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# WELCOME GUIDE TO NEW ZEALAND

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For Senior Missionaries



APRIL 2024

Welcome to the Hamilton, New Zealand Mission! You will love the country, the people, and your time here. You have probably already observed differences between the U.S. and Aotearoa. You are in for an adventure, as you get to know these kind and generous people, their rich cultural tradition, and their beautiful country.

A4 Page Size Compiled by Sis. Patty Kennington-Rooks & Sis. Charlene Welsh  
With inspiration from the Welcome Guide for Senior Missionary Couples Arriving in  
Australia (**Note: not an official document of the NZHM**)

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**Note: To print this guide in booklet form, download and save it as a PDF,  
then print as a booklet**

**Notes from Sis. Charlene Welsh in blue**

*Notes from Sis. Marcie Carter in green*

## 1. Terminology, Spelling, & Slang; Places to Visit, Shop, and Eat; Craft Markets

Please refer to the accompanying spreadsheet for New Zealand terminology, slang, and Maori vocabulary; Places to Visit and Shop; Restaurants, Fairs, and Craft Markets. Feel free to add what you know!

<https://docs.google.com/spreadsheets/d/1qIGiY5WaeB4QyJYaTaTrnTrfbW9jb-Xc/edit#gid=1048970773>

## 2. Driving in New Zealand & Public Transport

**KEEP TO THE LEFT. KEEP TO THE LEFT.** Do not think that you are driving on the “wrong” side of the road; you are simply driving on the other side of the road. In fact, nearly 1/3 of the world’s population drives on the left.

Your car will have the steering wheel on the right side. The foot pedals are the same as you are used to, with the gas pedal on the right and the brake on the left. However, **the turn signal and the windshield wiper are on opposite sides from what you are used to.** Our Android GPS Google Map, when plugged in with a USB cable, comes up on the car dash display, but we have found this is the exception rather than the rule. *If your vehicle allows you to use “Android Auto”, it will also allow you to use “Apple CarPlay” using your iPhone.* Some mission vehicles have a preloaded GPS - but it doesn’t always know the best way because of changes that aren’t uploaded. Our phones connect via Bluetooth to the car for ease of hearing directions. *(If your preloaded GPS is outdated, take it to the dealer and they will upload a newer navigation system. We were told that the cost should be picked up by the car leasing agency and ours was.)*

Important reminders and tips:

- **Keep to the left!**
- There are **speed cameras** in many locations. Speed cameras will send the information to the mission home, where the fine is paid. You will receive a letter asking you to reimburse the mission home. **Driving 45 km/h over the posted speed limit will result in the immediate loss of your license!**
- **At a roundabout, look to the right first, and yield to any car coming in your direction. Use your blinker to let cars behind you know which exit you will take. If you are taking the first exit (a left turn) have your blinker on for turning left. If you are taking the 2nd exit (going straight) no blinker is needed from the left lane, a left blinker before exiting from the right light is courteous. If you are taking the 3rd or 4th exit, start with your Right blinker on. As you progress in the roundabout, turn your Left blinker on when preparing to exit the roundabout.**
- **Watching the signs coming up to the roundabout and the markings on the road you will know what lane to be in for the exit you need.**
- Pay careful attention to the speed limit (usually 40 kph, sometimes 30 kph) in school zones during posted hours. The fines are high in school zones and work zones and double on public holidays.
- Round blue signs with X is **No Parking**. White with black slash is Return to Original Speed.
- **Tolls** are paid for by the church through LeasePlan. A photo will be taken of your car and traced to the owner (the mission fleet) which will be charged for the toll.

**Mobile Phones:** It is illegal to:

<https://www.nzta.govt.nz/safety/what-waka-kotahi-is-doing/education-initiatives/driver-distraction/driver-distraction-resources/legal-mobile-phone-use-while-driving/>

- hold or use any time while driving or waiting in traffic, at an intersection, or at traffic lights
- create, send or read any type of message while driving
- email, social media, video call, browse the internet, play games and take photos/video while driving
- perform any other activity not specifically listed while holding a mobile phone and driving, including use of the phone for navigation or to play music.

You are allowed to send messages under the following circumstances:

- When the phone is secured in a mounting fixed to the vehicle, that doesn't obstruct the driver's view, and you touch the phone infrequently and briefly,
- The phone is able to be operated without touching any part of the phone (eg by Bluetooth, voice activation or the controls to answer the phone are part of the car steering wheel or dashboard).

#### **While driving:**

- Do not place any part of your body outside of the car.
- Do not throw anything out of the car, even an apple core.
- Every person in the car must wear a seat belt.
- You must signal when changing lanes or turning.
- You must signal when changing lanes in a roundabout, and when you leave a roundabout.
- When parallel parking, you must leave at least 1 meter between you and the next car.

#### **Default speed limits are: [Keep an eye out for posted speed signs, the below speeds can vary city to city or council to council \(local government areas\)](#)**

- 40 (25 mph) km/h School zone, school bus, or work zone
- 50 (30 mph) km/h Residential area
- 60 (37 mph) km/h City roads
- 80 (50 mph) km/h Country roads
- 100 (62 mph) km/h Highways
- **There is no left turn on red or no right turn on a red arrow**, unless you have a green arrow, or a posted sign says otherwise.
- Turn arrows at intersections are usually for right turns. If you have a red left arrow on an otherwise green signal, it is usually because of pedestrians crossing the street.
- You may only cross a double dividing line to overtake (pass) a bicycle.
- Do not enter an intersection if the lane you are turning into is full. Keep the intersection clear.
- "Dragon's teeth" are painted triangles on the road to alert you that you are in a school zone. [We have noticed these 'dragon teeth' or chevron lines on raised crosswalks \(shopping centers, high accident areas, etc\), even when not in a school zone. Slow down for these, they will bottom out your car!](#)
- **White arrows against a blue sign** point to the median you are turning to. This is helpful when you have intersections coming from five directions.
- Crosswalks near roundabouts may have high round red markers. Crosswalks may or may not have traffic signal lights [These crosswalks are also not directly at the corner or the top of the stopping point in the roundabout, but are some feet back. You will get used to watching early for walkers crossing the street.](#)
- A Yellow "L" sign on the back of a car means the driver is driving with a learner's permit. They must not drive over 90 km/h.

