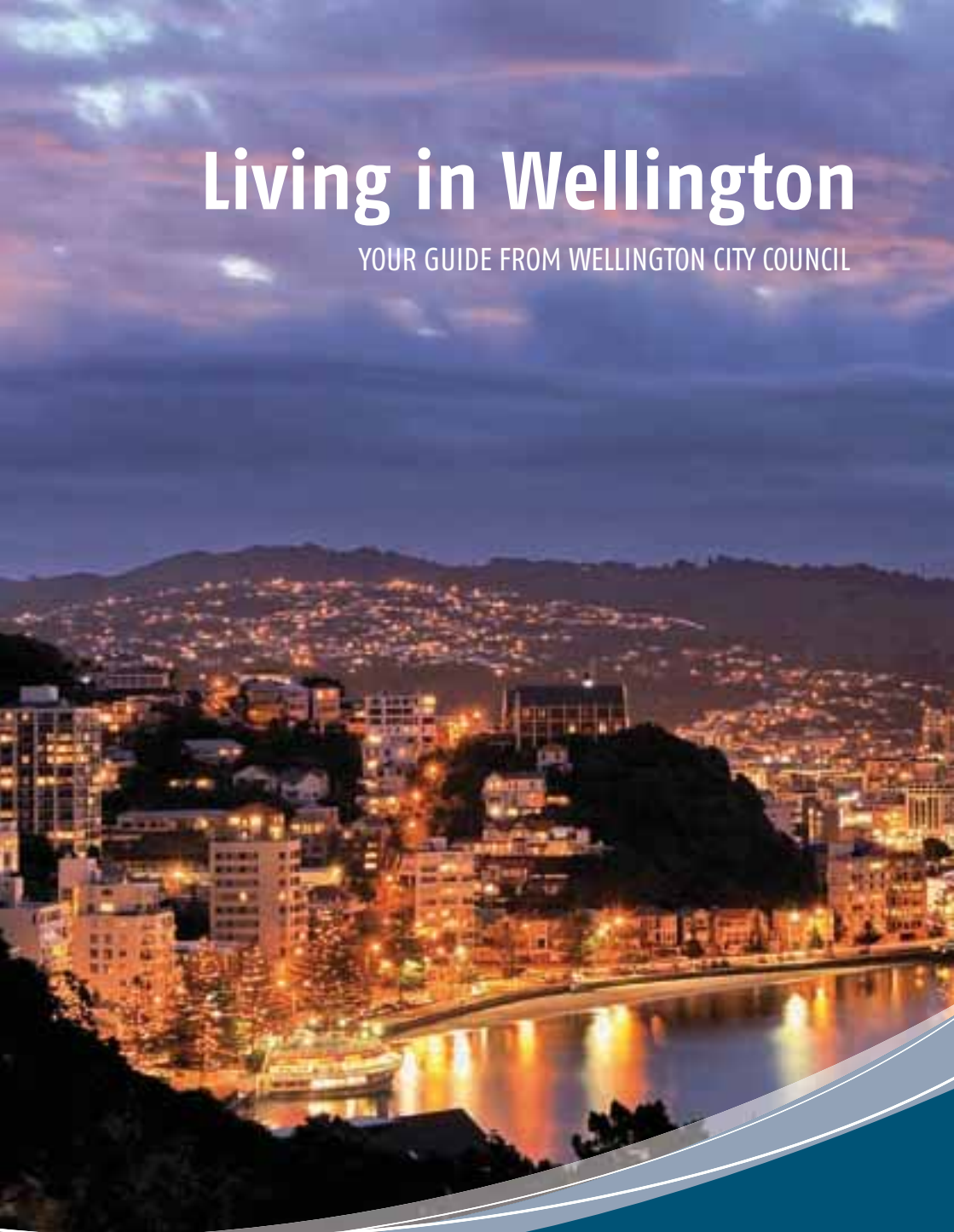


Living in Wellington

YOUR GUIDE FROM WELLINGTON CITY COUNCIL



2010

Absolutely

POSITIVELY

ME HEKE KI PŌNEKE
WELLINGTON CITY COUNCIL

Wellington

EMERGENCY CONTACTS

Police 111
Ambulance 111
Fire 111

WELLINGTON CITY COUNCIL CONTACTS

Phone: 499 4444 (all day, every day)

Fax: 801 3138

Email: info@wcc.govt.nz

Website: www.Wellington.govt.nz

Post: Freepost 57142
PO Box 2199
Wellington 6011

Office: 101 Wakefield Street, Wellington

INTERPRETERS

Ask for a sign language or language interpreter by calling the Council on 499 4444, visiting the Council offices at 101 Wakefield Street, or emailing citycommunities@wcc.govt.nz

Interpreters are available for Maori, Chinese, Hindi, Arabic, Samoan and sign language.

Front cover photo: *view of Oriental Bay from Roseneath.*
Photo credit Shane Crowe.

The information in this guide was correct at the time of printing.
However over time these details may change.

HELLO



Welcome to Wellington – a great place to live, work and play.

If you've just moved here, you've made a great choice. Wellington consistently ranks highly in national and international surveys for its excellent quality of life.

In Wellington you'll find:

- smart, friendly people
- an innovative business sector
- New Zealand's best arts and entertainment
- exciting festivals and sporting events
- a café on every corner
- beautiful beaches and parks
- dramatic weather and landforms
- plenty to see and do.

This handbook aims to give you all the information you'll need to settle in, and get a taste of all the city has to offer.

Here's to Wellington, a city with a heart.
Enjoy your new home!

A handwritten signature in dark ink, which appears to read 'Kerry Prendergast'.

Kerry Prendergast, Mayor



Preparations at the starting line.

In this handbook

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QUICK FACTS

Land area: 28,990 hectares

Population (2009): 195,500

Ethnicity: 70% European

13% Asian

8% Maori

5% Pacific

Residential dwellings: 73,368

Businesses: 23,263

Tallest building: Majestic Centre, Willis Street

Oldest building: Colonial Cottage, Nairn Street
(built 1858)

Number of parks and playgrounds: 102

Wellington Anniversary Day: Closest Monday to
22 January

Sources: Statistics NZ, WCC

HISTORY

Early Maori settlement

According to Maori legend, the North Island of New Zealand is a fish hauled out of the sea by the demigod Maui, and the Wellington region is the head of the fish – Te Upoko o te Ika.

The region has a long history of Maori settlement stretching back over many hundreds of years. The great Polynesian explorer Kupe settled briefly in the area, and in following centuries many tribes – often migrating from other parts of the North Island – settled in the region and built hilltop pa (fortresses) on sites around the harbour.

A period of upheaval during the 1820s left Te Ati Awa iwi, based in Wellington City and the Hutt Valley, and Ngati Toa Rangatira, based largely around northern Wellington and Porirua, as the city's tangata whenua (people of the land).

European settlement

In 1839, Wellington was chosen as the site for the first planned settlement in New Zealand. The New Zealand Company purchased land from 16 Maori chiefs, though other chiefs argued that the land was not theirs to sell. Settlement began in 1840, centred along the Petone foreshore near the mouth of the Hutt River. The settlement was initially called Britannia. Within months, floods forced the settlers to the Lambton Harbour area.

The New Zealand Company set aside a green reserve around the edge of the settlement – now known as the Town Belt.

There was early trade between settlers and Maori, but also controversy as land was settled that had not been bought, and settlers did not honour promises to set aside properties for Maori on land that was bought.

Though relationships were mostly peaceful, there were skirmishes – the most famous of which took place north of the city at the pa now known as Battle Hill.

Earthquakes and growth

Hemmed in by sea and hills, Wellington initially lacked room to grow. Much of what is now the central city was then under water, including the land on which the Railway Station and Westpac Stadium are now built.



The shoreline ran along Courtenay Place and Lambton Quay, and Cambridge and Kent terraces formed a canal running from the harbour to the Basin Reserve, which was then a lake.

In 1855, a major earthquake struck the region, dramatically altering the landscape. The coastline was raised by up to 1.2 metres in parts, creating flat land for settlement in and around the harbour. Prison labourers turned the Basin Reserve from a swamp into a sports ground, and land was reclaimed to form what is now the central city.

In the following years, Wellington grew as a trading city and, in 1865, it became New Zealand's capital. Political influence attracted business and Wellington became New Zealand's financial and trading centre. Road and rail links developed, and industry flourished. The Wellington City Corporation – now the Council – was formed in 1870.

During the last decades of the century, the city grew rapidly. In 1867, there were 7,460 residents. By the end of the century the population was 49,344.

GEOGRAPHY

Wellington is shaped by nature. Its harbour and rugged landforms provide drama and beauty while colourful wooden homes clinging to hillsides lend the city a distinct, quirky character.

Wellington's landscape gives the city a natural 'heart' in the area surrounding the waterfront. This area is crammed with cafés and entertainment venues, and comes alive for major events such as the New Zealand International Arts Festival and Rugby Sevens.

ECONOMY

The city's main economic sectors are government administration, finance and insurance, and other service sectors such as education, health/community services, property and business services, and retail.

While the city's economy has traditionally been built around its role as a centre of government and finance, tourism (both international and domestic) and creative industries such as film-making have become increasingly important.

Sources: www.Wellington.govt.nz; www.teara.govt.nz



ANIMALS

Wellington City Council bylaws require that all animals are kept in a manner that ensures they don't cause nuisance, danger, annoyance, offence or harm to others. All animals must be properly fed, sheltered and (depending on the type of animal) exercised.

GUIDELINES

Some guidelines for keeping animals on residential properties are set out below. For more information, see www.Wellington.govt.nz/services/animals

BIRDS (INCLUDING CHICKENS)

Birds (including chickens) may be kept on Wellington City properties if they comply with the bylaw requirements above.

However, the Council receives many complaints about birds, particularly noisy roosters. Unless they are well maintained, fowl houses and aviaries attract flies, rats, mice and stoats. Many urban properties are unsuitable for keeping poultry, and a building consent may be required before building a chicken coop.

GOATS

Goats may not be kept on Wellington City properties unless you have written permission from Wellington City Council.

An environmental health officer will assess the suitability of the property and neighbourhood.

You will also have to show how you intend to prevent the goat from causing any nuisance.

BEES

Bees may be kept on Wellington City properties if they comply with the bylaw requirements above. Bees do sometimes cause nuisance to neighbours, and environmental health officers may require bee owners to remove hives from their property.

DOGS

Dogs may be kept on Wellington City properties but must be registered. Dogs moving to Wellington, and new puppies, must be microchipped.

Unless you get special permission from Wellington City Council, you can't keep more than three dogs on a property.

Registration

Registration is due by 1 July each year. Puppies must be registered before they reach three months old.

Owners of unregistered dogs can face fines of up to \$3,000.

The standard annual dog registration fees are listed on our website. To get a dog registration form phone 499 4444 or download a form from www.Wellington.govt.nz/services/dogs

Desexed (neutered) dogs

The annual dog registration is reduced when the dog is desexed (neutered) and proof is supplied with the dog registration form.

Unregistered dogs

Owners of unregistered dogs can face fines of up to \$3,000.

Responsible dog owners

The annual dog registration fee is reduced for owners who achieve and maintain 'responsible dog-owner' status. To qualify as a responsible owner:

- dogs must have been checked by a vet in the past 12 months, and
- the owner registered in Wellington for at least one year, or
- the owner has passed a Council-approved responsible dog-owner education and obedience course, or
- the owner has proof of having held this status with another council.

For a responsible dog-owner status application form, including all the requirements of responsible dog owner, call Wellington City Council on 499 4444 or download the form from www.Wellington.govt.nz/services/dogs

Microchipping

All new puppies must be microchipped within two months of registration. You will also need to microchip your dog if it is classified as dangerous or menacing.

Microchipping makes it easier to return dogs that get lost, and to identify dangerous dogs.

To get your dog microchipped, see a vet.

Owners who fail to microchip their dogs can face fines of up to \$3,000.

Dog control

Owners must keep their dogs under control at all times, and can be fined if they don't. Dogs that are allowed to roam can be dangerous or a nuisance for other residents.

At home, you can keep your dog under control by fencing, using a chain, or keeping it indoors.

When you're walking your dog, keep it on a lead at all times except in an approved dog exercise area.

To find the nearest dog obedience school, check the New Zealand Kennel Club website www.nzkc.org.nz. The Council also lists a number of approved trainers. See our website www.Wellington.govt.nz/services/dogs/training

Dog waste

You are responsible for cleaning up after your dog and can be fined if you don't. Dog waste bags are available from the Council's service centre at 101 Wakefield Street.

Dog exercise areas

There are many parks and beaches throughout the city where dogs are allowed to exercise off a leash. You can find a list of dog exercise areas on Wellington City Council's website www.Wellington.govt.nz/services/dogs

'No dog' areas

Dogs are not allowed in children's play areas, on the playing surface of sportsfields, some Wellington beaches during the day in summer, and beaches from Tarakena Bay to Lyall Bay (where penguins come ashore).

Dog owners are allowed to move through the central city with their dogs on a lead, but they cannot stop in the central city. For more information, visit www.Wellington.govt.nz/services/dogs

ANIMAL SHELTER

Dogs that are lost or allowed to roam may be picked up by dog control officers and taken to the Animal Shelter. If your dog is picked up, you'll have to pay a fee to get it back.

Dogs that are left at the shelter for seven days can be adopted out or put down.

The Animal Shelter is at 73 Moa Point Road, Rongotai. Phone 388 8212
www.animalmanagement.co.nz

CRUELTY TO ANIMALS

The SPCA (Society for the Prevention of Cruelty to Animals) is a volunteer organisation that runs animal shelters and supports animal welfare.

305 Mansfield Street, Newtown. Phone 389 8044
www.wellingtonspca.org.nz

MORE INFORMATION

Wellington City Council animal control
Phone 499 4444
www.Wellington.govt.nz/services/animals

BUILDING AND RENOVATING

Wellington City Council regulates building work and land use to make sure buildings are safe, durable and weathertight, and meet all other legal and planning requirements.

BUILDING CONSENTS

Most building work requires a building consent from the Council. This includes building a new home, renovating an existing home, plumbing and drainage work, building a retaining wall over 1.5m high, building a fence over 2m high or a swimming pool fence, installing a swimming pool or spa pool, building a deck that is more than 1m off the ground, or demolishing a building.

Getting a building consent

To get a building consent, you – or your representative such as your architect/designer,

draughtsperson or builder – will have to apply to the Council.

You'll need to have detailed plans, and you'll have to show how your plans comply with the New Zealand Building Code. For most building work, you'll need help with this from an architect/designer, draughtsperson or qualified tradesperson.

The building consent confirms that your plans comply with the New Zealand Building Code. You can't start demolishing or building until you have a consent.

Inspections

Building and plumbing work will be inspected while it is being carried out, and after it is completed, to make sure it is carried out according to the approved plans.

Changing your plans

If you change your mind about some aspect of your building work, you'll have to apply for an amendment to your building consent.

Code compliance certificates

If the building work is completed in line with the approved plans, you'll be given a code compliance certificate. This confirms that your building project complies with the New Zealand Building Code.

You can find more information about building laws and requirements on Wellington City Council's website www.Wellington.govt.nz or the Department of Building and Housing website www.dbh.govt.nz

RESOURCE CONSENTS

The District Plan sets out rules and guidance on land use, subdivision and building in the city. For example, it contains restrictions on height and how close together buildings can be.

