a Forensic Examination by a specially trained female Doctor if you are female, and male if you are male.
- They will also involve Victim Support or other support services on your behalf.
- Involving the Police now and having a Forensic Examination does not mean you are committed to proceeding with the complaint and going to court.
- You can change your mind, but the opportunity for collecting evidence can be lost if you delay too long in calling the police.

Mental Health Services

Information on mental health services can be obtained from the pastoral care person, or from the Mental Health Foundation of New Zealand at: www.mentalhealth.org.nz

All areas in New Zealand have a regional mental health service able to provide an emergency response, advice, and support, and a face-to-face assessment if necessary.

Psychiatric Emergency Services can be contacted on 0800 920 092.

Members of the public may access this service if they are concerned about their own mental health, or that of someone they know (especially if there are safety issues).

For urgent assistance after hours 7 days a week, call 07 839 8899.

For non-urgent issues, specialty mental health services are normally accessed by GP referral. If HELA has concerns about the mental health of a student should we will encourage that student to make an appointment with their GP.

Drug education and counselling

For information on drug education and counselling, contact the New Zealand Drug Foundation <http://www.nzdf.org.nz/>

Problem gambling

Practical sessions at orientation could include allowing students to talk about how to identify problem gambling. For further information contact the Problem Gambling Foundation New Zealand www.pgfnz.org.nz

Problem Gambling Foundation New Zealand offers telephone and face-to-face counselling. It also can provide workshops for students.

Travel and Medical Insurance

To become enrolled at HELA, you must provide proof of your travel and medical insurance cover before you can start your course. If you are struggling to find appropriate cover, HELA staff can assist you to find cover that suits your needs and budget. If you intend on finding insurance on your own, you should know that there are many different insurance companies that will offer similar insurance options for students studying in New Zealand and it is important to get quotes from a variety of companies before deciding on one policy. An example (and we stress this is just one option of many) is Tower Insurance

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“Visiting New Zealand Essentials” policy, with a duration of 3 months, if the person is 23 years old – this would cost \$199. For 6 months, the cost is \$307.

Final Words

Now that you have read our Student Handbook, you might have questions or need more information on an issue that has come up in your life. The pastoral care person should be the first person you contact when you need help with something. All HELA staff is here to help, please feel free to ask.

The Pastoral Care Person is:

Name	
Phone Number	
Email	pastoralcare@hela.co.nz
Drop-in Times	

Enjoy your time in New Zealand, and at Hamilton English Language Academy!