#### **If you are in an accident:**

- You do not need to call the police if there were no injuries and the vehicles do not need to be towed.
- Exchange your name, address, vehicle registration number, and name of the vehicle owner.
- Dial 111 for emergency services. Dial \*555 to report traffic incidents.
- If the crash involved another person's property, such as a fence, you should report it to the owner of the property within 48 hours of the crash. If the owner cannot be located, report to police within 60 hours of the crash.
- Call the Mission Office to report the accident [There is also a booklet in your car from the Church with instructions and paperwork to fill out.](#)

- All accidents resulting in injury (such as broken bones or a night in hospital) should be reported by calling 105 or visiting your local police as soon as is practicable and no later than 24 hours from the time of the crash.

### Signs:

**Beware the single lane bridge sign.** The larger black (or white) arrow indicates which lane has the right of way. The smaller red arrow shows which lane needs to give way. In the example to the right, the left lane (your lane) would need to give way to the right lane.



Many NZ driving signs are NOT INTUITIVE. View all NZ driving signs at:

<https://www.drivingtests.co.nz/resources/regulatory-signs-in-new-zealand/>

Take a practice written NZ driving test <https://www.drivingtests.co.nz/roadcode/car/>

### Schools:

Schools here run on 10 weeks and off 2 weeks all year round. Check the gov site for details.

The New Zealand school year is usually divided into 4 terms.

There is usually a 2-week break between each of the first 3 terms and a summer holiday at the end of Term 4 of about 6 weeks.

(<https://www.education.govt.nz/school/school-terms-and-holiday-dates/>)

### NZ Public Transport

<https://www.nzta.govt.nz/walking-cycling-and-public-transport/public-transport/travelling-by-public-transport/> The New Zealand bus system serves most neighborhoods in the larger cities under the control of city councils. Buses will accept contactless bank cards. City and area-wide fare cards include:

- HOP Card (Auckland Transport)
- Bee Card (Waikato, Hawke's Bay, Bay of Plenty, Gisborne, Whanganui, Taranaki)
- BayBus (Whakatane, Tauranga, Rotorua) and Transit App in the Bay of Plenty
- BusIt (Waikato)
- GoBay (Hawke's Bay)
- GizzyBus (Gisborne)
- Flexipass (12 months nation-wide; only limited, major routes served)

## 3. Cars, Parking, Tyres & Fuel (Gas)

**Mission Fleet Vehicles** As a senior missionary couple, you may be able to rent a mission fleet vehicle for the length of your mission. The Church carries the insurance and you pay your own gas. These are usually new Toyota Corollas Cross, including hybrids with automated driving, i.e., when the cruise control is on, the car may slow down or speed up automatically according to what signs the car camera captures. (Automated driver control is on the right side of the car.) On New Zealand's winding roads, this can be helpful, but because the speed signs are so variable, do not trust automated driving at high speeds!

The mission is supposed to supply a tire pressure gauge to each car. Tires should be inflated to 36 psi. keep your car clean, inside and out. You should also have an envelope with forms and instructions in the glove box. The turn signals are right of the steering wheel. Windshield wipers are on the left. This may take getting used to.

**Parking** New Zealand's streets are narrow and winding. Regulations ask that you not park on unmarked kerbsides or on the grass strip, but this is rarely if ever enforced, because parking in the street does not allow enough room for cars driving. Yellow Dotted/Dashed lines along the kerbside mean No Parking.

Kiwis are masters at backing out of long, tight lanes. Consider yourself fortunate if you have space to turn around in your driveway.

Downtown parking meters are usually yellow and blue posts where you pay to park your cars in spaces that are numbered on the pavement. Some towns have apps for their parking. Hamilton has the “Pay My Park” app, Rotorua Lakes Council has an app for parking downtown <https://www.i-park.co.nz/rotorua.html> You can find non-metered parking if you get there early enough.

**Flat Tires** If you get a flat tire, contact the Office Mission Elder in charge of cars. Take your car to a Bridgestone Tyre store, where the church has an agreement for fixing flats.

**Paying for Gas** To avoid having to pay inside for gas, use your debit or credit card (with PIN number included) on the tap function of the contactless payment terminal. These are EFTPOS (Electronic Fund Transfer at Point of Sale) cards. Select Credit (CRD) - not cheque (CHQ) or savings (SAV), since these are for NZ issued debit cards only.

Not all grocery store-related fuel pay terminals will accept American debit or credit cards! Pak’nSave will. Shopping at Pak’nSave and New World will give you a store receipt discount of several cents per liter.