Changes in land use, such as subdividing or developing a property, as well as some building work, will require a resource consent.

To get resource consent, you – or a representative such as your architect/designer, draughtsperson or builder – will need to apply to the Council.

You can find more information about resource consents on Wellington City Council's website www.Wellington.govt.nz, by phoning a planning technician on 801 3590, or on the Ministry for the Environment's website www.mfe.govt.nz.

EARTHWORKS CONSENTS

If you're landscaping or moving earth – for example, to build a retaining wall or foundations for a home – you may need an earthworks consent.

SUSTAINABLE BUILDING

Wellington City Council encourages sustainable building – that is, building that minimises harm to the environment and to occupants both during construction and throughout the life of the building.

Building sustainably benefits the occupants by – among other things – providing greater levels of comfort, lower energy bills and a healthier indoor environment.

The Council offers:

- free guidelines on sustainable building
- grants to offset building consent fees for homes that incorporate some energy efficiency features.

HOME ENERGY ADVICE CENTRE

The Home Energy Advice Centre provides free, independent advice about energy-saving home renovation options, such as insulation, solar water heating and double glazing. Contact the centre on 0800 388 588. You can also find out about sustainable building through the EnergyWise website www.energywise.org.nz or Homesmarts website www.homesmarts.org.nz

HERITAGE BUILDINGS

Heritage buildings are an important part of the city's character. The Council manages them in the following ways:

- The District Plan has lists of protected heritage buildings, items, trees, areas and archaeological sites. Resource consent is required before you can modify, damage or destroy these heritage places.
- The District Plan also has design guidelines for residential zones and character areas of the city.
- Funding is available through the Council's Built Heritage Incentive Fund to support repairs and maintenance of heritage places. There is also a fund to reimburse resource consent fees where consent is required for a heritage place.
- Council staff will advise building owners and professionals on conservation of heritage places and archaeological sites.

MORE INFORMATION

For information about building, resource and earthworks consents, contact Wellington City Council's building consents and licensing team on 499 4444 or visit the Council's website www.Wellington.govt.nz/services

ENVIRONMENT



Family picnic at Otari-Wilton's Bush

Wellington City Council aims to protect and enhance the city's environment, including its many green spaces, and protect the city's distinctive plant, bird and animal life, while providing great outdoor places for residents and visitors to enjoy.

WATER

Water quality

The Council supplies water to Wellington properties and is responsible for making sure that water meets Ministry of Health drinking water standards. If you have any concerns about water quality, contact the Council on 499 4444.

Pipes

The Council is responsible for maintaining water mains and supply pipes on public property. Property owners are responsible for maintaining pipes on their property.

Water conservation

Wellington residents use about 17.5 billion litres of water a year – about 500 litres a person each day. The region's water supply system is nearing capacity, which means it's important to use water efficiently.

Easy ways to save water include:

- turning off taps while you're shaving or brushing teeth
- fixing leaks
- running your dishwasher or washing machine only when it's full
- scraping dishes instead of rinsing
- storing drinking water in the fridge instead of running the tap cold.

Water restrictions

Wellington has year-round restrictions on sprinklers and garden hoses. Use is only allowed between 6–8am and 6–8pm on alternate days. If you have an even-numbered street address you can use them on even-numbered days and vice versa.

Tougher restrictions may apply during summer.

Paying for water

Most properties pay for water through water rates. You can choose to have a water meter installed and pay for water used instead.

NOISE

Residents have a right to have excessive noise stopped, at any time of the day or night. Wellington City Council's noise control officers assess complaints about noise and can require people to reduce noise levels.

For complaints about noise, contact the Council on 499 4444 any day at any time.

For excessive traffic noise, contact police on 381 2000.

STORMWATER

Wellington's stormwater drains run into streams and the sea, and stormwater isn't treated. Contaminated stormwater can kill fish and aquatic plants and wildlife. Don't put paint, oils, detergents, solvents, pesticides or garden waste into the stormwater system.

Stormwater runoff from your property can also cause problems for neighbours. You are responsible for making sure stormwater doesn't cause erosion or other harm to neighbouring properties.

PLANTS AND WEEDS

Plants

In Wellington we have lost 95 percent of our original forest cover. Wellington City Council is committed to helping restore Te Korowai a Tane – the cloak of Tane, our original bush and tree covering.

We are replanting the city's natural bush areas with native plants and trees, and you can help –

at a community planting, by joining a restoration group or by starting your own.

Wellington City Council and Greater Wellington Regional Council give advice, plants and support for community groups doing native restoration projects. The City Council supplies native plants for planting on road reserve land next to private property. The Council provides information on planting and maintenance, but residents are responsible for the planting and ongoing care.

For more information, see www.Wellington.govt.nz under 'Services/Parks and Gardens'.

Weeds

Weeds can have a serious impact on our natural environment if they are not controlled. The Council spends large amounts of money on weed control each year. Some of the worst weeds in Wellington are banana passionfruit, cathedral bells, Madeira vine, climbing asparagus, old man's beard, wild ginger, Asiatic knotweed and evergreen buckthorn. If you have these growing on your property, destroy them. Old man's beard must be kept at least 10 metres from the nearest boundary. If you need help identifying these weeds, please visit the websites below.

Most of New Zealand's problem weeds have come from people's gardens or are plants that have been dumped at our parks, beaches and streams. Piles of garden clippings and weeds can smother regenerating native plants and harbour invasive plants or seeds. Garden waste should be taken to the landfill, with a tarpaulin to cover your load. Alternatively, you can make compost,

but be careful as some weeds will survive.

Choose garden plants carefully, most are not invasive. Help birds spread native seeds to help our forests, not weeds.

You can find out more information about weeds from the Greater Wellington Regional Council website www.gw.govt.nz, including the ones Greater Wellington will remove at no cost to you. The Weedbusters website www.weedbusters.org.nz also has useful information.

TREES

If a neighbour's tree is causing problems, the first step is to talk to them. They may not even be aware of your concerns. Give them the chance to fix things up, and look for a solution everyone will be reasonably happy with. If, for example, you are worried about shading, it may be that the tree can be thinned rather than chopped down.

A mutually agreeable solution will almost certainly be preferable to a lengthy, costly and bitter legal battle.

For more information you might like to look at a copy of the Property Law Act section 129C available at your local library. The Council does not get involved with any problems with trees on private land.

Council arborists plant and prune trees on road reserves and footpaths. Other trees on road reserves are pruned at the request of residents and as part of the Council's ongoing maintenance programme.

Trees may also be pruned if they:

- overhang private property
- obstruct footpaths or roads
- obscure street lighting
- obstruct vehicle access to public areas
- obscure traffic signs and visibility at intersections
- are growing too close to power cables.

Residents are responsible for trees on private property. Trees growing on road reserves are only pruned when there is a legitimate need, such as avoiding power cables. Even if trees are blocking views and casting shade, these are not adequate grounds for pruning.

Pruning practices

Council arborists prune trees to maintain tree health and shape.

Cost

If you ask us to prune or remove trees, you may have to pay some or all of the cost of the work. This depends on:

- how much you or the Council would directly benefit from the work
- how urgent the work is.

Tree removal

Trees growing on road reserves, footpaths or public open spaces may be removed in certain circumstances, outlined in the Council's Tree Maintenance Policy.

For more information, see www.Wellington.govt.nz under 'Services/Parks and Gardens' or call 499 4444.

LICENSING AND PERMITS



Checking the temperature of the refrigerator.

FOOD SAFETY

All food outlets must comply with food safety regulations and are monitored by the Council's environmental health officers. If you want to complain about a food outlet, or to find out what you need to do to comply with food safety regulations, phone 499 4444.

FIRE PERMITS

Wellington City Council generally operates a restricted Fire Season ban all year round. This means that anyone who wants to light a fire outdoors in Wellington must have a fire permit. A fire permit is required for all fires, hangi, umu, braziers, camp fires, cooking fires, incinerators, rubbish fires and barbecues (except gas barbecues).

For fire safety information, visit the New Zealand Fire Service website www.fire.org.nz

GAMBLING CONSENTS

Organisations such as societies and charities can apply for a gambling licence (class 4 venue licence) – and they need Council consent. You can find information about gambling consents on our website www.Wellington.govt.nz or by phoning the Council on 499 4444.

LIQUOR LICENSING

Anyone wanting to sell and supply liquor – whether at a bar or café or at a club or community event – needs a liquor licence. You can find information about liquor licensing requirements on Wellington City Council's website www.Wellington.govt.nz or the Alcoholic Liquor Advisory Council's website www.alcohol.org.nz

You can also phone the Council on 499 4444 for information.

ROADING AND TRANSPORT PERMISSIONS

If you are planning work on or near a road in Wellington, you may need approval from Wellington City Council. Phone 499 4444 or see the Council's website www.Wellington.govt.nz

STREET PERFORMANCE AND BUSKING

All buskers must have a Wellington City Council street performance licence. For details, pick up a copy of the Street Performance and Busking Policy Handbook at any Council service centre, visit the Council's website www.Wellington.govt.nz or phone the Council on 499 4444 for information.



Downtown parking in Courtenay Place.
Credit: Shane Crowe

PARKING

Wellington has limited space for carparking. Wellington City Council provides on-street parking in the central city and off-street parking in three locations. In addition, all-day parking is available in commercial parking buildings.

Council parking charges can be paid using coins, and in most areas of the city parking charges can also be paid using a credit card or txt. Parking charges can also be paid using SmartPark machines – see www.smartpark.co.nz

ON-STREET CARPARKING

In the central city, on-street parking is restricted to encourage high turnover of parks near retail areas and to ensure that residents are able to park near their homes.

Time limits apply on central city parks on:

- Monday to Thursday 8am–6pm
- Friday 8am–8pm
- Saturday 8am–6pm.

Charges of \$1.50 to \$4 an hour apply on weekdays during the above times. On weekends and public holidays, there are no charges. However, the time restrictions still apply on Saturdays.

Coupon parking zones

Coupon parking zones are on the edge of the central business district and are used to make parking available to shoppers and visitors to the central city. To park in a coupon parking zone, you'll need to buy a daily or monthly coupon. They're available from Wellington City Council service centres, several shops, and from Wellington Parking and Infringement Services, 40 Taranaki Street, Wellington, 910 3444.

OFF-STREET CARPARKING

Wellington City Council provides parking buildings beneath Civic Square (on Harris Street), on Clifton Terrace (off The Terrace) and at the Michael Fowler Centre (off Wakefield Street).

Charges range from \$1 an hour to \$4 an hour, depending on the building and time of day.

The Civic Square and Michael Fowler Centre parks are free on weekends and public holidays but time restrictions apply on Saturdays.

Parking buildings

There are a number of commercial parking buildings in the central city. Prices vary. Most offer discounts for all-day parking on weekdays.

RESIDENT PARKING

On-street parking is reserved for residents in some parts of the city where parking spaces are in high demand. Residents' parking spaces are clearly signposted, and monitored by parking wardens.

You can apply for a Residents' Parking Permit if you live in a residents' parking area. Permits cost \$115 a year. Having a permit does not guarantee a parking space.

A Residents' Parking Permit allows you to park in coupon parking zones as well as resident parking zones in your suburb.

You can also get a Coupon Exemption Permit which lets you park in coupon parking zones in your suburb. Permits cost \$65 a year.

For more information or to download an application form visit www.Wellington.govt.nz/services/parking or call 499 4444.

PARKING FINES

You can be fined for parking in a central city carpark, or a resident or coupon zone, without having the correct ticket or coupon displayed in your car.

You can also be fined for staying for longer than you've paid for or longer than the time restriction allows.

Paying fines

You can pay fines in person at PostShops, Books and More shops, and Wellington Parking and Infringement Services, 40 Taranaki Street.

You can also pay by phone on 910 3444 or online at www.parkingfines.co.nz or post your payment to Wellington Parking and Infringement Services, PO Box 24 344, Manners Street, Wellington 6142.

Unpaid tickets

If you don't pay a fine by the due date, you'll be sent a reminder notice. If you still don't pay, the Council will refer the matter to the courts and you may face additional fines or other action such as vehicle clamping.

Towed vehicles

Vehicles can be towed away if they are parked in clearways, mobility parks, or other areas where they are causing congestion or creating a hazard. If your vehicle is towed, you may face a fine or you'll have to pay the towing company to get it back.

MOBILITY PARKING

Mobility parks

There are on-street carparks throughout the city reserved for people with mobility parking permits.

Mobility parking permits

Mobility Parking Permits allow you to park for one hour over any time restriction of 30 minutes or longer, and for one hour over the time you have paid for.

Permits are available to people who are unable to walk, or rely on a wheelchair or other mobility device, or cannot walk 200 metres unassisted.

Mobility Parking Permits are issued through CCS Disability Action New Zealand, phone 586 9000 or visit the CCS website www.ccs.org.nz/mobility.php

PARK AND RIDE

Free parking – known as 'Park and ride' – is available at all rail stations in the Wellington region except Wellington Railway Station.



Newtown.

PROPERTY INFORMATION



Wellington City Council property information will help you when you're buying a property or planning to build or renovate.

PROPERTY TITLE (COMPUTER FREEHOLD REGISTER)

A computer freehold register states who owns a property. You can get a computer freehold register from the Land Title Services at Land Information New Zealand either online at www.linz.govt.nz/survey-titles, email info@linz.govt.nz or by calling 0800 665 463 – select option 6

RATES INFORMATION

Information about rates and rateable values of Wellington City properties is available free from the 'Property Search' section of Wellington City Council's website www.Wellington.govt.nz

Rateable values are provided by Quotable Value, which also provides valuation reports – see www.qv.co.nz

PROPERTY REPORTS

A property report contains the following:

- aerial photo
- property summary (values)
- District Plan information
- rates information
- permit and building consent information
- private drainage plan
- public drainage plan
- encroachment information.

You can get a property report from the Council's building consents and licensing services team, phone 04 499 4444. Or you can download an application form from Wellington City Council's website www.Wellington.govt.nz/services The Council charges a fee for property reports.

BUILDING REPORTS

A building report contains an aerial photograph of a property, details of building consents and permits, and a description of any building work carried out.

You can get a building report from the Council's building consents and licensing services team, phone 04 499 4444. Or you can download an application form from Wellington City Council's website (www.Wellington.govt.nz/services) The Council charges a fee for building reports.

LAND INFORMATION MEMORANDUM

A Land Information Memorandum (LIM) is a comprehensive report containing everything Wellington City Council knows about a property or section.

The LIM includes all the information from a property report as well as:

- information about land features, such as erosion and slips
- stormwater and sewerage drains
- resource consents and other orders affecting the property
- relevant District Plan information
- information from utilities, such as electricity companies.

You can apply for a LIM:

- at the Council's Building Consent and Licensing Services on Level 1, Council offices, 101 Wakefield Street, or
- online at www.Wellington.govt.nz

The Council charges a fee when you apply for a LIM and you will also require a copy of the computer register (title) from Land Information New Zealand.

RATES AND VALUATIONS

Rates help to pay for Council services, such as water supply, stormwater and sewage disposal, waste disposal as well as streets and roads.

Your rates bill includes rates for Wellington City Council and Greater Wellington Regional Council.

HOW RATES ARE CALCULATED

Rates are based on:

- the value of your property, and
- what the property is used for (ie business or other uses).