*We have found that even Pak n Save won’t take our US credit card. We use Z Gas in Hamilton and everywhere we travel because they will take our CC at the terminal. Otherwise, you need to go inside to pay (a bit cumbersome). We were able to use our AppleCard via EFTPOS “Tap to Pay” using our iPhone at Pak n Save and at Z Gas stations in Hamilton.*

#### 4. Where to Buy What

**There is a Costco at Westgate in Auckland, if you ever get up that way.** Stock up on chocolate chips, which are expensive here. Also meats, pharmacy, cheese, electronics and clothing. Your Costco card will work here but not at the fuel pumps. *USA and Canada memberships aren’t accepted for Costco online.* For American canned, bagged and boxed food, try <https://marthasbackyard.co.nz/> Prices are reasonable and delivery is fast. We ordered Nestle’s Chocolate Chips, Lawry’s Seasoned Salt, and Quaker Grits. Free shipping on orders over \$100.00

**There are 3 International Food Stores in NZ.**

Auckland has Martha’s BackYard located 44 Mount Wellington Hwy

Hamilton has International Foods located 36 Maui Street, Pukete, Hamilton NZ

Wellington has

#### Grocery Chains

Take your shopping bags with you! Usually American debit and credit cards with PIN numbers included will work on EFTPOS (contactless payment terminals). If the amount is above \$200 you may be required to sign the receipt with your signed credit card out for the checker to read. I have never successfully gotten cash back from any EFTPOS transaction.

Kiwis have a stoic approach to grocery shopping. They know where everything is, don’t like dawdling in the aisles, and are courteous about staying out of your way. Don’t disappoint them!

- **New World** (Owned by the Foodstuff group) Great meat counter and produce, with smaller and cleaner stores with a wide selection of meat cuts. Also has a discount receipt for gas. Look for sales
- **Woolworths** (Some are still called Countdown) – Good produce, dairy, baking needs, batteries, household, children’s toys, greeting cards, bathroom & kitchen goods. Good roast chicken. Less busy and more expensive than Pak’nSAVE but the meat counter isn’t nearly as good.
- **PAK’nSAVE** (Owned by the Foodstuff group) – Good produce, meat, very good bakery bread & regular bagged bread, baking needs, snacks, drinks, paper goods, shampoo & razors, dairy, lunch meats, frozen foods and deli. Lowest cost and always busy.
- **Four Square** (Owned by the Foodstuff group) Neighborhood stores, packed with overpriced items



- **Fresh Choice** (Owned by the Woolworths group) Nice produce and baked goods, not as busy as other stores. Prices may be higher
- **Super Value** (Owned by the Woolworths group) Neighborhood supermarket.

### Drug Stores and Pharmacies

It is illegal to import even prescription drugs without “reasonable excuse”. Overseas prescriptions cannot be filled in New Zealand. Only a local doctor can write a prescription. [I did read if you need to bring in a couple of months supply of medications have a note from your doctor as to why you need the medication. After you arrive you can register with a new doctor and get a new prescription.](#)

Kiwis avoid antibiotics, so you will not find Neosporin in stores or on Amazon.com.au. Headache medicine is expensive. I have found Sudafed, ibuprofen 200 mg (Nurofen) and acetaminophen (Panadol) in most grocery stores.

### Home Improvement

- Bunnings – (like Lowe's Home Improvement stores). They are an Australian home improvement and garden chain.
- Mitre 10 – (Like Home Depot-type stores), also has gardening, housewares and seasonal items.

### Electronics

- Noel Leeming – like a Staples store. Laptops, desktops, monitors, ipads, printers etc.
- Harvey Norman – discounted housewares and electronics. Also online
- The Warehouse – Monitors, TVs, printers, Computers & supplies, good prices but limited selections. [PB Tech if there is one in your city. We bought refurbished monitors for our flat, very handy.](#)

### Housewares

- The Warehouse – kitchen, bath, clothing, stationery, gardening; limited electronics & grocery, sports, tools, & beauty; seasonal
- Kmart – items from the U.S., housewares, kitchen, bath, stationery, clothing, sports, beauty, seasonal
- Mitre 10 – kitchen, bbq, bath, light bulbs, gardening and outdoor, seasonal
- Woolworths (Countdown) – kitchenware, dining ware, bathroom, vitamins, toys
- Harvey Norman – appliances, furniture and bedding. Also electronics & bedding etc. online

If you have problem appliances, contact the Mission Office, which may repair or replace the appliance from the mission home, or have you pick it up at Harvey Norman. Most appliances are Fisher & Paykel, which is a good brand. Most flats are furnished with heat pump/air conditioning units which probably will not heat or cool the entire flat, so fans and area heaters are a must.

### Clothing

- Lots of local boutiques, lots of online shopping. Also Amazon.com and Amazon.com.au
- K-Mart – fair quality, pretty big selection
- Warehouse – not the best quality, more like Walmart
- Op shops – opportunity or second-hand shops. There are a lot of these around
- Shoe stores – Number 1/Hannah’s has Hush Puppies. Online—TheShoeShop.co.nz
  - Chartwell Mall; The Base; Central Business District Mall (CBD)
- [Chartwell Mall-Millers](#) (womens Regular and Plus-size) many sale items for \$25, new things a bit more
  - Black Pepper womens (similar to ColdWater Creek or CJBanks clothes & prices. Size Sm-3xl)
  - Farmers (similar to a Kohl's department store-multiple size options)
  - Taking Shape (Plus size-can be pricey but nicer business type clothing and casuals)

- [Te Awa Mall AKA The Base](#)- Caroline's regular & Plus-size (Can be \$\$ but usually good sales prices)
  - K&K womens Regular & Plus-size
  - Farmers