RATES VALUATIONS

Rates valuations are carried out every three years by Quotable Value. You'll receive a copy of your rates valuation each time it is updated. The valuation will show both the land value and the capital value (ie the value of buildings or any other improvements to the land).

Objections to a valuation

If you are unhappy with either the land or capital valuation of your property, you can lodge an objection with Quotable Value. The objection process is outlined on the back of your valuation notice.

RATES PAYMENTS

Rates are billed in four instalments each year. The final dates for payment are:

- 1 September
- 1 December
- 1 March
- 1 June.

You'll receive a rates bill about one month before each payment is due.

A 10% penalty will be added to any amount that remains unpaid after the due date.

How to pay rates

You can pay rates:

- online – allow at least two days before the due date
- at PostShops
- by direct debit
- by internet or telephone banking
www.Wellington.govt.nz/services/rates
- by mail to PO Box 40 345, Upper Hutt
- in person at the main Wellington City Council service centre.

RATES REBATES

Residential ratepayers on low incomes may be eligible for a rates rebate of approximately \$550 a year.

You can seek a rebate for the current financial year only.

Ratepayers who face severe financial hardship caused by circumstances beyond their control may apply for a rates postponement to defer some or all of their annual rates.

Visit the Council's City Service Centre, 101 Wakefield Street, or phone the Council on 499 4444 for more information.

BUYING AND SELLING PROPERTY

Rates are charged on a property, not a person, so any rates that are outstanding when you buy a property become your responsibility. If you're buying, your lawyer should make sure you don't get caught with an unexpected rates bill, but it's worth asking to be sure.

If you sell a property and then receive a rates bill, it may be that the Council doesn't know about the sale. You can return the rates bill and ask your lawyer to notify the Council about the sale as soon as possible.

RATES PROPERTY INFORMATION SEARCH

You can search for rates and property information on Wellington City Council's website www.Wellington.govt.nz/services/rates

ROADING AND MAINTENANCE



Wellington City Council maintains more than 650km of roads.

Wellington City Council maintains just over 650km of roads in the city. The Council regularly cleans streets, removes graffiti, collects litter and looks after plants on roadside verges and banks.

MAINTENANCE AND PROBLEMS

To report problems with graffiti, streetlights, traffic and street signs, faded road markings, damaged street furniture or handrails, and road or footpath surfaces, contact the Council on 499 4444 or use the online form at www.Wellington.govt.nz/services/fixit

ROADWORKS

The Council or its contractors will notify you of significant roadworks that might affect your property. You can also find out about upcoming significant roadworks online at www.Wellington.govt.nz/services/rdstraffic

WORKING NEAR ROADS

If you're planning any kind of work or activity on or near a road or footpath, you may need to get permission from Wellington City Council. This applies to:

- working on driveways and footpaths
- utility roadworks
- private construction contractors
- street events that affect normal vehicle or pedestrian traffic.

You can find out more at www.Wellington.govt.nz or by phoning the Council on 499 4444.



Cuba Street

SAFETY



Walkwise officers patrol 24 hours a day.

Wellington is the only capital city in the world recognised by the World Health Organisation as a safe city. Most people feel safe, day and night, in their own suburbs and in the central city.

CITY SAFETY OFFICERS

Walkwise city safety officers patrol the city centre 24 hours a day, seven days a week.

They wear bright yellow uniforms and are there to help, whether you want directions or have a problem. They are trained in first-aid and can quickly get police to the scene of a crime or dangerous situation.

SAFE TRANSPORT

The Council supports two transport initiatives for young people and people travelling through the city late at night:

- Homesafe pre-paid taxi vouchers that young people can use to get home.
- After-midnight bus service to various suburbs in the city – for information, phone Metlink on 0800 801 700.

LIQUOR BAN

Wellington City Council has banned the drinking and/or possession of alcohol at all times in any public place within the central city.

The ban covers the entire central city from Kaiwharawhara to the Basin Reserve, including Westpac Stadium, Lambton Quay, parts of Thorndon, Oriental Parade, Manners and Cuba malls, Courtenay Place, Aro Valley, Central Park, and the Mt Victoria lookout.

CLOSED CIRCUIT TELEVISION

Parts of the central city are monitored 24 hours a day, seven days a week through closed circuit television cameras. Monitoring the city helps to prevent, reduce and detect crime and disorderly behaviour.

CIVIL DEFENCE/EMERGENCIES

Living with risks is part of everyday life. We can't prevent disasters, but we can reduce their impact and prepare ourselves to recover more quickly. The Wellington region is particularly susceptible to natural hazards. Your home might be located near a fault line, within a tsunami zone or vulnerable to fire.

It's important to be prepared so you and your family can cope with any unexpected disaster or emergency. You should be prepared to cope on your own for up to three days. This means planning ahead.

Have a household emergency plan

Disasters will likely affect essential services and disrupt your ability to travel or communicate with each other. Get your family or household together and agree on a plan. You should work out:

- where to shelter in an earthquake, flood or storm
- how and where you will meet up in the event of a disaster
- the best place to store emergency survival items
- who is responsible for checking survival items
- what you will need in your getaway kit and where you will keep it
- how to turn off the water, gas and electricity in your home or business
- how to contact your local civil defence organisation for assistance.



A family prepares their survival items.

Water

Storing water is one of the most important things to do. Your household will need at least three litres of drinking water for each person, every day. Store enough for three days or more.

Survival items

Survival items can be placed in a kit or can remain in the house for everyday use. Make sure all members of the household know where to find them when an emergency occurs.

Food – store enough for three days or more. Use any stored food before its expiry date and replace. Ensure you have a suitable supply of food for babies, toddlers and pets.

Radio and torch – a battery-operated or wind-up radio or torch is an essential item, along with spare batteries.

Emergency toilet – use the existing toilet or a suitable container, such as a bucket. Get a large rubbish bag and place it in the toilet bowl or bucket. Keep the toilet, or buckets, securely

covered when not in use. Store the sewage bags in a secure place, such as a lined covered bin, for collection later.

Medication and first-aid kit – if you take prescription medicine, try to have at least one month's supply available at all times and keep a copy of your prescription, because medical records may be difficult to access in a disaster. It is essential to have a first-aid kit or first-aid supplies available at home.

Know your neighbours

Record your neighbour's name, address and phone number. Work with your neighbours to identify people in your street who may need help during an emergency.

WEMO emergency text alerts

Be the first to hear about Wellington emergencies (eg tsunami warning) – sign up to receive emergency text alerts. The service is free, but signing up costs four texts under your normal price plan. We will send you two test messages a year; any other message will be a genuine alert. (Please note it does not currently work on 2degrees.)

Steps to sign up:

(If your cell phone number is already registered on Twitter, go to step 4)

- **Text the word 'start'** to 8987 (wait for a reply after each send)
- **Text 'signup'** to 8987
- **Text username to 8987** * (if rejected or password requested, try again)
- **Text 'follow WemoNZ'** to 8987

That's it – you're now on the alert list. There's nothing more to do.

* You won't need to remember your username. Try using the first five letters of your street name plus birthday, eg 'Lambt020671.

For more information, or to see a list of Civil Defence centres in your area and to sign-up to be a volunteer visit www.wemo.org.nz or phone 499 4444.

TRANSPORT



Buses run every 10–30 minutes on most routes.

BUSES

Wellington has an extensive network of buses covering the central city and suburbs, as well as Johnsonville–Newlands and the Hutt Valley.

Most buses leave from the Lambton Interchange (on Bunny Street). Those heading for southern and eastern suburbs pass through Courtenay Place.

Fares and timetables

You can get information about bus and rail fares and timetables from www.metlink.org.nz or by calling 0800 801 700 (this line operates Monday–Saturday 7am–9pm, Sunday and public holidays 8am–8pm).

You can also get timetables from libraries, Wellington City Council service centres, Wellington Railway Station (Bunny Street), the Wellington i-Site visitor centre (Wakefield Street/Civic Square), and from many convenience stores, book/magazine shops and other outlets.

On weekdays, buses run on most city and suburban routes about every 10–30 minutes throughout the day, though this can vary depending on the route and time of day. Timetables change for weekends and public holidays.

Tickets

Snapper cards are available in Wellington as a quick and easy payment card that can be used on buses around the city. It can also be used to pay for other everyday items such as coffee, your paper or your lunch at selected locations. To buy or top up your Snapper card, look out for the Snapper logo at merchants around the city, call 0800 555 345 or visit www.snapper.co.nz for more information.

Monthly bus passes can also be used for bus fares and can be bought from many convenience stores, book/magazine shops and other outlets, as well as from schools. For a full list of ticket outlets, see the Go Wellington website www.gowellingtonbus.co.nz

Late-night services

Bus services continue to run after midnight, on a limited timetable, from Wellington City to most suburbs.

Bus lanes

Green-coloured bus lanes allow buses to move past banked-up traffic, reducing delays.

Cars and most other vehicles may not use bus lanes. Cyclists and motorcyclists can use bus lanes unless they are marked 'buses only'.

Some parts of the city also have traffic lights that allow buses to go first. If the 'B' is lit up on a traffic signal, that means the bus can go but other vehicles must wait.

Intercity buses

InterCity and Newmans Coachlines provide bus services from Wellington Railway Station to Auckland and other cities throughout the North Island. See www.intercity.co.nz and www.newmanscoach.co.nz for details.

TRAINS

Wellington commuter train lines run from Wellington Railway Station on Bunny Street to Johnsonville, Paraparaumu, Melling, the Hutt Valley and Wairarapa.

Commuter rail services are provided by Tranz Metro, www.tranzmetro.co.nz

Fares and timetables

You can get information about bus and rail fares and timetables from www.metlink.org.nz or by calling 0800 801 700 (this line operates

Monday–Saturday 7am–9pm, Sunday and public holidays 8am–8pm), or from Tranz Metro's website www.tranzmetro.co.nz

You can also get timetables from libraries, Wellington City Council service centres, Wellington Railway Station (Bunny Street), the Wellington i-SITE visitor centre (Wakefield Street/Civic Square), and from many convenience stores, book/magazine shops and other outlets.

Tickets

You can buy train tickets at Wellington Railway Station. You can also buy some tickets online from Tranz Metro's website www.tranzmetro.co.nz

INTERCITY RAIL

The Overlander intercity rail services run daily from Wellington Railway Station to Auckland. See www.tranzscenic.co.nz or phone 0800 TRAINS (0800 872 467) or email bookings@tranzscenic.co.nz for details and bookings.



30,800 people travel into the city by train every day.

CABLE CAR

Wellington Cable Car runs from Lambton Quay up to Kelburn Park/Victoria University and Upland Road, where the Lookout, Carter Observatory, Planetarium and Cable Car Museum are located.

The Cable Car is one of Wellington's most popular tourist attractions.

Cars run every 10 minutes Monday 7am–9pm, Tuesday to Friday 7am–10pm, Saturday 8.30am–10pm and Sundays and public holidays 9am–9pm.

See www.wellingtoncablecar.co.nz or phone 472 2199 for details.

CYCLE LANES

Dedicated cycle lanes are provided in the central city on Bunny Street and a stretch of Featherston Street, in Island Bay (Reef Street and the Parade to Medway Street), Evans Bay Parade (from Carlton Gore to Greta Point) and State Highway 2 southbound only from Horokiwi to Ngauranga.

Cyclists can share footpaths on Oriental Parade, through the Mt Victoria Tunnel, on the Hutt Road, Cobham Drive, Evans Bay Parade from Greta Point to Cobham Drive, Miramar Avenue from Cobham Drive to Maupuia Road, Miro Street from Coutts Street subway to Broadway, and Aotea Quay from Hutt Road to the ferry terminal.



FERRIES

Harbour ferries

The East by West Wellington Harbour Ferry runs up to 15 times daily between Wellington, Matiu (Somes) Island and Days Bay. East by West's harbour explorer service also stops at Petone and Seatoun. For details, see www.metlink.co.nz or www.eastbywest.co.nz or phone East by West on 494 3339.

Interisland ferries

Ferries to the South Island are operated by:

- Interislander – www.interislander.co.nz or phone 0800 802 802
- Bluebridge – www.bluebridge.co.nz or phone 0800 844 844.

MOBILITY SCOOTERS

Mobility scooters are available at no charge to anyone who has limited mobility, from wheelchair users to the elderly, to help you get around the central city. Trained staff will show you how to use them. While no payment is required, you'll need to leave a security item such as a credit card.

You can get scooters from the Freyberg Pool on Oriental Parade, Wellington City Council offices on Wakefield Street, Wellington Botanic Garden's Treehouse Visitor Centre and Begonia House, and Fergs Kayaks, Shed 6, Queens Wharf.

Advance bookings are recommended. To book, phone 499 4444 or email info@wcc.govt.nz
To book from Fergs Kayaks phone 499 8898.

TAXIS

Wellington has several taxi companies operating throughout the city. Cab ranks are located throughout the central city, in suburban shopping areas and at Wellington International Airport.

Taxi companies:

- Absolutely Dial a Cab 388 5555
- Capital Taxis Ltd 384 5678
- Corporate Cabs 387 4600
- Status Taxis 388 8888
- Green Cabs 0508 447 336
- Harbour City Taxis 388 8111
- Regency Cabs 0800 470 6050
- Wellington Combined Taxis 384 4444.

WELLINGTON INTERNATIONAL AIRPORT

Wellington International Airport is located in Stewart Duff Drive, Rongotai. For airport information, including flight arrivals and departures, see www.wellingtonairport.co.nz or phone 385 5100.

Airport transport is provided by taxis, shuttles and the Wellington Flyer bus which operates at regular times between the airport, Wellington City and the Hutt Valley seven days a week.

The airport provides short-term and long-term parking. You'll find more details on their website.

WASTE AND RECYCLING



Seaview Recycling Station.

RUBBISH COLLECTION

Wellington City Council runs weekly kerbside rubbish collections in suburban areas and nightly rubbish collections in the central city.

In suburban areas, rubbish must be put out before 8am on the day of collection, but not before 5pm the previous night.

In the central city, rubbish must be put out between 5.30pm and 10pm.

Rubbish must be put out in approved Council rubbish bags, which are available from Council service centres, supermarkets and some dairies. The bags must be tied at the top.

Please make sure that your bin and bags do not block driveways, footpaths or roads. Wrap any broken glass or sharp objects before putting it in your rubbish bag.

Backdoor rubbish collections

You may be eligible for a free backdoor rubbish collection if you are unable to carry rubbish bags to the kerbside, and if you are on a low income, benefit or pension. Call the Council on 499 4444 for more information.

RECYCLING

Recycling collections

Wellington City Council runs weekly recycling collections throughout the city.

In suburban areas, recycling must be put out before 8am on the day of collection, but not before 5pm the previous night. Recycling can be put out in bags or recycling bins.

In the central city, recycling is collected on Tuesdays after 5pm. Recycling must be put out in bags – bins are not suitable for the central city.

In the central city, cardboard is collected after 5pm on Tuesdays. Break down boxes and place them in another box for collection.

What you can recycle

You can recycle:

- paper and cardboard
- glass bottles
- grades 1 and 2 plastic
- aluminium and tin/steel cans.

Bottles, jars, tins and cans need to be rinsed clean.

You can't recycle:

- plastic-coated cardboard containers
- polystyrene
- glass tableware, containers, mirrors, windows, pyrex, lightbulbs, crystal, ceramics
- hazardous waste, such as broken glass, sharp objects, batteries, paint, oil
- plastic shopping bags and bread bags (but you can use these to bundle up material for recycling)
- plastic wrap
- grade 3–7 plastic, including ice cream, margarine and yoghurt containers
- aluminium foil, sheets and food trays
- disposable nappies.

Recycling bins and bags

Replacement recycling bins are available for \$10 from Wellington City Council (suburban use only). Recycling bags are available from the Council (\$3 for 20), and also from some supermarkets.

Public recycling bins and depots

You can place recycling in public bins in the central city. You can also take recycling to the recycling centre at the Southern Landfill, Landfill Road, Happy Valley.

Computer and mobile phone recycling

Telecom and Vodafone stores will accept mobile phones for recycling.

eDay, held one day every year, is a drive-through recycling event that gives you the opportunity to dispose of old computers or mobile phones in an

environmentally sustainable way. Visit www.eday.org.nz

There are several companies that recycle computers and other electronic goods. For information, visit the Zero Waste New Zealand Trust website www.zerowaste.co.nz

Paint recycling

Paint contains solvents and other chemicals that are harmful in the environment. Paint should be used or recycled, not disposed of in landfills.

Resene will take back their brand of paint at no cost. For other brands, there is a small fee. Alternatively, we accept household quantities of paint as a hazardous waste at Southern Landfill. Householders can drop off up to 20 litres or 20 kilograms for no fee. We do not accept commercial quantities.

Lightbulb recycling

We accept household quantities of compact fluorescent lightbulbs (energy-saving bulbs) at the Southern Landfill hazardous waste store.

Other products

For information about recycling other products, contact Wellington City Council on 499 4444, or visit the Zero Waste website www.zerowaste.co.nz or the Ministry for the Environment website www.mfe.govt.nz – search for 'stewardship schemes'.

RUBBISH AND RECYCLING COLLECTION DAYS

Holidays

Rubbish is not collected on Christmas Day, New Years Day and Good Friday. When a collection falls on one of these days, it is moved to an alternative day.

On all other holidays, collection days are as normal.

Collection days by suburb

Where there is more than one collection day in a suburb, contact the Council on 499 4444 to find out your collection day.

- Berhampore – Wednesday and Thursday
- Breaker Bay – Friday
- Broadmeadows – Monday
- Brooklyn – Wednesday
- Churton Park – Monday
- Chartwell – Tuesday
- Crofton Downs – Tuesday
- Glenside – Monday
- Grenada – Monday
- Grenada North – Monday to Saturday
- Happy Valley – Thursday
- Hataitai – Thursday and Friday
- Highbury – Wednesday
- Highland Park – Tuesday
- Houghton Valley – Friday
- Island Bay – Thursday
- Johnsonville – Monday
- Kaiwharawhara – Tuesday

- Karori – Wednesday
- Kelburn – Tuesday
- Khandallah – Monday
- Kilbirnie – Friday
- Kingston – Wednesday
- Kowhai Park – Wednesday
- Linden – Monday to Saturday
- Lyall Bay – Friday
- Maupuia – Friday
- Melrose – Friday
- Miramar – Friday
- Mitchelltown – Wednesday
- Mornington – Wednesday
- Mt Cook – Thursday
- Mt Victoria – Thursday
- Newlands – Monday
- Newtown – Thursday
- Ngaio – Tuesday
- Ngauranga – Monday
- Northland – Tuesday



Street rubbish collection.

- Oriental Bay – Thursday
- Owhiro Bay – Thursday
- Paparangi – Monday
- Rangoon Heights – Monday
- Raroa – Monday
- Rongotai – Friday
- Roseneath – Thursday
- Seatoun – Friday
- Southgate – Thursday
- Strathmore – Friday
- Taitville – Wednesday
- Takapu Road – Monday to Saturday
- Tawa – Monday to Saturday
- Te Aro – Wednesday
- Te Kainga – Tuesday
- Thorndon – Tuesday
- Vogeltown – Wednesday
- Wadestown – Tuesday
- Wilton – Tuesday.

COMPOSTING

Composting reduces the amount of rubbish going to landfills and the amount of methane (a greenhouse gas) produced by landfills.

The Berhampore Nursery (phone 389 9729) and the Second Treasure Shop (phone 383 4438) at the Southern Landfill in Happy Valley sell compost bins. So do garden centres.

You can find information about composting on the websites of Wellington City Council www.Wellington.govt.nz under services/

rubbish and recycling, the Wellington Regional Council www.govt.nz and www.sustainability.govt.nz

Kai to Compost

Wellington City Council collects food scraps for composting from restaurants, hotels and other food outlets. For information, contact the Council on 499 4444.

Buying compost

The Southern Landfill makes and sells high-grade compost, using the diverted green and organic waste. For sales of a cubic metre or more, phone 383 7460.

Find out more about recycling, composting and reducing your rubbish at www.reducerubbish.govt.nz

LANDFILL

There is one landfill operating in Wellington City – the Southern Landfill in Owhiro Bay.

The Council's focus is on making the Southern Landfill last as long as possible. Much of the rubbish people take to landfills could be reused, recycled or composted. Landfills are for rubbish you can't dispose of by recycling and kerbside collections. It takes hundreds of years for the rubbish in landfills to break down.

You can make a positive difference to Wellington's environment by recycling or composting as much of your rubbish as you can.

Location

Landfill Road, off Happy Valley Road between Brooklyn and Owhiro Bay.

Opening hours

Southern Landfill and Recycle Depot

Monday–Saturday: 7.30am–5pm
Sundays: 9am–5pm
Public holidays: 7.30am–5pm

Closed Christmas Day, New Years Day and Easter Friday

Second Treasure Shop

Monday–Saturday: 8.30am–4.30pm
Sundays: 9am–4.30pm

Closed Christmas Day, New Years Day and Easter Friday, Easter Monday and Anzac Day

Hazardous waste

The Southern Landfill has a facility for the storage of household hazardous waste.

For information about what hazardous items are accepted free of charge visit www.Wellington.govt.nz/services or call 499 4444.



Waste audit at Seaview waste station.



COMMUNITY SUPPORT

COMMUNITY CENTRES

Community centres provide information, places to meet, and a wide range of events and programmes ranging from education courses to youth and school holiday programmes.

The community centres are run by local communities with funding from the Council. See below for a list of locations or visit www.Wellington.govt.nz/services and search community centres for further centre details.

- **Aro Valley Community Centre**
48 Aro Street, Te Aro
- **Brooklyn Community Centre**
12–18 Harrison Street, Brooklyn
- **Brooklyn Resource Centre**
36 Jefferson Street, Brooklyn
- **Crossways Community Centre**
Level 1, 6 Roxburgh Street,
Mt Victoria
- **Grenada North Community Centre**
Corner Nassau and Jamaica drives,
Grenada North
- **Hataitai Community House**
112 Waipapa Road, Hataitai
- **Island Bay Community Centre**
137 The Parade, Island Bay
- **Johnsonville Community Centre**
3 Frankmoore Avenue, Johnsonville
- **Karori Community Centre**
7 Beauchamp Street, Karori
- **Khandallah Community Centre**
Cornerstone Resource Centre,
2 Ganges Road, Khandallah
- **Kilbirnie/Lyall Bay Community Centre**
56/58 Bay Road, Kilbirnie
- **Miramar Community Centre**
27 Chelsea Street, Miramar
- **Newlands Community Centre**
9 Batchelor Street, Newlands
- **Newtown Community and Cultural Centre**
Colombo Street, Newtown
- **Northland Memorial Community Centre**
5 Woburn Road, Northland
- **Strathmore Community Base**
108 Strathmore Avenue, Strathmore
- **Tawa Community Centre**
3–13 Cambridge Street, Tawa
- **Thistle Hall Community Centre (Arts)**
Cnr Cuba and Arthur streets, Te Aro
- **Wadestown Community Space**
46 Pitt Street, Wadestown.

COMMUNITY HALLS

Community halls can be hired at affordable rates for meetings and events.

To make a booking, phone Wellington City Council on 499 4444 or use the online form at www.Wellington.govt.nz/services

The community halls are:

- **Khandallah Town Hall**
11 Ganges Road, Khandallah
- **Linden Social Centre**
10 Linden Avenue, Linden
- **Ngaio Town Hall**
1 Ottawa Road, Ngaio
- **The Band Rotunda**
245B Oriental Parade, Oriental Bay
- **Vogelmorn Hall**
11 Vennell Street, Vogeltown.

COMMUNITY DIRECTORY

Wellington City Council's website has a comprehensive online directory of Wellington community groups.

The directory includes:

- sports, arts and hobby groups
- cultural and ethnic groups
- gay and lesbian groups
- women's groups
- youth organisations
- providers of accommodation, education, health services, community services and advice
- human rights organisations
- spiritual/religious organisations.

www.Wellington.govt.nz/services/commdirectory

SERVICES FOR COMMUNITY ORGANISATIONS

Community grants

Wellington City Council provides grants to community groups and organisations that contribute to the Council's strategic objectives for the city. Community organisations can apply for funding from the following grants pools:

- social – including youth, safety, community, salary support and residents' associations
- cultural – including festivals, arts and cultural projects, and Maori projects
- economic – for one-off strategic projects
- environment.

Other grants are also available for a range of other social and community needs
www.Wellington.govt.nz/services/grants

CITIZENS' ADVICE BUREAU

Citizens' advice bureaux can provide information to help with almost any issue – and if they can't, they'll find someone who can. Wellington has six citizens' advice bureaux. For locations and contact details, phone 0800 367 222 or visit the Citizens' Advice Bureau website www.cab.org.nz

VOLUNTEER WELLINGTON

Volunteer Wellington recruits and refers volunteers to non-profit organisations. Contact Volunteer Wellington if you want to volunteer, or if you run an organisation that needs help from volunteers.

Volunteer Wellington
Level 3, Community House, 84 Willis Street.
Phone 499 4570
www.volunteerwellington.org.nz

ETHNIC AND CULTURAL GROUPS



Cultural exchange at the Pacific forum.

SUPPORT FOR NEWCOMERS

Settlement Support New Zealand

Settlement Support New Zealand (SSNZ) provides easy access to information that migrants need about the services available in their local area. This is a government-funded initiative to help newcomers settle in the community. The Wellington service is based at Wellington City Council.

Phone 803 8330

Email settlementsupport@wcc.govt.nz

Refugee services

Refugee Services provides practical support for refugees once they arrive in New Zealand. Level 4, 39 Webb Street, Mt Cook. Phone 805 0310 or visit www.refugeeservices.org.nz

COUNCIL SERVICES FOR ETHNIC/ COMMUNITY GROUPS

Wellington City Council is committed to making the most of Wellington's diversity. The Council

has a number of programmes and projects designed to support ethnic communities.

The Council has community advisors who work closely with ethnic and Pacific communities. Contact the advisor for ethnic communities and the advisor for Pacific communities on 499 4444, or email citycommunities@wcc.govt.nz

For ethnic and cultural groups, see Wellington City Council's online community directory www.Wellington.govt.nz/services/commdirectory

Interpreting services

Qualified language interpreters are available to people needing help with English language to ensure equal access to public services. You can request an interpreter by calling the Council, visiting reception on the ground floor of the Council offices 101 Wakefield Street, or emailing citycommunities@wcc.govt.nz

The Migrant and Refugee Work Experience Programme

This programme helps migrants and refugees gain local work experience with Wellington City Council. You can download an application form from www.Wellington.govt.nz/services/ethniccomm or call 499 4444 and ask to speak to the migrant work and diversity advisor.

Working with Māori

The Council's cultural advisor/Kaiārahi Tikanga Māori helps to develop our relationships with Māori and our ability to work together.

The role includes building relationships between Wellington Māori and Council representatives,

and maintaining an understanding of the needs of Wellington Māori – especially in relation to the range of products and services the Council provides, which includes a database of Wellington Māori.

For information, see our website www.Wellington.govt.nz/services/maori or call the Council on 499 4444 and ask to speak to the Kaiārahi Tikanga Māori.

INVOLVEMENT IN COUNCIL DECISION MAKING

Ethnic forums

Ethnic forums provide opportunities for ethnic communities and Wellington City Council to share ideas and make recommendations for improved services.

Past forums have led to the Council setting up services such as the free interpreting service and the Migrant and Refugee Work Experience Programme. The forums are attended by the Mayor, Councillors, the Chief Executive Officer, senior management and other Council staff.

Pacific forums

Pacific forums provide opportunities for Pacific communities and Wellington City Council to share ideas and make recommendations for improved services. The forums are attended by the Mayor, Councillors, the Chief Executive Officer, senior management and other Council staff.

The Pacific Advisory Group meets every month and advises the Council on issues concerning Pacific peoples.

FAMILIES AND CHILDREN



FAMILY AND COMMUNITY SERVICES DIRECTORY

Family and Community Services (part of the Ministry of Social Development) provides an online directory of family and community services.

The directory includes organisations providing help with: drugs, alcohol and gambling; education and training; employment; family violence; health; legal issues; disputes and legal issues; mental health; personal and family issues; and special needs/disability issues. www.familyservices.govt.nz/directory

BUDGETING AND INCOMES

Budget advice

Several Wellington organisations offer budget advice. See the Federation of Family Budgeting Services website for details. www.familybudgeting.org.nz

Low-income survival guide

The *Survival Guide to Wellington* is a free guide to living in Wellington on a low income.

It includes information about accommodation, education and literacy, health services, food banks, drop-in centres, counselling services and more.

You can pick up, download or request a copy from:

- Downtown Community Ministry, Compassion House, Lukes Lane (off Manners Street), phone 384 7699, www.dcm.org.nz
- Wellington City Council, 101 Wakefield Street, phone 499 4444. www.Wellington.govt.nz/services

Income support

Work and Income provides income assistance for people who are unemployed, retired or for other reasons unable to work. Work and Income has offices in the central city, Kilbirnie and Newtown.

Phone 0800 559 009
www.workandincome.govt.nz

FAMILY SUPPORT AND ADVICE

Baby/child car seat hire

It is a legal requirement that all babies and young children are securely fastened in a car seat while travelling in a car.

You can hire car seats through:

- some baby products shops and online outlets, and
- the Plunket Car Seat Rental Scheme, 77 Constable Street, Newtown. phone 389 3085, www.plunket.org.nz

Helplines

- Kidsline – 0800 KIDSLINE (0800 543 754). www.kidsline.org.nz
- Barnardos Social Work Services – 0800 4 Parent (0800 472 7368)
- Plunketline advice and support for parents/ caregivers – 0800 933 922, www.plunket.org.nz
- Family Violence Helpline – 0800 456 450 www.areyouok.org.nz
- Youthline – 0800 37 66 33, www.youthline.co.nz
- Lifeline – 0800 543 354, www.lifeline.org.nz
- What's Up (help for young New Zealanders aged 5–18) 0800 WHATS UP (0800 942 8787)
- Women's Refuge – crisis line 473 6280
- Victim Support 0800 VICTIM (0800 842 846)

Kindergartens

Kindergartens provide early childhood education for children aged 3–5. Sessions are run by qualified teachers.