### Fast Food

- Fish and Chips are considered fast food and can be found in every neighborhood take away. Great variability in price and quantity. Sometimes closed on Mondays ([Red Snapper is the best we've tried](#))
- Meat pies and savories are available everywhere in varying quality and flavor. We prefer the Coupland bakery for frozen meat pies. Couplands can be found in Rotorua, Hamilton and Tauranga.
- Taco Bell, KFC, Wendy's, Carl's Jr, Domino's Pizza, [Pizza Hut](#), [Subway](#), [Burger King](#), Denny's and McDonald's ("Macca's") all have restaurants in NZ and may vary city by city. ([Often same brand but made to suit NZ tastes](#))
- Turkish Kebabs are a favorite

## 5. Weather; Time & Dates; Seasons; What to Wear & When; Holidays

**U.V.** The tilt of the Earth's axis causes the southern hemisphere to be closer to the sun during the summer months, causing it to experience greater U.V. levels than the northern hemisphere. WEAR SUNSCREEN. Tea tree oil (dilute with olive oil) helps with sunburn. You can find it at Woolworths and The Warehouse and the Chemist.

**Humidity:** In general, humidity is worse in the upper North Island, because it is closest to humid air masses that come down from the subtropics. New Zealand has a year-round, outdoor relative humidity of between 70–80% in coastal areas and about 10% lower inland. Indoor relative humidities range from 30% to 65% during the day-time in a dry house, and 50% to 75% in a damp house.

**Time, Dates & Seasons:** Daylight savings time starts at 2am on the last Sunday in September, and ends at 3am on the first Sunday in April. Dates are written with the day first, like in FamilySearch: i.e. 30 April 2024

Across the International Dateline, NZ is ahead of Mountain Time between 16 and 18 hours. Example: during Daylight Savings Time in NZ, Monday at 10:00 am is 16 hours ahead of Mountain Daylight Time, Sunday the day before, at 2:00 p.m. Standard NZ Time 10:00 am is 18 hours ahead of MST.

**Spring** – October, November, December. These months are rainy. Make sure walking shoes are waterproof. Bring jackets of several weights, long sleeve shirts and sweaters for layering. Wear longer midi skirts with knee-high socks to keep your legs warm in buildings without central heating. ([we've found that you can buy just about anything you need as far as layers/clothing/etc, even wellies, Plus it's better than packing it here](#))

**Summer** – January, February, March – peak temperatures and humidity. When temperatures are above 75, the humidity and/or bright sunshine may be uncomfortable and sweaty. Air conditioning will take moisture out of the air, making temperatures more comfortable even if it is 80 or above. Use fans. Wear cotton clothing—knee length dresses and skirts, and slip-on shoes. Wear a hat or sunscreen in the bright sun.

**Fall** – April, May, June. These months are rainy. Wear the same type of clothing as you would in the spring.

**Winter** – July, August, September – Humidity makes buildings seem colder, especially without central heating. Sometimes buildings are colder inside than outside. Wear layers of clothing, including several pairs of wool socks or knee-length stockings. Waterproof shoes or boots. Wool hats, mittens, down jackets, mufflers, socks, scarves, even indoors. Don't worry about how you look. Nobody else does. ([get it here...merino wool with or wo/possum, which adds softness and warmth, for good prices, watch for sales.](#))



- Despite humidity we've found most of the water is very hard and your skin tends to get very dry.

**Holidays:** New Year's Eve, New Year's Day, Good Friday, Easter Sunday, Easter Monday, Labour Day (1st Monday in October), Christmas Day, Boxing Day (the day after Christmas). Also:

- Waitangi Day – 6 February 1940 - The Signing of the Treaty of Waitangi (founding document)
- ANZAC Day - 25 April 1915. Commemorates the invasion and massive losses on the Gallipoli Peninsula in Turkey by the Australia and New Zealand Army Corps (ANZAC)
- The King's Birthday - First Monday in June
- Matariki Day - Maori New Year, Pleiades star cluster rising in late June or early July

## **6. Appliances; Kiwi Favorite Foods; Metric Conversion Chart**

### **Appliances**

**Oven:** Some ovens require you to have all three knobs, including the timer knob, switched on or pushed on at the same time before it will start baking. The fan symbol on the settings knob is a convection oven setting.

**Dishwasher:** Some models have a button on the top of the front panel that you have to push down before it will run. [Ours displays the time the selected program will run. Most have a 30 min quick was](#)

**Washer/Dryer:** The dryer may be mounted upside down to conserve space. Leave the doors open when not in use.

Dry Weights					Liquid Conversions					Metric Conversion		
Ounces	Tablespoon	Cups	Grams	Pounds	1 gal	1 quart	1 pint	1 cup	¼ cup	Litres to Pints:		
¼ oz	1 T	1/16 c	15 g	-	4 qts	-	-	-	-	Multiply by 7, divide by 4		
1 oz	2 T	1/8 c	28 g	-	8 pts	2 pts	-	-	-	Pints into Litres:		
2 oz	4 T	¼ c	57 g	-	16 c	4 cups	2 cups	-	-	Multiply by 4, divide by 7		
3 oz	6 T	1/3 c	85 g	-	-	-	-	16 T	4 T	Litres into Gallons		
4 oz	8 T	½ c	115 g	¼ lb	128 fl oz	32 fl oz	16 fl oz	8 fl oz	2 fl oz	Multiply by 2, divide by 9		
8 oz	16 T	1 c	227 g	½ lb	3.8 l	945 ml	470 ml	240 ml	60 ml	Kilograms into Pounds		
12 oz	24 T	1 ½ c	340 g	¾ lb	Oven					Multiply by 2, add a 10th		
16 oz	32 T	2 c	455 g	1 lb	Outside		F	C	F	C	Pounds into Kilograms	
					1 tablespoon=15 ml		105	40.5	500	260	10	Subtract 1/10 <sup>th</sup> , divide by 2
					1 teaspoon=5 ml		100	37.8	475	240	9	Fahrenheit to Celsius
							95	35	450	230	8	Subtract 32, divide by 1.8
							90	32.2	425	220	7	Celsius to Fahrenheit
							85	29.4	400	200	6	Multiply by 1.8, add 32
							80	26.6	375	190	5	Miles to Kilometres
							75	23.9	350	180	4	Multiply miles by 1.6
							70	21	325	170	3	Kilometres to Miles
							65	18.3	300	150	2	Multiply km by .62
							60	15.5	275	140	1	Metres to yards
							55	12.8	250	120	½	Multiply metre by 1.09
							50	20	225	110	¼	Yards to Metres
							45	7.2	For fan-forced ovens,			Multiply yard by .91
							40	4.4	reduce by 65F/20C			1 foot = 30.5 cm
Conversion Chart												