Wellington Kindergartens
221 Main Road, Tawa. Phone 232 3069.
www.wn-kindergarten.org.nz

Kohanga reo

Kohanga reo is a total immersion Māori language family programme for young children from birth to six years.

Te Kohanga Reo National Trust.
Phone 381 8750. www.kohanga.ac.nz

Toy libraries

Community-operated toy libraries provide toys and games for hire at a minimal cost. Toy libraries are generally open on Saturday mornings and some are also open on weekdays. You can find a list of Wellington toy libraries at the Toy Library Federation of NZ website www.toylibrary.co.nz (scroll down to 'find a toy library in NZ') or phone 0800 148 697.



Fun and games at Newtown library.

HEALTH



RunSwim event in Thorndon.

EMERGENCY CONTACTS

Ambulance	111
Fire	111
Police	111

New Zealand has a largely government-funded healthcare system, and many health services are free or subsidised. However, you have to pay for some services such as seeing a family doctor or dentist.

To be eligible for free healthcare you need to be a New Zealand citizen, a New Zealand resident, the holder of a two-year work permit, a refugee, or a child under 18 years who has been legally adopted by a New Zealand resident or citizen.

People who are not eligible must pay for the full cost of any medical treatment they receive in New Zealand. Medical staff will ask for legal verification so you must take your passport, visa material or refugee documents with you to a medical facility to prove your eligibility.

AMBULANCE

Wellington has New Zealand's only free metropolitan ambulance service. They are the sole emergency transport provider for people in the Greater Wellington area. They also supply first aid training and first aid kits.

Wellington Free Ambulance 0800 426 285

HEALTH HELPLINES

Deaf emergencies textphone	0800 16 16 16
Deaf emergencies fax	0800 16 16 10
Healthline	0800 611 116
Poisons information centre	0800 POISON (0800 764 766)
Alcohol and drug helpline	0800 787 797
Plunketline – baby and child health	0800 933 922

HOSPITALS

Wellington Hospital

Wellington Hospital is the city's public hospital and accident and emergency clinic.

Location: Riddiford Street, Newtown
Phone 385 5999, www.ccdhb.org.nz

AFTER-HOURS MEDICAL CENTRE

Wellington Accident and Urgent Medical Centre,
17 Adelaide Road, Newtown.
Phone 384 4944

FAMILY DOCTORS

To find a general practitioner in your area:

- look in the front of the White Pages phone book
- look under 'Medical and Health Services' in the Yellow Pages phone book or online at www.yellow.co.nz
- use the online register on the Medical Council website www.mcnz.org.nz

BLOOD BANKS

New Zealand Blood Service, Hospital Road,
Newtown. Phone 380 2243.
www.nzblood.co.nz

COMMUNITY SERVICES CARD

A Community Services Card can help you and your family with the costs of health care. By showing the card, you'll pay less on doctor fees and prescriptions.

Community Services Cards are available for people on low or middle incomes, or people receiving income support from Work and Income.

To apply for a Community Services Card, ask your local doctor or pharmacy for an application form, phone Work and Income on 0800 559 009 or visit a branch of Work and Income.

HIGHER EDUCATION AND TRAINING

Graduation day speeches in Civic Square.

CAREERS ADVICE

Career Services, level 3, CMC Building,
89 Courtenay Place.
Phone 0800 222 733
www.careerservices.govt.nz

UNIVERSITIES AND POLYTECHNICS

- Victoria University of Wellington, phone 472 1000. www.vuw.ac.nz
- Massey University. Phone 0800 MASSEY (0800 627 739). www.massey.ac.nz
- Wellington Institute of Technology phone 0800 WelTec (0800 935 832). www.weltec.ac.nz
- Whitireia Polytechnic. Phone 0800 WHITIREIA (0800 944 847). www.whitireia.ac.nz

- Te Wananga o Aotearoa.
Phone 0800 355 553. www.twoa.ac.nz
- The Open Polytechnic of New Zealand.
Phone 0508 650 200.
www.openpolytechnic.ac.nz

COMMUNITY EDUCATION

Wellington High School Adult Community Education Centre offers courses in computing, English, languages, music, health, art and design, textile crafts, food and wine, fitness, community development and training, and personal development.

249 Taranaki Street, Mount Cook
Phone 385 8919
www.cecwellington.ac.nz

ENGLISH LANGUAGE LEARNING

For information and advice on English language programmes, contact ESOL Assessment and Access Specialist Services.

The Multicultural Centre, Level 1,
39 Webb Street. Phone 384 8618.
www.esolservices.co.nz

LEGAL ADVICE**LEGAL ADVICE**

To find a lawyer, you can use the Yellow Pages at www.yellow.co.nz or contact the Wellington District Law Society via www.wellaw.co.nz, or phone 472 8978.

Law Access

Law Access is a website providing easy-to-understand information about all aspects of New Zealand law.

It has information about everything from immigration and housing issues to dealing with police.

Law Access is provided by the Government's Legal Services Agency.
www.lawaccess.lsa.govt.nz

Community law

Community law centres provide a range of legal services including free legal advice, legal assistance and representation, legal information, legal education and law reform activities.
www.communitylaw.org.nz

Wellington District Law Society

The Wellington District Law Society is the professional society representing Wellington lawyers. The society has an online directory of all Wellington lawyers, and can also provide advice about dealing with lawyers.

Wellington District Law Society
 Level 3, 26 Waring Taylor Street
 Phone 472 8978
www.wellaw.co.nz

LIBRARIES



Preschoolers' storytime at the local library is very popular.

WELLINGTON LIBRARIES

Wellington City Libraries, in the central city and 11 suburban branches, has more than 600,000 books, 450,000 magazines, and 85,000 CDs, DVDs, videos and other items.

Libraries also provide meeting places, business services, and a range of events and activities.

Central Library

Central Library, 65 Victoria Street
 Phone 801 4040

Branch libraries

- Brooklyn Library, corner Harrison and Cleveland streets, Brooklyn, phone 384 6814
- Island Bay Library, 167 The Parade, Island Bay. Phone 383 7216
- Johnsonville Library, 5 Broderick Road, Johnsonville. Phone 477 6151

- Karori Library, 247 Karori Road, Karori. Phone 476 8413
- Khandallah Library, 8 Ganges Road, Khandallah. Phone 479 7535
- Kilbirnie – Ruth Gottlieb Library, 101 Kilbirnie Crescent, Kilbirnie. Phone 387 1480
- Miramar Library, 68 Miramar Avenue, Miramar. Phone 388 8005
- Newtown Library, 13 Constable Street, Newtown. Phone 389 2830
- Ngaio – Cummings Park Library, 1a Ottawa Road, Ngaio. Phone 479 2344
- Tawa – Mervyn Kemp Library, Main Road, Tawa. Phone 232 1690
- Wadestown Library, corner Moorhouse Street and Lennel Road. Phone 473 5211.

Online services

Wellington City Libraries provide a range of online services for members through the libraries website www.wcl.govt.nz

Using the website, you can search the libraries catalogue, reserve books and other items, find articles from newspapers and a wide range of other publications in New Zealand and overseas, view information about Wellington and its history, and find out about library events.

NATIONAL LIBRARY

The National Library and Alexander Turnbull Library have rich collections of New Zealand and international books, photographs, videos and other documents contributing to New Zealand's heritage.

The National Library Gallery hosts regular exhibitions telling New Zealand stories. The library also offers tours and hosts a wide range of events.

Location: 77 Thorndon Quay, Pipitea
 Phone: 474 3000
www.natlib.govt.nz



Your local library has music, DVDs, magazines, online newspapers, research databases and much more.

PEOPLE WITH DISABILITIES



Disability is no barrier to inclusion in city life.

Wellington aims to be a fully inclusive and accessible city. The Council has projects and initiatives designed to make the city user-friendly for everyone.

ACCESSIBILITY MAP

The Wellington Accessibility Map shows locations of mobility car parks and of public toilets with access for people with disabilities. The map is available from:

- Council service centres (phone 499 4444)
- Citizens' Advice Bureau
- community centres
- disability service providers.

COUNCIL SERVICES

Accessibility Advisor

The Council has a community advisor who works closely with disability groups and reports back to the Council on their behalf. Phone 499 4444, fax 801 3124 or email citycommunities@wcc.govt.nz

Sign language service

Qualified sign language interpreters are available to interpret for deaf people dealing with Councillors and Council staff. To find out more, contact the Community Advisor, Disability, phone 499 4444, fax 801 3124, or email citycommunities@wcc.govt.nz

Involvement in Council decision making

The Disability Reference Group meets monthly and advises the Council on issues concerning people with disabilities.

The Accessible Wellington Forum meets annually, providing an opportunity for the disability community and the Council to share ideas and make recommendations for improved services. The forum is attended by the Mayor, Councillors, the Chief Executive Officer, senior management and other Council staff.

COMMUNITY ORGANISATIONS

- CCS Disability Action. Phone 0800 227 2255. www.ccsdisabilityaction.org.nz
- Deaf Association of New Zealand, Wellington branch. Phone 801 8965, fax 801 8964. www.deaf.co.nz
- Disabled Persons' Assembly. Phone 801 9100. www.dpa.org.nz
- Emerge Trust – for people with disabilities seeking employment. Phone 384 7456. www.emergetrust.org.nz
- IHC. Phone 0800 442 442. www.ihc.org.nz
- Interpreting Wellington. Phone 384 2265. www.interpret.org.nz
- Office for Disability Issues. Phone 916 3300. www.odi.govt.nz
- Royal New Zealand Foundation for the Blind. Phone 0800 243 333. www.rnzfb.org.nz
- Wellington Aftercare Association, 111 Brougham Street, Mount Victoria. Phone 385 7302. www.wgtnaftercare.org.nz

For more community groups, see the Wellington City Council online community directory www.Wellington.govt.nz/services/commdirectory

MOBILITY PARKING

There are on-street car parks throughout the city reserved for people with mobility parking permits.

For information about mobility parks and mobility parking permits call Wellington City Council on 499 4444.

MOBILITY SCOOTERS

Mobility scooters are available at no charge to anyone who has limited mobility, from wheelchair users to the elderly, to help you get around the central city.

For more information call Wellington City Council on 499 4444.

ACCESSIBLE ATTRACTIONS AND FACILITIES

Most of Wellington's main visitor attractions have wheelchair access and accessible toilets, including:

- Otari-Wilton's Bush, Wellington Botanic Garden, Wellington Zoo and Oriental Bay Beach
- Te Papa, City Gallery, Museum of Wellington and Capital E
- swimming pools and recreation centres
- Circa Theatre, Downstage Theatre, Embassy Theatre, Westpac St James Theatre, The Opera House, Wellington Town Hall, Michael Fowler Centre, Reading Cinema, Westpac Stadium, Queen's Wharf Events Centre
- Wellington Cable Car, Carter Observatory
- Parliament buildings.

PLACES OF WORSHIP



Old St Paul's, 34 Mulgrave Street, Thorndon.

To find places of worship, phone the Council on 499 4444 or visit our online community directory www.Wellington.govt.nz/services/commdirectory.

BAHA'I FAITH

Phone 382 8903 or 0800 224 247.
www.bahai.org.nz

BUDDHIST

- Bodh Gaya Buddhist Centre, 43 Ganges Road, Khandallah. Phone 479 9439.
- Wellington Buddhist Centre, 64 Cambridge Terrace, central city. Phone 384 1334.
www.wellingtonbuddhistcentre.org
- Wellington Rigdzin Buddhist Centre, 11 Bowen Street. Phone 232 2758.
www.amnyitru chung.org/rigdzin_trust

CHRISTIAN CHURCHES

Anglican Church

- Anglican Centre, 18 Eccleston Hill. Phone 472 1057.
www.wn.anglican.org.nz
- Cathedral, St Paul's, corner Hill and Molesworth streets, Thorndon. Phone 472 0286.
www.cathedral.wellington.net.nz

Apostolic

Equippers Church Wellington, 39 Webb Street Wellington. Phone 381 4797.

Assemblies of God

- Wellington Samoan, 193 Rintoul Street, Newtown. Phone 389 6283.
- Wellington City (Lifepoint) Church, 61 Hopper Street, Te Aro. Phone 381 9310.
www.agnz.org.

Baptist Union of NZ

- Arabic Biblical Church. Phone 237 8171.
- Baptist Bible Church, 20 Clark Street, Khandallah. Phone 04 477 0073.
- Karori Baptist Church, 161–163 Karori Road. Phone 476 9697.
- Lyall Bay Baptist Church, 4 Resolution Street, Lyall Bay. Phone 387 9178.
- Miramar Baptist Church, 33 Park Road, Miramar. Phone 388 6535.
- Newlands Baptist Church, Newlands Intermediate School, Bracken Road, Newlands. Phone 976 5413.
- Tawa Baptist Church, 229 Main Road, Tawa. Phone 232 6769.

- Wellington Central Baptist Church, 46 Boulcott Street. Phone 472 1920.
- Wellington Chinese Baptist Church, 24 Donald McLean Street, Newtown. Phone 389 4152
- Wellington South (Island Bay) Baptist Church, 284 The Parade, Island Bay. Phone 383 6888.
- Zion Chinese Baptist Church, Rewarewa Primary School, Padnell Crescent, Newlands. Phone 976 0114.
www.baptist.org.nz

Brethren

- Central city – The Street City Church, 9 Hania Street, central Wellington. Phone 385 7315.
www.thestreet.org.nz
- Central city – Vivian Street Gospel Hall, 163 Vivian Street, Te Aro. Phone 385 3857.
- Johnsonville – Broderick Road Chapel, 17 Broderick Road, Johnsonville. Phone 478 7902.
- Karori – Beauchamp Street Chapel, 21 Beauchamp Street, Wellington. Phone 476 8283.
- Miramar Gospel Hall, 13 Park Road, Miramar. Phone 384 4468.
- Newtown – Mansfield Street Gospel Hall, 271 Mansfield Street, Newtown. Phone 972 7412.
- Samoan – Wellington Samoan Assembly, The Hope Centre, 24 Riddiford Street, Newtown.
- Onslow Community Church, 4 Ngatoto Street, Ngaio. Phone 479 7292.
www.onslowcc.org.nz
- Tawa Gospel Hall, 3 Elena Place, Tawa. Phone 232 7545. www.brethren.org.nz

Catholic

- The Archdiocesan Catholic Centre
General enquiries (office hours only):
22–30 Hill Street. Phone 496 1777.
www.wn.catholic.org.nz
- Cathedral – Sacred Heart Cathedral, 40 Hill Street, Thorndon. Phone 496 1700.
www.shcathedral.wellington.net.nz

Chinese

- Anglican Chinese Mission, 30 Glenmore Street, Kelburn. Phone 472 8543 (Church).
www.acm.org.nz
- Zion Chinese Baptist Church, Rewarewa Primary School, Newlands. Phone 477 1831.

Christadelphians

- Wellington Ecclesia, corner Jane Grove and Helston Road, Newlands. Phone 232 0202.
- Tawa Ecclesia, corner Main Road and Linden Avenue, Tawa. Phone 232 1177.

Indian

Wellington Indian, Bellevue School Hall, Johnsonville. Phone 478 6578.

Korean

Wellington Korean Church, 184 Owhiro Road, Brooklyn. Phone 384 9191.

Lutheran

St Paul's Lutheran Church, 12 King Street, Mt Cook. Phone 972 3705.
www.lutheran.org.nz

Methodist Church of NZ

- Brooklyn – St Matthew's Cooperating Parish, 96 Washington Avenue, Brooklyn. Phone 389 3470.
 - Central city – Wesley Wellington Parish, 75 Taranaki Street, Te Aro. Phone 384 7695.
 - Chinese – Wellington Chinese Methodist Church, 15A Kingsbridge Place, Newlands.
 - Hataitai-Kilbirnie – All Saints Cooperating Parish, 90 Hamilton Road, Hataitai. Phone 386 3042.
 - Johnsonville Uniting Church, 18 Dr Taylor Terrace, Johnsonville. Phone 478 3396.
 - Karori-Northland – St Ninian's Uniting Parish, corner Newcombe Crescent and Karori Road, Karori. Phone 476 7137.
 - Miramar Uniting Parish, 93 Tauhinu Road, Miramar. Phone 970 0693.
 - Newlands – St Oswald's Newlands Union Church, 4 Oswald Crescent, Paparangi.
 - Ngaio Union Parish, corner Kenya Street and Crofton Road, Ngaio. Phone 479 6329.
 - Tawa Union Parish. Phone 389 4344.
 - Tawa – St Luke's Outreach Centre, 83 Redwood Avenue, Tawa. Phone 232 5521.
 - Tawa – St Stephen's Centre, 6 Elena Place, Tawa. Phone 232 8844.
 - Wellington South-Lyall Bay Trinity Union Parish, 100 Riddiford Street, Newtown. Phone 389 3225.
- www.methodist.org.nz



Singing in beautiful four-part harmony.

Pacific

- Wellington Fijian Christian Fellowship, Bellevue School Hall, Johnsonville. Phone 235 5437.
- Assembly of God. Wellington Samoan, 193 Rintoul St, Newtown. Phone 389 6283
- Methodist Church of NZ, 75 Taranaki Street, Samoan, Tongan and Fijian services. Phone 384 7695
- Brethren – Wellington Samoan Assembly, The Hope Centre, 24 Riddiford Street, Newtown.
- Presbyterian Church Newtown, 59 Daniell Street, Newtown. Phone 389 9273.
- Presbyterian, Church of Christ the King, 207 Champion Street. Phone 237 5143.

Presbyterian Church of Aoteroa New Zealand

Assembly Office, 275 Cuba Street.
Phone 801 6000. www.presbyterian.org.nz

The Salvation Army

Central Division Headquarters, 202 Cuba Street,
Phone 384 5649. www.salvationarmy.org.nz

Other Christian churches

- Abundant Life Centre, 71 Abel Smith Street, Wellington. Phone 385 6141. www.alc.org.nz
- Arise Church, level 2, James Cook Mini Towers. Phone 499 0477. www.arisechurch.org.nz
- Capital Vineyard Church, level 2, 147 Thorndon Quay, Thorndon. Phone 472 7752.
- Christian Science Church, 285 Willis Street, Te Aro. Phone 385 1335.
- Congregational Church of Samoa, 172-180 Owen Street, Newtown. Phone 970 7459.
- Wellington Church of Christ, 95 Webb Street, Te Aro. Phone 384 8284.
- Destiny Church, 249 Taranaki Street, Mount Cook. Phone 477 9257. www.destinychurch.org.nz
- Metro Global Church Community, 267 Wakefield Street. Phone 589 0360.
- Miramar Uniting Church, 56 Hobart Street, Miramar. Phone 388 4247.
- Quakers – Religious Society of Friends, 7-8 Moncrieff Street, Mount Victoria. Phone 385 4897.
- Reformed Churches of New Zealand, 34 Harrison Street, Brooklyn. Phone 384 2486.
- The Rock Church, 4 Glover Street, Ngauranga Gorge. Phone 471 1438.
- Shalom Malamayan Church, 17 Constable Street, Newtown. Phone 973 5585. www.shalomwgtm.org.nz

- Scripture Union, 9A Oxford Terrace, Newtown. Phone 385 0485.
- Wellington City (Lifepoint) Church and Office, 61 Hopper Street, Te Aro. Phone 381 9310.
- Wellington Spiritualist Church, 4 Moncrieff Street, Mount Victoria. Phone 236 6084.

Eckankar

Eckankar enquiries: phone 021 063 7713 or 0508 GODLOVES. www.eckankarnz.org.nz

Hindu

- Kurinji Kumaran Temple, 1 Batchelor Street, Newlands. Phone 477 4346.
- Wellington Indian Association, 48 Kemp Street, Kilbirnie. Phone 934 1653. www.wia.org.nz

Islam

- Wellington Mosque/Islamic Centre, 7-11 Queens Drive, Kilbirnie. Phone 387 4226.
- Northern Suburbs Islamic Community. Phone 478 6238. www.iman.co.nz



Judaism

- Wellington Hebrew Congregation, 80 Webb Street, Te Aro. Phone 384 5081. www.beth-el.org.nz
- Wellington Progressive Jewish Congregation, 147 Ghuznee Street, Te Aro. Phone 385 0720. www.sinai.org.nz

Orthodox

- Christ the Saviour Church (Russian), 62 Darlington Road, Miramar. Phone 021 260 9247.
- St Mary's Church (Romanian), 1/511 Adelaide Road, Berhampore. Phone 976 8310.
- Green Orthodox Archdiocese of New Zealand, 365 Broadway, Miramar. Phone 388 8824.
- Wellington Greek Cathedral of the Annunciation, 3 Hania Street, central city. Phone 939 1237. www.greek.org.nz
- St Sava's Church, 75 The Parade, Island Bay. Phone 380 7090. www.orthodoxchurch.org.nz

Sathya Sai

Sathya Sai Centre, 8 Daniell Street, Wellington. Phone 389 3748.

Sikh

New Zealand Sikh Society, 8 Button Lane, Waitangirua, Porirua. Phone 235 6246 (Sunday) or 027 535 4355.

RESIDENT GROUPS

Residents' associations let local people have their say.

Residents' associations provide a voice for local communities and represent their interests to Wellington City Council, Wellington Regional Council and other organisations.

To find your local residents' association, phone the Council on 499 4444 or visit our online community directory www.Wellington.govt.nz/services/commdirectory

SCHOOLS

There are local schools throughout Wellington.

Children aged 5 to 10 attend primary schools. Ages 11 and 12 attend intermediate schools, though some primary and secondary schools cover these years. Young people aged 13 to 17 or 18 attend secondary schools (sometimes called a college).

There are state-funded primary schools in almost every residential area in Wellington, as well as a good choice of state-funded secondary schools. Most children attend the school closest to where they live, but parents and caregivers can enrol their children at any state school.

ZONING

If a state school has too many children wishing to enrol, the Ministry of Education may allow the school to have an 'enrolment scheme' to prevent overcrowding. Under an enrolment scheme, the school determines a 'home zone'. Students living within the home zone have a right to enrol at the school. Students living outside the zone can apply to enrol, but if there are more applicants than available places, a ballot will be held to determine who can enrol. Brothers and sisters of current and former students have a higher priority for the out-of-zone places.

CHOOSING A SCHOOL

Wellington's state primary, intermediate and secondary schools are highly regarded. Other options include private schools, integrated schools and kura kaupapa Maori.

The Education Review Office reviews schools. You can read its reports online at www.ero.govt.nz. ERO's website also has the publication *Choosing a School for a Five-Year-Old* with advice on types of early childhood education and choosing the right approach for your child.

To find a suitable state or private school, use the online learning centre website www.tki.org.nz/e/schools

OUT-OF-SCHOOL CARE

For information about out of school care, contact:

- The OSCAR (Out of School Care and Recreation) Foundation. Phone 0800 GO OSCAR (0800 466 7227). www.oscar.org.nz
- Barnardos – Phone: 385 7560. www.barnardos.org.nz

You can also check with your local school or community centre, the Wellington City Council's online Community Directory www.Wellington.govt.nz/services/commdirectory, or in the Yellow Pages www.yellow.co.nz

Many organisations run school holiday programmes, including Wellington City Libraries, Wellington Zoo, Te Papa, the City Gallery and some recreation centres. You can find out about holiday programmes and events on the Feeling Great website www.feelinggreat.co.nz



Tawa recreation centre.

SENIORS



Fun in the pool is not just for the kids!

COUNCIL SERVICES

Wellington City Council offers a variety of services and opportunities to its senior citizens. The Council's community advisor for seniors works with senior citizen groups and reports to the Council on their behalf. Phone 499 4444 to speak to the senior citizens advisor.

RECREATION

For information about activities at Wellington Regional Aquatic Centre phone 387 8029; Freyberg Pool and Fitness Centre phone 801 4532; or find class timetables for Activate classes on www.feelinggreat.co.nz

COMMUNITY CENTRES AND CLUBS

Every community centre offers its own mix of programmes and activities, largely driven by the residents and groups who use them. For more information on activities and clubs in your area, visit www.Wellington.govt.nz/services/commdirectory

COMMUNITY ORGANISATIONS

Age Concern Wellington. Level 1, Anvil House, 138–140 Wakefield Street. Phone 499 6646 or visit www.acwellington.org.nz

Grey Power – www.greypower.co.nz

AGE CONCERN DIRECTORY

For a more comprehensive list of information for seniors living in Wellington on topics such as health and disability, transport, housing, ethnic support, leisure and fitness, see www.Wellington.govt.nz/services/seniors/servicefacs

YOUTH



COUNCIL SERVICES

Wellington City Council's Youth Team ensures young people have a voice in Council decision-making, and supports projects and events organised by and for young people.

Contact Youth Support, phone 499 4444.

STUDENT SERVICES

Massey University

Massey University's Wellington campus offers accommodation, careers advice, health and counselling, disability support, international student support, extramural student support, sport and recreation, and learning centre services.

Phone 801 5799.

www.massey.ac.nz

Victoria University

Victoria University offers accommodation, careers advice, counselling, childcare, disability support, financial support and advice, support for Maori and Pacific Island students, health, student learning, and other services for students.

Phone 463 6000.

www.victoria.ac.nz/st_services

ARTS



*Miss Saigon at St James Theatre.
Credit: Wellington Musical Theatre.*

Wellington is New Zealand's arts and culture capital, with a huge range of high quality arts and entertainment events on offer.

For listings:
www.feelinggreat.co.nz
www.eventfinder.co.nz
www.wotzon.com

THEATRE

Wellington has three professional theatres and Toi Whakaari – New Zealand Drama School.

In addition, the St James Theatre and Opera House host touring and local theatre performances.

Professional theatres/theatre organisations

- BATS Theatre, 1 Kent Terrace.
Phone 802 4175. www.bats.co.nz
- Circa Theatre, 1 Taranaki Street.
Phone 801 7992. www.circa.co.nz
- Downstage Theatre, 12 Cambridge Terrace.
Phone 801 6946.
www.downstage.co.nz
- Toi Whakaari – New Zealand Drama School, Te Whaea: National Dance and Drama Centre, 11 Hutchison Road, Newtown. The drama school hosts regular performances.
Phone 381 9251. www.toiwhakaari.ac.nz

DANCE

Wellington is home to the Royal New Zealand Ballet, the New Zealand School of Dance, and several professional dance companies.

Professional dance companies/organisations

- Royal New Zealand Ballet, St James Theatre, 77–83 Courtenay Place. Phone 381 9000.
www.nzballet.org.nz
- Dance Aotearoa New Zealand (national organisation for New Zealand dance), Ground Floor, 69 Abel Smith Street, central city. Phone 801 9885. www.danz.org.nz
- New Zealand School of Dance, Te Whaea: National Dance and Drama Centre, 11 Hutchison Road, Newtown. The school of dance hosts regular performances.
Phone 381 9252. www.nzschooldance.co.nz

See the DANZ website www.danz.org.nz for details of professional dance companies.

LIVE MUSIC

Wellington offers a wide range of live music, from classical and opera to jazz to live rock bands.

Classical music/opera

- The New Zealand Symphony Orchestra (NZSO) is New Zealand's leading professional orchestra. Regular NZSO concerts are held at the Michael Fowler Centre. Head office: Level 2, 101 Wakefield Street, central city. Phone 0800 4 SYMPHONY (0800 479 674) or 801 3890.
www.nzso.co.nz
- Vector Wellington Orchestra is the city's professional orchestra, playing each year to over 100,000 people. Phone 801 3882.
www.wellingtonorchestra.co.nz
- NBR New Zealand Opera is New Zealand's leading professional opera company. Its Wellington office is located at Ground floor, Freemasons House, 195–201 Willis Street. Phone 384 4434. www.nzopera.co.nz

Key venues include the Michael Fowler Centre, the St James Theatre and the Opera House.

Live bands

Wellington hosts a wide range of live music performances, from major international acts to national and local artists.

Key venues include Westpac Stadium, TSB Bank Arena and Wellington Town Hall for international and major New Zealand acts. There are several pubs and clubs for local and 'indie' acts. For information about upcoming events, see www.feelinggreat.co.nz, www.gigs.co.nz or www.eventfinder.co.nz

MOVIES

New Zealand Film Archive

The New Zealand Film Archive collects and preserves New Zealand's film and television history. The Film Archive screens New Zealand feature films, international documentaries and other items from its collection.

Location: 84 Taranaki Street.
Phone: 384 7647. www.filmarchive.org.nz

KIDS

Capital E

Capital E provides creative technology and live performance for children. The Capital E National Theatre for Children is New Zealand's only professional theatre for children.

Capital E hosts the biennial Capital E National Arts Festival for Children.

Location: Civic Square, central city.
Phone 913 3720. www.capitale.org.nz

Other performances

There are also regular theatre performances for children at other venues throughout the city. For details, see www.feelinggreat.co.nz or www.eventfinder.co.nz



Mayoral Concert in the Town Hall.

VISUAL ARTS

Toi Te Papa – Art of the Nation

Te Papa's national art collection brings together historical, modern and contemporary art, photography and sculpture from Maori, Pacific, New Zealand and European traditions.

Part of the collection is on long-term display in the *Toi Te Papa – Art of the Nation* exhibition.

Location: Waterfront/Cable Street, central city.
Phone 381 7000. www.tepapa.govt.nz

Adam Art Gallery

The Adam Art Gallery houses the Victoria University of Wellington New Zealand art collection and hosts a changing programme of local, national and international exhibitions on visual art, architecture and design.

Location: Gate 3, Kelburn Parade, Wellington.
Phone 463 5229. www.adamartgallery.org.nz

Academy Galleries

The New Zealand Academy of Fine Arts Gallery hosts regular exhibitions featuring new work from artists throughout New Zealand.

Location: Ground floor, Wharf Offices Apartment Building, 1 Queens Wharf (off Customhouse Quay).
Phone 499 8807. www.nzafa.com

New Zealand Portrait Gallery

New Zealand Portrait Gallery exhibitions feature portraits by painters, sculptors, caricaturists and photographers.

Location: Shed 11, Queens Wharf (off Customhouse Quay).
Phone 472 8874. www.portraitgallery.nzl.org

Public art

Wellington has a wide range of art in public places by local, national and international artists and designers. These include sculptures, statues, memorials, fountains, mosaics and murals.

Many of the city's best-known works are located on the waterfront (*Water Whirler*, *Kupe*), in Civic Square (*Ferns*), in the central city, in Wellington Botanic Garden, and along Cobham Drive.