## Kiwi Favorite Foods:

- Seafood & fish of all kinds
- Pavlovas—meringues served with fruit
- Fish ‘n Chips in shops all over
- Meat Pies & savories in shops all over
- RARO powdered drink mix, mildly flavored and not-very-sweet Koolaid-type drink
- Roast Lamb with mint
- Tip Top Ice Cream
- Afghan Cookies—cornflakes, cocoa, walnuts
- Anzac Cookies – oatmeal, coconut, & golden syrup
- Whittaker’s Chocolate. The Kiwi hill to die on (Aussies prefer Cadbury)
- Hokey Pokey—honeycomb toffee
- Butter Chicken (an Aussie favorite)
- L&P Lemony Soft Drink “World Famous in New Zealand”
- Milo - malt-based drink like Ovaltine
- Sausage Sizzle—mild fat sausages on bread with grilled onions, mustard and ketchup
- Hangi, Maori-style pit bbq dinner
- Parāoa Rewena—Maori bread leavened with a fermented sweet potato starter known as a bug
- Purini Mamaoa—Maori steamed pudding
- Parāoa Parai—Maori fried bread
- Marmite – Brewer’s yeast healthy spread with the color and texture (but not taste) of molasses

## 7. Rubbish (Garbage) Pickup -

Check w/ the locals, there may be an app for your council which will remind you of what bin to put kerbside, changes in recycling, etc. Hamilton uses Antenno

Once a week pickup. Some, but not all, holidays, are non-pickup days, so pickup will be one day later.

In Rotorua, we were told not to use garbage bag liners, so we have a “slop bucket” under the sink for all food waste and non-recyclable rubbish. This is emptied into the smaller red rubbish bin, which is put out on the kerbside and picked up each week. These need to be cleaned out regularly.

You may have a biweekly recyclable rubbish pickup, for paper, plastic and metal in the large (yellow) bin, and a separate smaller (blue) box for glass in some areas. Do not put bottle lids or aerosol cans in the recycle bins. NZ has tightened up its recycling rules and will only allow plastic bottles #1, #2 and #5, which includes milk jugs and most household products bottles without lids. Rinse out empty bottles.

New rules as of 1 February 2024 include:

<https://www.rnz.co.nz/news/national/508075/nationwide-changes-to-recycling-to-kick-in-from-1-february-2024>

- Only plastics 1, 2 and 5 will be collected. (If the recycling symbol on a package does not have a number inside, it cannot go in your kerbside bin)
- In addition, you can put glass bottles and jars; paper and cardboard; and aluminum and steel tins and cans (some councils have separate bins for glass)
- Aerosol cans will not be recycled
- Liquid paperboard (like Tetra Pak), milk and juice cartons will not be recycled
- Anything smaller than 50mm x 50mm (about 2” x 2”) cannot be recycled
- All lids must be removed and are to be disposed of through the council roadside rubbish collection
- About 16% of materials in recycling bins cannot be recycled, which contaminates a bin and makes it unrecyclable.
- Plastic bags should not go into the recycling bin - they get caught in the sorting machine.

## 8. Money Matters

**New Zealand cash** of different sizes and colors includes \$100, \$50, \$20, \$10 and \$5 NZD bills.

Coins of different sizes include \$2, \$1, 50 cents, 20 cents and 10 cents.

Cash is generally used in craft fairs and with smaller food vendors although some vendors use EFTPOS.

You can try withdrawing cash from ATM machines with EFTPOS cards, or try a bank. I have been unsuccessful so far in getting cash back from purchases. There is no need to tip at restaurants.

[I can take out cash from Westpac and BNZ machines, although BNZ limits me to \\$200.00 on one day. Choose to take the NZ funds, you will probably get a better exchange rate from your bank/credit union at home.](#)

**Credit & Debit Cards** - US Visa or Mastercard are accepted most everywhere. Many stores will not accept American Express. Discover is not accepted. Tap cards are the norm; in fact, a vendor might refuse a chip card. Make sure your credit cards are signed on the back, if you need to sign for purchases over \$200 or if you have a chip card. Smaller stores may have you accept a small transaction fee. These cards are **EFTPOS** (Electronic Fund Transfer at Point of Sale). Select Credit (CRD) - not cheque (CHQ) or savings (SAV), since those two are for NZ issued debit cards only. My most useful card has been a Wells Fargo VISA debit card.

A **10% GST** (Goods and Services Tax) is included in the purchase price of any product, except for food bought in grocery stores. GST is added on to goods ordered from the U.S.