Much of Wellington's public art is due to a long-standing partnership between Wellington City Council (www.Wellington.govt.nz/services/arts) and Wellington Sculpture Trust (www.sculpture.org.nz).

Council support for the arts

Wellington City Council aims to make it easy for all Wellingtonians to access and participate in the arts. It does this by supporting the arts through funding, arts programmes and advice and by providing venues and facilities such as Toi Pōneke, Wellington Arts Centre.

For information about Council support for arts projects and events, or to receive the Council's arts newsletter, contact the Arts Programme Advisor.

Phone 499 4444
Email arts@wcc.govt.nz

Toi Pōneke – Wellington Arts Centre

Toi Pōneke has a dance studio, meeting rooms, rehearsal space, music suites and a darkroom for hire. It also provides a place for people to attend courses, meet and create. The two buildings on Abel Smith Street house over 35 artists, several arts organisations and a gallery.

Location: 61 Abel Smith Street, Te Aro.
Phone 385 1929.
www.Wellington.govt.nz/services/arts/artscentre

EVENTS AND FESTIVALS



Wellington has a lively calendar of performance events.

WHAT'S COMING UP?

Wellington's events calendar is packed full of excitement and variety. See sporting matches, concerts, live theatre, dance, exhibitions, festivals and more. There's so much to choose from.

To find out about upcoming events and festivals, visit www.feelinggreat.co.nz, www.wotzon.com or www.eventfinder.co.nz

You can also sign up at www.WellingtonNZ.com for fortnightly KNOW Wellington email newsletters. These contain information about upcoming events and great ideas for things to do in the city.

PARKS AND GARDENS

Wellington is one of the greenest cities in New Zealand with more than 35 square kilometres of open space land providing areas for walking, mountain biking, picnics and other activities.

BOTANIC GARDENS

Otari Wilton's Bush

Otari Native Botanic Garden and Wilton's Bush Reserve is the only public botanic garden in New Zealand dedicated solely to native plants. It is classified as a Garden of National Significance by the Royal New Zealand Institute of Horticulture.

Location: Wilton Road, Wilton, between Gloucester and Warwick streets. Parking is also available off Churchill Drive.

Wellington Botanic Garden

Wellington Botanic Garden features 25 hectares of unique landscape, protected native forest, specialised plant collections, colourful floral displays, and spectacular views over the city. The Soundshell and the Dell are popular summertime entertainment venues.

Location: entrances off Tinakori Road, Glenmore Street, Salamanca Road and Upland Road – or top of the Cable Car.

Bolton Street Memorial Park

Bolton Street Memorial Park is home to Wellington's oldest cemetery, which dates back to 1840.



Spring Festival at the Botanic Garden.

Many of early Wellington's notable figures are buried in the park, including New Zealand Company founder Edward Gibbon Wakefield, New Zealand's longest serving Prime Minister Richard John Seddon, shoe merchant Robert Hannah, Evening Post founder Henry Blundell and senior chief at Pipitea Pa, Te Ropiha Moturoa (of Ngati Mutunga).

Location: entrances off Bolton Street, Bowen Street, or the north end of Wellington Botanic Garden near Anderson Park.

Truby King House and Garden

Truby King House and Garden is a 1.9-hectare heritage-listed estate in Melrose. The estate was once home to Sir Truby and Lady Isabella King – founders of the Plunket Society.

The gardens offer a picturesque slice of history, with pines, roses, rhododendrons and azaleas.

Location: entrances off Manchester Street and Duncan Terrace, Melrose.

TOWN BELT AND OUTER GREEN BELT

The Town Belt is a 425 hectare reserve on the hills encircling Wellington City. It has been enjoyed as a recreation space by residents and visitors since 1839. The Town Belt includes many parks and walkways, and is an important part of Wellington's landscape.

The Outer Green Belt is the ridgeline hills to the west of the city, from the South Coast to Colonial Knob. It provides locations for walking, mountain biking and other recreational opportunities, as well as forming an important part of the city's landscape.

The Council manages and maintains the Town Belt on behalf of the city's residents. Park rangers monitor the Town Belt, Outer Green Belt and other reserve and coastal areas.

Dogs are welcome on the Town Belt, but must be kept on leads. Owners are responsible for cleaning up after their dogs.

Walkways

Wellington has seven major walkways and many other tracks through the Town Belt and reserve land. Maps and guides to the walkways are available from www.feelinggreat.co.nz, from the Department of Conservation on Manners Street or the Council Service Centre at 101 Wakefield Street. A Walkways iPhone Application is also available which provides images, maps and instructions for the seven walkways. See www.feelinggreat.co.nz for more information.

Mountain biking

Wellington has a range of bike tracks to tempt mountain bikers of all abilities, from the children's skills area on Mt Victoria to the world-class Makara Peak Mountain Bike Park. For more information, visit www.makarapeak.org.nz. To download maps of mountain bike trails in Wellington, visit www.feelinggreat.govt.nz

BEACHES AND COAST

Wellington has an accessible urban coastline rich in recreational opportunities and cultural interest. Popular swimming beaches are Scorching Bay, Lyall Bay, Island Bay, Oriental Bay, Hataitai Beach and Princess Bay. Lyall Bay is also a popular surfing beach.

There is a wild side too. From Owhiro Bay to Rock Point north of Makara is the Wild Coast – a rugged area accessible to the public with opportunities for more informal recreation. Seals can often be found there. For more information, visit the interpretation centre at Owhiro Bay.

Wellington is also home to the Tapu te Ranga Marine Reserve. This is a legally protected area of sea and coast along the south coast from Princess Bay to Red Rocks. The reserve was opened in September 2008 and is managed by the Department of Conservation. Visit www.doc.govt.nz for more information.

PLAYGROUNDS

The city has more than 100 play areas, meaning there is one within walking distance of most Wellington homes. Playgrounds vary from small swings-and-slides areas to kick-about spaces to more elaborate play areas with adventurous climbing equipment and flying foxes.

Highly popular parks and play areas include:

- Central Park on Brooklyn Road
- Freyberg Park at Oriental Bay
- Karori Park
- Khandallah Park
- Nairnville Park in Khandallah
- The Crescent Play Area in Roseneath
- Shorland Park in Island Bay.

For locations of other playgrounds, see www.Wellington.govt.nz/services/prksplygrnds



Cheering on a favourite team at Westpac Stadium.

SPORT AND RECREATION



School children playing soccer.

Wellington offers a wide range of opportunities for sport and recreation, ranging from organised sports to informal activities such as surfing and mountain biking.

For sport and recreation events, see the Feeling Great website www.feelinggreat.co.nz

For sports clubs and organisations, see Wellington City Council's online community directory www.Wellington.govt.nz/services/commdirectory

SPORTSFIELDS

Wellington has 44 parks with outdoor playing fields catering for a wide range of sports.

For details, see Wellington City Council's website www.Wellington.govt.nz/services/sptsgrds

RECREATION CENTRES

Wellington City Council runs four recreation centres providing a wide range of sport and leisure activities for Wellingtonians of all ages.

Call the recreation centre closest to you, or visit www.feelinggreat.co.nz to find out about activities and programmes in your area. Access is discounted for community services card holders.

The centres are:

- Karori Recreation Centre, 251 Karori Road, Karori
- Kilbirnie Recreation Centre, 101 Kilbirnie Crescent, Kilbirnie
- Nairnville Recreation Centre, corner of Cockayne Road and Lucknow Terrace, Khandallah
- Tawa Recreation Centre, Tawa College, Duncan Street, Tawa.

SWIMMING POOLS

Wellington City Council operates seven swimming pools, five indoor and two outdoor. There is a variety of facilities on offer at the different pools including fitness classes as well as lane swimming and pools for children.

Indoor pools

- Freyberg Pool and Fitness Centre, 139 Oriental Parade, Oriental Bay
- Karori Pool, 22 Donald Street, Karori
- Keith Spry Pool, 15 Frankmoore Avenue, Johnsonville
- Tawa Pool, Davies Street, Tawa
- Wellington Regional Aquatic Centre, 63 Kilbirnie Crescent, Kilbirnie

Outdoor pools (summer only)

- Thorndon Pool, 26 Murphy Street, Thorndon
- Khandallah Pool, 45 Woodmancote Road, Khandallah

SKATE PARKS

Skateboarding is a popular urban sport with many young people in Wellington. There are Council skate parks at:

- Waitangi Park – opposite Chaffers Street on the waterfront
- Ian Galloway Park – Curtis Street, Northland
- Island Bay Skate Park – Adelaide Road, Island Bay, opposite Wakefield Park
- Newlands – behind Newlands Fire Station on Newlands Road
- Tawa – Davies Street, Tawa, behind Tawa Pool
- Nairnville Park – corner Cockayne Road/ Lucknow Terrace, Khandallah. This park has a concrete ramp.

MAJOR SPORTS VENUES

Westpac Stadium

Also known as 'the cake tin', Westpac Stadium is a multi-purpose stadium seating up to 34,500 people for major sporting events, including All Blacks rugby tests, international soccer and cricket. It is located close to the railway station on Waterloo Quay, Wellington. Access is from the Railway Station and from Thorndon Quay.

Phone 473 3881

www.westpacstadium.co.nz

National Hockey Stadium

The National Hockey Stadium has artificial turf. It is home to the Black Sticks international hockey team and provides the venue for provincial and club hockey. Location: Mt Albert Road, Berhampore.

Basin Reserve

This is New Zealand's premier test cricket venue and home to Cricket Wellington and to the New Zealand Cricket Museum. Location: south end of Kent and Cambridge terraces.

Wellington Indoor Sports

Wellington Indoor Sports runs indoor netball, soccer, cricket, futsal and volleyball at centres in Hall Street, Newtown, and Queens Wharf, Wellington waterfront.

Phone 920 0200

www.wis.net.nz

Wellington Chinese Sports and Cultural Centre Inc

Location: Mt Albert Road, Berhampore, above the National Hockey Stadium.

www.wccsc.org.nz

Hataitai Ballpark

Lower Field, Hataitai Park, Ruahine Street, Hataitai.

Hataitai Park Cycling Velodrome

This is an all-purpose outdoor concrete track.

Upper Field, Hataitai Park, Ruahine Street, Hataitai.

Tinytown

Tinytown is an interactive recreation and play area for preschoolers.

Location: Kilbirnie Recreation Centre, 101 Kilbirnie Crescent, Kilbirnie. Phone 387 1491

PROFESSIONAL/SPECTATOR SPORTS**Basketball**

Wellington Saints is the city's team in the National Basketball League. Home games are played at the TSB Bank Arena.

www.saints.co.nz

Cricket

Wellington Firebirds are Wellington's representative team in the men's national four-day, one-day and Twenty20 championships. Home games are played at the Basin Reserve.

Wellington Blaze are Wellington's representative team in the women's national one-day and Twenty20 championships. Home games are played at Karori Park.

www.cricketwellington.co.nz

Netball

Central Pulse is the central region netball team in netball's ANZ Championship. The championship features 10 teams – five each from Australia and New Zealand – in a competition running from April to July. Central Pulse home games are played at the TSB Bank Arena on Queens Wharf.

www.pulse.org.nz

Rugby

The Hurricanes compete in the Super 14 competition between New Zealand, Australia and South Africa. The Hurricanes region is made up of nine member unions in the lower half of the North Island. Home games are played at Westpac Stadium.

www.hurricanes.co.nz

The Wellington Lions are Wellington's representative side in rugby's Air New Zealand Cup. Home games are played at Westpac Stadium.

www.wellingtonlions.co.nz

Soccer

Wellington Phoenix competes in the A League Australian soccer competition, which runs from August to January. Home games are played at Westpac Stadium.

www.wellingtonphoenix.com

Team Wellington is Wellington's sole representative in the New Zealand Football Championships. The Team Wellington franchise is made up of Wellington's senior clubs.

www.tw.org.nz

TOURISM AND VISITOR SERVICES

Four kaka raised in Wellington Zoo are released into Zealandia, formerly Karori Sanctuary, by zoo staff.

VISITOR I-SITE VISITOR CENTRE

The Wellington i-SITE visitor centre can provide advice about tours, activities and accommodation, and book them for you. It can also help you plan and book a full New Zealand tour.

Location: Civic Square, corner Victoria and Wakefield streets.

Phone 802 4860

Email info@WellingtonNZ.com

WWW.WELLINGTONNZ.COM

The www.WellingtonNZ.com website is Wellington's official visitor website.

Through the site, you can find out about sights and activities, bars and cafes, accommodation, transport, events and shopping. You can also book accommodation and sightseeing tours online.

KNOW Wellington newsletters

To keep up with what's going on in Wellington, you can sign up at www.WellingtonNZ.com for fortnightly KNOW Wellington email newsletters. These contain information about upcoming events and great ideas for things to do in the city.

DOC WELLINGTON VISITOR CENTRE

The Department of Conservation (DOC) Wellington visitor centre has information about visiting the bird sanctuaries Kapiti and Matiu (Somes) Islands and other conservation areas.

Location: 18 Manners Street

Phone 384 7770

www.doc.govt.nz

VENUES



TSB Bank Arena, Queens Wharf.

For event information, see www.feelinggreat.co.nz or www.wotzon.com

WESTPAC STADIUM

Westpac Stadium is the region's premier venue for major sporting and entertainment events.

The stadium hosts Wellington's international rugby, cricket and football fixtures, major international music events, as well as trade shows and functions.

It is the home ground for the Hurricanes and Wellington Lions rugby teams and the Wellington Phoenix football team.

The stadium is easy to get to from central Wellington on foot, and is close to Wellington Railway Station and to the Lambton Interchange bus terminal.

Westpac Stadium

Location: Waterloo Quay

Entrances from Thorndon Quay (just north of the Railway Station), near Shed 21 on the port and from Railway Station platforms.

Phone 473 3881

www.westpacstadium.co.nz

OUTDOOR VENUES

- Civic Square – entrances off Victoria and Wakefield streets, central city. Phone Wellington City Council on 499 4444
- The Soundshell, Wellington Botanic Garden – entrance off Glenmore Street. Phone Wellington City Council on 499 4444
- The Dell, Wellington Botanic Garden – entrance off Glenmore Street. Phone Wellington City Council on 499 4444
- The Lagoon, Queens Wharf, waterfront. Phone Wellington Waterfront on 495 7820

INDOOR VENUES

Wellington Convention Centre

Wellington Town Hall, TSB Bank Arena and Michael Fowler Centre. Venues for festivals, performing arts, trade shows and conferences. The Michael Fowler Centre is the city's premier music venue and hosts New Zealand Symphony Orchestra performances.

Location: 111 Wakefield Street, central city.

Venue enquiries: phone 801 4231

www.wellingtonconventioncentre.com

Tickets: phone 384 3840, www.ticketek.co.nz

St James Theatre and Opera House

Westpac St James Theatre and Wellington Opera House are the city's premier performing arts venues, used for major theatre, dance, comedy and musical productions.

Locations:

- Westpac St James Theatre, 77–87 Courtenay Place
- Wellington Opera House, 111–113 Manners Street.

Venue enquiries: phone 802 4060

www.stjames.co.nz

Tickets: phone 384 3840, www.ticketek.com

TSB Bank Arena

TSB Bank Arena is home to the Wellington Shakers netball team and Saints basketball team. It is also Wellington's largest indoor concert hall and is used for touring popular music acts, major theatre and performance productions, the World of WearableArt Awards, dinners and functions.