## 9. Medical Issues

Please refer to the “**Medical Information First Things to Do**” pamphlet distributed by the mission office and mission nurse. It contains remedies you can do at home.

Everyone in New Zealand, including visitors, is covered for medical care for accidental injuries through ACC (Accident Compensation Corporation). When you visit a doctor or hospital for an injury, you will be asked to fill out a form so ACC can pay for your treatment. There may still be some cost to you.

Chest pain, numbness, slurred speech, vision problems, broken bones, loss of consciousness, bad burns, uncontrolled bleeding, fever over 103 degrees F, and poisoning should be taken to urgent care or the nearest hospital emergency room. Inform the mission nurse or mission office.

If you have the Aetna insurance coverage, the mission nurse can tell you who to call to make appointments.

If you have DMBA insurance, you will need to pay out of pocket and submit an International Medical & Dental Claim Form to DMBA or a Prescription Drug Claim Form to Navitus for reimbursement.

[Ask around locally for Chiropractors and dentists - they are plentiful, find one that fits your needs. There are also lots of Physio clinics around for any PT needs.](#)

## 10. Electric, electronics, streaming, cell phones, printing, & Internet

**Electric:** New Zealand uses 240 volts, compared to the 110 volts in the U.S.. Many of your US devices will be built to handle the higher voltage, but you must check the power supply.

If there is tiny writing on the power supply that says something like “110-240V,” that device can be plugged into a US/NZ adapter. Anything with a brick-like power supply, like comes with a laptop, should work, although my world-traveled Babyliss hair dryer died in New Zealand.

You can buy adapters at a bag shop (luggage store), where they will have travel items, or possibly at Bunnings or an electronics store. We brought some from the U.S. and ordered more from Amazon. Make

sure you have the right adapter for what you want, U.S. flat prongs and NZ slanted prongs. Our flat in Rotorua has VERY FEW outlets and we needed double plugins and USB plugins of both NZ & US varieties.

You may try a step-down brick-like transformer (different than a simple plug adapter) to convert 240V to 110V, but these have never worked for me. They are available on Amazon.com.au, and electronics stores.

**Electronics:** You may want to bring the following: laptop, ipads, international cell phones, Echo Dot, and Roku that has already been set up in the U.S. Also bring U.S.-to-NZ adapters, USB hubs, HDMI cables, speakers, and chargers ([We have bought all of these here in NZ as well](#)). We set up our Roku (the flat did not come with a TV) with a large monitor we bought at Noel Leeming. Look for a monitor with internal speakers with an audio port, or you will have to set up an HDMI splitter with a sound bar.

Netflix and Disney Plus work in New Zealand, possibly with different offerings, but Hulu in particular will not only **not** work in the U.S., you can't even log in to cancel your subscription. I had to get my daughter to cancel it in the U.S. (See below for Amazon Prime.) For music, neither Pandora nor SiriusXM radio will work, but Spotify and Amazon Prime Music will.

You will not be able to get any sort of ESPN/American sports in New Zealand. The best you can do will be Youtube, which occasionally has entire games and often has highlights of recent college and pro sports.

You can purchase VPN if you are desperate to watch U.S. television.

<https://www.tvnz.co.nz/> is a fun local browser channel that has a lot of free movies and television shows.

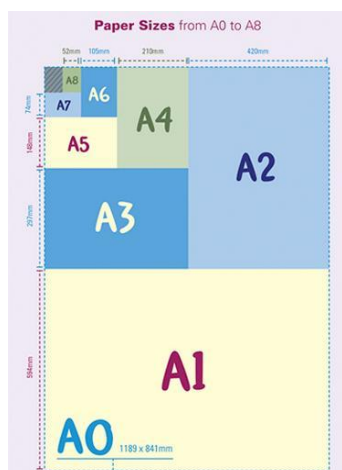
**Cell Phones:** The missionary version of Preach My Gospel App is only available for Androids. The Hamilton Mission asks that you buy an Android cell phone, for which they will supply a SIM card and unlimited text and internet. The Mission Leader version of PMG works only on iPhones.

You will not be able to call home with this phone, but you can use it for GPS mapping for your vehicle and for internet, calling and texting all over New Zealand. We plan to give this phone with the mission when we leave, although we will transfer our contacts so we can continue to communicate with friends in NZ.

The country code for NZ is 64, but changes to 0 when calling within NZ. Our phone number is 022 100 3872, but calls to us from outside NZ would be 6422 100 3872. Dial 1 for the U.S. country code.

Many missionaries as well as ward Missionary Councils use the Facebook Messenger app to create District Council groups for communications and for sending photos. Get on the ward/branch and stake Facebook pages for calendar information and communications with members.

We brought our personal iPhones, one with a T-Mobile plan, which is the best international plan. We also have a Verizon phone plan, which will charge you if you are not on Wi-Fi. With the phone in continual Airplane Mode, you will still be able to make free calls and texts on Wi Fi. To set up your phone for this:



- Open the Phone app
- Tap More Settings.
- Tap Calls
- Tap Wi-Fi calling. If you don't see this option, it's because your carrier doesn't support this feature.

**Printing:** We bought a Brother printer at Noel Leeming and order cartridges, which come in a day or two, through <https://www.affordableink.co.nz/> You can also order color printing online. Or try local printers for poster-sized pages and business-card-sized invitations, as we did for Light the World.

All the world except the U.S. and Canada uses the **A4 page size** (8.27" x 11.69") instead of the shorter and wider Letter size (8.5" x 11"). You will find that the A1, A2, A3, A4 etc. sizes all work together in a pattern that is much more useful. You will need to set your printer page sizes accordingly. Notebooks are this size.

[Don't want to buy a printer and live near a Warehouse Stationery? - You can print there. You can also order photo printing online with them for pick up or shipping.](#)

**Internet:** Internet should be provided to your flat by the Hamilton Mission. Ours was set up by the church tech dept in NZ, which sent us the router through New Zealand Post. Make sure you are home to sign for it.

## **11. Amazon Prime, Amazon.com.au**

Amazon Prime in New Zealand is like Amazon without the Prime, although an Amazon Prime Music subscription still works. There is no guaranteed shipping and your Prime Videos will be limited only to your purchased content plus very few others. Items available for purchase from the U.S. are limited unless you want to pay outlandish shipping fees. Your login will work for Amazon.com.au but it still not Prime.

From the "**How to Get Free Shipping to New Zealand**" page: 1) Set your location 2) Qualifying items shipped by Amazon will display "FREE Shipping to New Zealand" by item price 3) Review your Shopping Cart to see if your order qualifies for FREE Shipping (usually requires \$49 worth of qualifying items) 4) If your order qualifies, "FREE Amazon Global Shipping" will be pre-selected at checkout.

It usually takes about two weeks to get orders from the U.S., sometimes less.

Amazon.com.au Prime is available as a separate subscription, but does not include Prime Video in New Zealand. Amazon Prime Video NZ costs \$9.95/month. If you order anything from Amazon.com.au, you will need to pay shipping unless your order is over \$59 NZD. There is a much narrower selection of products than Amazon.com. Shipping times can vary from a few days to a couple of weeks, especially if the order is actually coming from the U.S., and especially if GST (Goods and Services Tax) make it overly expensive.

You may want to compare prices (including GST), shipping costs and delivery times between Amazon.com and Amazon.com.au and make your order from the U.S. instead.

## **12. Family History & Temple Work, Billion Graves**

Kiwis love their whakapapa, genealogy. Many of them have European ancestors that you can help with in their family history. For Maori family history, you may want to refer to NZ government or library records or local family history specialists. Family Search site has New Zealand records at:

<https://www.familysearch.org/en/blog/find-nz-ancestry>

When we have down times, we often transcribe photos we have taken at local cemeteries for the Billion Graves website. <https://billiongraves.com> It is courteous to ask even public cemeteries for permission.

Billion Graves, while similar to Find a Grave, is based on gps photos of headstones rather than cemetery records. Headstones often contain additional information, such as others not buried here (husband, wife and children of the deceased), photos of the deceased, military information, etc. It also automatically matches transcriptions to Family Search. One visit to a cemetery can result in hundreds of photos to be transcribed, and is suitable for youth groups.

Billion Graves allows you to transcribe the photos you have uploaded for two weeks, after which it makes them available for other people to transcribe. You may discover cemeteries in your area that have not been photographed for Billion Graves, or that have not been completely photographed.

Maori urupas, cemeteries, can be found all over, in backyards, empty fields, etc. Many do not have headstones. Often there are no public records of births and common-law marriages, so death dates may be



the only source record for someone's life. Before photographing anything in an urupa, ask for permission, since some Maori have strong feelings about having headstones photographed.

### 13. The New Zealand Post

The New Zealand Post, while efficient and courteous, is also confusing and expensive.

Registering online with the New Zealand Post means you will be able to track packages, avoid having to sign for packages, and change delivery instructions. Our flat in Rotorua is not properly marked on Google Maps, so our packages were constantly being wrongly delivered until we added instructions (often on each delivery until they were trained) on our New Zealand post account. Register at <https://www.nzpost.co.nz/>

**Sending parcels overseas** is a convoluted experience. It is quite a bit more expensive than U.S. postage to NZ, especially if you use DHL instead of the NZ Post to track and deliver. A regular one-page, standard size letter costs \$4 NZD to send to the U.S. A tracked legal document sent to the U.S. cost \$133 NZD to send (\$79 USD) and took about 10 days to get there.

In many cases, it is worth it to buy something online and have it delivered to the U.S. instead of buying something and mailing it in a parcel.

It may be less expensive/ and/or faster to send a regular letter with tracking as **a parcel**, but you first have to fill out an online form, pay the postage, and bring your letter or package and the printed postage to the nearest NZ Post, where they will collect it and mail it for you. You will need to know the dimensions and weight of your package. If you make a mistake in weight or size, they will add the extra cost to your online postage purchase.

Find the online form here: <https://www.nzpost.co.nz/tools/rate-finder/sending-internationally/parcels>

You may also receive parcel deliveries from Aramex or New Zealand Couriers, which are separate entities.

### 14. What I'm glad I brought and what I wish I'd left at home

We moved into a remodeled flat that was minimally furnished by the mission for two people:

- Couch, loveseat, two side tables, dining room table with four chairs, a folding utility table, set of four place settings and flatware. Dishwasher, oven, electric stove, large refrigerator, microwave
- Dish drainer, large two-hand hot pad, butcher block knives, kitchen utensils, kitchen towels, a good set of stainless steel pots with lids and one 9" frypan, two cookie sheets, muffin tin, 13" x 9" glass pan, a hand mixer, measuring cups and spoons, liter glass measuring pitcher, set of four glass bowls, toaster, 4-qt crockpot, a hand-held chopper/slicer
- Queen bed with two side chests, two small lamps, one tall dresser, one set of queen sheets, two flat pillows, one heavy blanket with pillow shams
- Ironing board and iron, vacuum cleaner, 2 rolling electric room heaters. Internet. NO TV
- Push broom, sponge mop, drying rack, washer and dryer, metal shelf unit

Brought from the mission warehouse: a floor fan, king size comforter w/duvet cover, ceramic knives, queen-size light-weight minky blanket. The mission home supplies Permethrin and a spray bottle for insects.