Location: Queens Wharf, waterfront (off Jervois Quay).

Venue enquiries: phone 801 4231

www.wellingtonconventioncentre.com

Tickets: phone 384 3840, www.ticketek.com

WELLINGTON HIGHLIGHTS AND MUST-SEES



Wellington Zoo, Daniell Street.

MUSEUM OF NEW ZEALAND – TE PAPA TONGAREWA

Te Papa, New Zealand's national museum, receives more than 1.2 million visitors per year.

Te Papa offers visitors a unique and authentic experience of New Zealand's treasures and stories. Over five floors, you can explore the nation's nature, art, history and heritage – from the shaping of the land to the spirit of its diverse peoples, from its unique wildlife to its distinctive art and visual culture.

Location: Waterfront/Cable Street

Phone 381 7000

www.tepapa.govt.nz

PARLIAMENT BUILDINGS

Parliament Buildings is the centre of the New Zealand Government and law-making processes. You can visit Parliament and go on a professionally guided one-hour free tour, seven days a week, or listen to the parliamentary debates each Tuesday, Wednesday and Thursday from 2pm, when the House is sitting.

Location: Corner of Lambton Quay and Molesworth Street
Phone (tours) 817 9503
www.parliament.nz

CHECK OUT THE VIEWS

The Mount Victoria lookout provides spectacular views over the central city. Enter (by car or bike) from Alexandra or Thane roads, or walk up through the bush to the summit.

You'll also find spectacular Wellington views from the Massey Memorial (Miramar Peninsula), Atatürk Memorial (Tarakena Bay), Wright's Hill Reserve (Karori), Wind Turbine (Brooklyn) and many other locations throughout the city.

CABLE CAR

Wellington Cable Car runs from Lambton Quay up to Kelburn Park/Victoria University and Upland Road, where the lookout, Cable Car Museum and southern entrance to the Botanic Garden are located.

The Cable Car is one of Wellington's most popular tourist attractions.

Cars run every 10 minutes on Monday 7am–9pm, Tuesday to Friday 7am–10pm, Saturday

8.30am–10pm and Sundays and public holidays
9am–9pm. Closed Christmas Day.

Phone 472 2199
www.wellingtoncablecar.co.nz

ZEALANDIA

Zealandia, formerly Karori Sanctuary, is a safe haven for endangered native birds and other wildlife, minutes from downtown Wellington. A unique predator-proof fence surrounds the sanctuary, protecting the wildlife and ensuring the forest regenerates to its former glory. This world-first conservation attraction is an inspiring place to visit and learn about New Zealand's unique wildlife.

The sanctuary has an extraordinary 500-year vision to restore its corner of Wellington as closely as possible to the way it was before humans arrived.

Location: end of Waiapu Road (first left after the Karori Tunnel), Karori
Phone 920 9200
www.sanctuary.org.nz

WELLINGTON ZOO

Wellington Zoo is home to more than 500 animals, which live in enclosures designed to be natural and similar to the environment they would inhabit in the wild. The zoo also plays valuable roles in research and conserving endangered species, and hosts functions (such as birthday parties) and programmes for pre-school and school-aged children.

Location: 200 Daniell Street, Newtown
Phone 381 6750
www.wellingtonzoo.com

RED ROCKS

Red Rocks and its surrounding reserve are of national significance, rich with fascinating geology and Maori history. Red Rocks (Pariwhero) was formed 200 million years ago during below-sea volcanic eruptions.

Further around from Red Rocks is a 'haul out' area for New Zealand fur seals at Sinclair Head (seals visible from May to October).

Entry is free. To get to Red Rocks catch bus number 1 to Island Bay and get off at Reef Street. There is a 2.5-kilometre walk to the start of the walkway.

Location: Te Kopahau Reserve, Owhiro Bay

CIVIC SQUARE, THE CITY TO SEA BRIDGE AND THE LAGOON

Civic Square (off Victoria and Wakefield streets) is the heart of civic Wellington, a popular venue for outdoor theatre and music, and home to several iconic Wellington sculptures.

The Central Library, City Gallery Wellington, i-SITE Visitor Centre, Michael Fowler Centre, Wellington Town Hall and Wellington City Council buildings are next to the square.

With the City to Sea Bridge and the Lagoon, it links the city to the waterfront and forms one of the city's most popular lunchtime spots.

WELLINGTON WATERFRONT

Wellington's waterfront offers something for every mood. It's a great place to relax and play in beautiful surroundings by day, and dine and be entertained by night.

The waterfront has playgrounds, hire outlets for kayaks and rollerblades, bars and cafes, entertainment venues, art, views, Te Papa, and the open spaces of Frank Kitt's Park, Waitangi Park and Oriental Bay beach.

Try the Maritime Heritage Trail from Shed 21 to Oriental Parade – and take in Len Lye's *Water Whirler* and the Wellington Writers' Walk along the way.

MUSEUMS AND GALLERIES

The Museum of Wellington tells the stories of Wellington through exhibitions and interactive displays about the people and events that have made the city what it is today.

Location: Queens Wharf
Phone 472 8904
www.museumofwellington.co.nz

Wellington City Council supports several other museums, including the Colonial Cottage Museum, Cable Car Museum, and NZ Cricket Museum. www.wmt.org.nz

BUSINESS SUPPORT



Lunchtime on Lambton Quay.

GROW WELLINGTON

Grow Wellington is the region's economic development agency.

It provides businesses with advice, training, and assistance with skills and investment.

It also works with business clusters and centres of excellence in sectors that have high growth potential, and it is working to support development of broadband, carbon neutral business practices, and enhanced air and sea links for Wellington.

Grow Wellington, level 5, 50 Manners Street, central city. Phone 382 0099.

Email info@growwellington.co.nz
www.growwellington.co.nz

CreativeHQ

CreativeHQ helps start-up and early stage Wellington businesses by providing infrastructure, knowledge, and specialist advice and support. CreativeHQ is a Grow Wellington programme.

www.creativehq.co.nz

WELLINGTON REGIONAL CHAMBER OF COMMERCE

Wellington Regional Chamber of Commerce encourages regional development, represents the region's businesses, provides regular networking events, and oversees workplace training programmes and services to facilitate international trade.

Location: Level 28, 100 Willis Street, central city.
 Phone 914 6500.

Email info@wellingtonchamber.co.nz
www.wgtn-chamber.co.nz

WELLINGTON CITY LIBRARY BUSINESS SERVICES

Wellington City Libraries provides a wide range of specialist services for businesses, including:

- professional research services
- meeting space
- business directories and full text databases
- business guides.

Location: Wellington Central Library,
 65 Victoria Street, central city
 Phone 801 4059.

Email prosearch@wcc.govt.nz
www.wcl.govt.nz/business

COUNCIL CONTACTS

Wellington City Council
 101 Wakefield Street

Council Call Centre

Phone 499 4444

Fax 801 3138

Email info@wcc.govt.nz

www.Wellington.govt.nz

MAYOR AND COUNCILLORS

To contact councillors, phone 499 4444
 or email councillors@wcc.govt.nz

This booklet was printed in the lead-up to the local body elections.

To find out the current Mayor and Councillors visit www.Wellington.govt.nz/about/mayor

HOW THE COUNCIL WORKS



ELECTIONS

The Mayor and Councillors are elected every three years. Elections are held by post, using the single transferable vote (STV) voting system which asks you to rank candidates in order of preference.

The next election will be held in 2010.

To vote in a local body election, you need to be on the electoral roll. You are eligible to enrol if you are 18 years of age or older, are a New Zealand citizen or permanent resident, have lived in New Zealand continuously at any time for one year or more, and have lived at your current address for more than one month.

You can also apply to enrol as a non-resident ratepayer (ie if you live outside Wellington but pay rates in the city) or if you are nominated by a business or society that pays rates in Wellington.

COMMITTEE/COUNCIL MEETINGS

The Council meets once a month. Council committees – the Strategy and Policy Committee, Performance Review Committee and Regulatory Processes Committee – also meet regularly.

You can attend Council and committee meetings to listen, unless there is a good reason (such as commercial sensitivity) for the meeting to take place in a public excluded session. If you want to speak at a Council or committee meeting, contact Democratic Services on 499 4444.

CONSULTATION

The Council asks for feedback before it makes decisions. You can find out about issues the Council is consulting on by visiting the website www.Wellington.govt.nz or by looking for consultation documents in libraries and service centres.

Resident surveys

The Council also asks for comments about issues facing the city. It does this through public opinion surveys including a regular Residents' Satisfaction Survey, as well as through monthly online surveys. www.Wellington.govt.nz/haveyoursay

ePetitions

ePetitions allow people to petition the Council on matters relevant to the Council's business. Anyone can create an ePetition about any issue Wellington City Council is responsible for. www.Wellington.govt.nz/haveyoursay

Community forums

The Council also seeks input from specific groups through community forums such as the Disabled Forum and Ethnic Forums.

Planning and reporting

Every year, the Council asks for public input on a draft annual budget and work programme (this is known as the Draft Annual Plan). A final Annual Plan is completed after this consultation.

You can also be part of the Long Term Council Community Plan (LTCCP) which will be finalised this year.

The Council also reports each year (in its Annual Report) on its budget and work programme for the previous year.

You can get copies of these publications from libraries and service centres, and the Council's website www.Wellington.govt.nz

BYLAWS

Bylaws are local laws covering Wellington City. The Council has bylaws covering animals, fire prevention, liquor control, speed limits, traffic, water, waste, public health and permitted activities in public places.

FREEDOM OF INFORMATION

Most information about Council activities is available through the Council's Call Centre – 499 4444 – or at www.Wellington.govt.nz. You can also make an official information request about the Council. The Council is required to release information you request unless there is a good reason not to – for example, releasing the information would breach personal privacy.

You can make an official information request using an online form on the Council's website.

COMPLAINTS

If you have a complaint about any Council service or policy, you can speak with a Council officer in the relevant business unit. You can either contact the business unit directly – phone 499 4444 and ask to be put through – or use the online complaint form www.Wellington.govt.nz/haveyoursay

If you're not satisfied with the Council's response, you can contact the Issues Resolution Office, which investigates issues on the public's behalf.

WELLINGTON CITY COUNCIL SERVICE CENTRES

Refer to the Council's website – www.Wellington.govt.nz – or call the Contact Centre on 499 4444 for service centre locations.

You can do most of your Council business at the City Service Centre in the Council buildings at 101 Wakefield Street. It's open Monday to Friday 8am–5pm.

For information about ways to pay Council bills such as rates, visit the website or call the Contact Centre. Many bills are now payable at PostShop outlets nationwide.

INTERNATIONAL LINKS

SISTER CITIES

A sister-city relationship is a formal, long-term relationship based on a wide range of links – including cultural, educational and business links.

Wellington has three sister-city relationships:

- Beijing, People's Republic of China
- Sakai, Japan
- Xiamen, People's Republic of China.

Wellington also has two historical sister-city relationships:

- Hania, Crete, Greece
- Harrogate, England.

A historical sister-city relationship is one based on past or ceremonial links.

FRIENDLY CITIES

Wellington has a friendly-city relationship with Sydney, originally formed in 1983 and based trade and business.

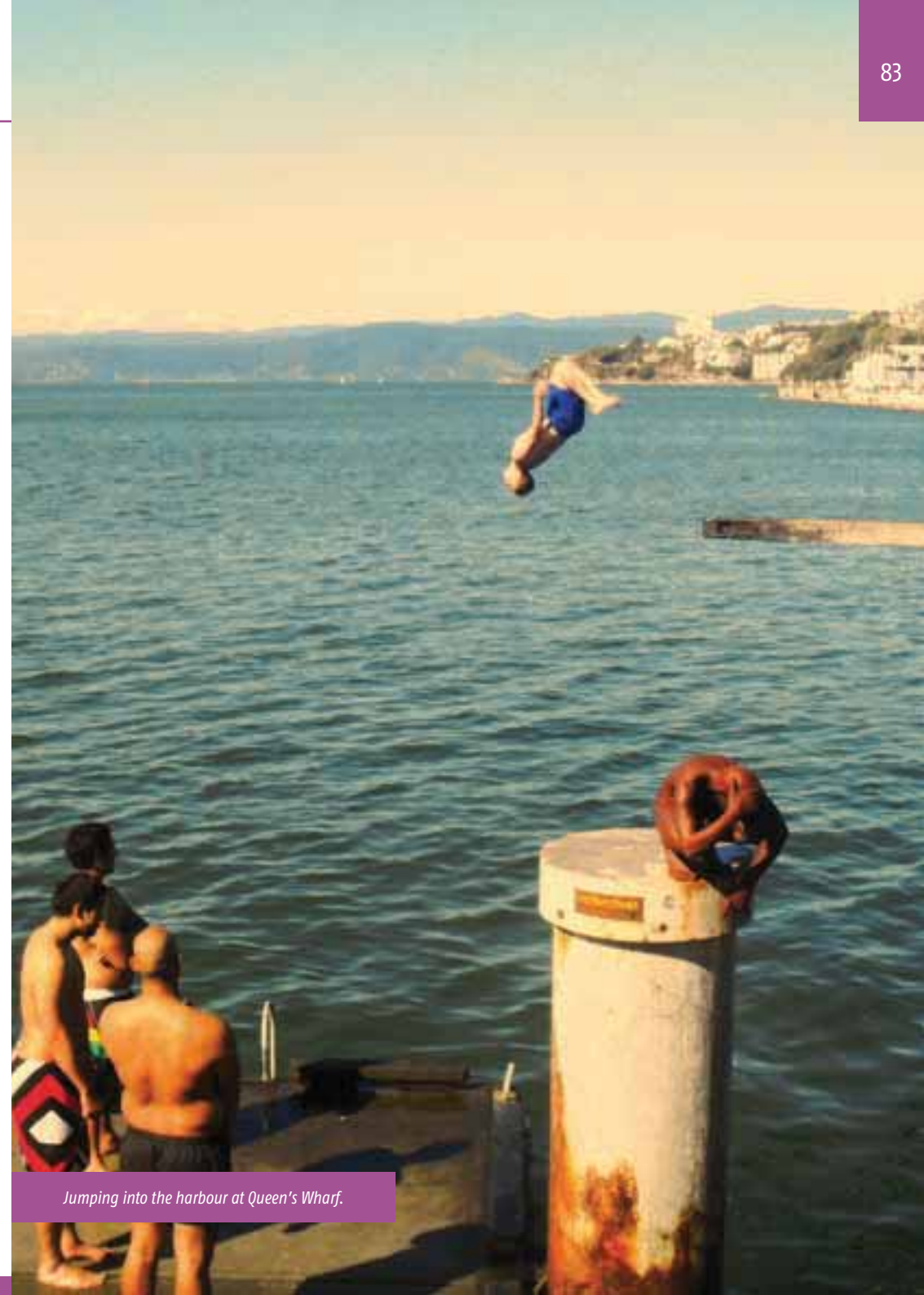
A friendly-city relationship is a long-term relationship but is less formal than a sister-city relationship.

PARTNERSHIPS

Wellington has three partnership city relationships:

- Taipei, Taiwan
- Tianjin, People's Republic of China
- Qingdao, People's Republic of China.

A partnership city relationship is generally a shorter-term relationship based on a specific project or initiative that two cities share.



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