#### I'm glad we brought— Notes from Sis. Welsh in blue

Triple antibiotic – you can't buy in NZ **Neosporin** - bring a tube for personal use. You will be glad you did.

Ibuprofen and Acetaminophen – quite expensive, and lower doses than we're used to **I have been able to find both w/ the same dosage**  
Prescription medication & supplements **Vitamins**,

Sudafed, Clariton are all found in grocery stores with a pharmacy, or the Chemist, or at Costco if you are close enough.

Shoes and shoe orthotics - lots of shoe stores around, bring any special footwear that you use  
Batteries - are astronomical in NZ - but you can find them in stores, pricing will vary between stores

Sewing Kit. Have used this many times

Good small sharp knives and a 6" serrated knife

Tools—screwdrivers, pliers - All these can be found in stores like The Warehouse, K-Mart, Briscos, grocery stores

**I shouldn't have brought—**

So many pairs of pants and dresses. I've bought more blouses, skirts and sweaters since being here. Hair dryer and curling iron both died. Hair dryers aren't hard to find, curling irons are Farmers (Nordstrom/Macy type store has them, they are more expensive. I have also seen them at the Chemist from time to time. We brought nice bath towels, but you can buy bath towels locally. The mission will provide some, more can be purchased. I can't find round aluminum pie pans or agave or corn syrup. (Use golden syrup) It's hard to find wide egg noodles. I found noodles that when cooked turned out to be pretty wide :)

Lined coat, mid-weight and lightweight jackets -  
We were able to find jackets/coats we needed at The Warehouse (Walmart type store). If you need to save packing room, you can buy here

Silpat cooking sheets (from Amazon.com) - also can be found at Briscos (expensive) or The Warehouse or even the \$2 shops

Roku hooked up to a large monitor from Noel

Leeming, and speaker bar from Amazon.com

Echo Dot for Amazon Prime Music, Audible and Gospel Voice

Laptops, adapters for electronics, charging cables

## **15.Ideas for MLS Missionaries**

**From Elder John and Sister Donna Woolf in Taumaranui:**

1. Bring a birthday card (from a printable free website) to everyone in the ward or branch. We bring a candy bar with a ribbon around it too. Our branch is small so it is doable. It is a reason to visit - especially at less active households - and help make their day special. Everyone likes to have their birthday remembered. We've had some great opportunities come from this thoughtful little act.
2. We took bread to people at Christmas with a little card about the Savior being the bread of life. We've found it takes lots of acts of kindness before people trust you – find every opportunity to perform an act of kindness.
3. Sometimes your ward/branch members have friends or family visiting. When MLS missionaries visit their member homes it provides opportunities to leave messages but also to meet friends and family who are visiting. We try and be bold and ask those visitors if we could leave a message about Jesus Christ. The same thing goes for church meetings – try and meet everyone you don't know and be bold.
4. Get involved with youth activity nights and take invitations to less-active families (for us we have callings in our branch serving the youth -- so it is easy). We have taken little homemade youth-night 13 invitations to all our youth (most are in less active families) and we've seen great results. And suggest they bring a friend or cousin.
5. Plan a Whanau Fun Night – bingo, games, our branch has a ping pong table, ice cream and invite everyone. Personally deliver invitations especially to less-active families.
6. We invite a family, couple, or individual from the branch to dinner many Sunday evenings. This has been one of the best things we've done. We eat, play games and really get to know people when they come to our flat for dinner.
7. If one of you has piano skills, there is a church sponsored program that provides a key board to anyone who completes a piano course and agrees to either teach someone else or play in church.

8. No one taught Seminary in our branch and so we volunteered to be home study teachers (meeting once a week with home study students).

**From Elder Dewane and Sister Patty Rooks in Rotorua:**

1. If your unit has a **Family History Library**, offer to help the consultant with FHL hours, and check to make sure it is ok to work with ward and branch members in their homes or in your home. Then be available to attend the temple to do family ordinances. Single women especially are looking for Priesthood holders who can do temple ordinances for their male relatives.

2. We were asked by one of the bishops to increase the number of **activities for ward members**, so we planned a Missionary Picnic in a park complete with games for children; we have had a successful Empty Nesters Family Home Evening once a month on Sunday, including Christmas caroling at nearby care facilities. The Relief Society presidency is interested in sponsoring and expanding this Family Home Evening. A husband and wife couple, members of our ward mission committee, are resuming (pre-pandemic) Milo Mornings once a month, for members to gather and socialize.

3. The Elders and Sisters appreciate it when we invite them, ward or branch members, and friends they are teaching over for lunch or dinner. If there are children, we play games afterwards.

4. Our Elders and Sisters sponsor a **Sports Night** at the Stake Center and invite all the youth for volleyball, basketball, ping pong and pizza. This has brought many inactive youth back to church.

5. Since coming to New Zealand, we have taken several thousand pictures of headstones at local cemeteries and urupas and transcribed them for **Billiongraves.com**. It matches them as primary sources to Family Search. This is an activity that youth can do. It is also good for days when you can't get out and about. Please refer to #12 above.

6. Our District Leader has asked us to **teach life skills to the young elders and sisters**, so we've had fun life skills lessons in sewing, cooking, meal planning and budgeting. Also in conducting music. This has expanded as the elders are teaching the young men in our ward how to become missionaries, and have us teaching life skills classes weekday evenings.