



LINCOLN
UNIVERSITY

TE WHARE WĀNAKA O AORAKI

International Students Guide



Introducing your International Student Advisors

We would like to extend a warm welcome to you as you begin your journey at Lincoln University Te Whare Wānaka O Aoraki.

Our role is to provide ongoing pastoral care and support (manaakitaka) during your time with us. This means that we can help you with most things including cultural adjustment, homesickness, family support, health and wellbeing, also support and advice with personal challenges and referrals where appropriate.

You are welcome to contact us to arrange a confidential appointment.

This guide contains information that we hope you find useful. Also included is information Lincoln University is required to provide you with under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

We wish you well and trust that when you have completed your studies at Lincoln University, you will take with you your qualification and many happy memories of your time here.

Email: internationaladvisors@lincoln.ac.nz
www.lincoln.ac.nz/international-support

Contents

Lincoln University	3
Lincoln campus and surrounds	4
Your first week at Lincoln	5
Living in Aotearoa New Zealand	7
Student life	17
Settling in	27
Support for academic success	39
Practical information	45
Emergency/vital contacts	59



welcome



Kia ora and welcome

We're delighted that you have chosen to study with Aotearoa New Zealand's specialist land-based university. At Lincoln, we educate students from all over the world and take pride in our culturally diverse campus. It is my pleasure to welcome you into our university family.

While the past few years have brought about a significant amount of global change, one thing is certain: a Lincoln education will help you to grow your potential in ways you never dreamed possible, standing you in excellent stead for the future.

When you study with us, you benefit from our internationally renowned teaching facilities, powerful applied land-based research activities, strong industry collaborations, global connections, and world-class learning environments.

We are here to help you succeed in all aspects of student life as you prepare for an exciting career that will allow you to make a real difference in your chosen field.

If you need advice at any time, please contact our International Student Advisors or another of our friendly staff members. We are always happy to help.

I wish you all the best as you begin this exciting new chapter of your life.



Handwritten signature of Professor Grant Edwards.

Professor Grant Edwards
Vice-Chancellor,
Lincoln University
Te Whare Wānaka o Aoraki

A blue-tinted photograph of a university campus. In the foreground, five young women are walking along a paved path. They are dressed in casual attire like t-shirts, blouses, and jeans. In the background, there is a large, ornate, historic building with multiple gables, arched windows, and a prominent clock tower. The sky is clear and blue.

Lincoln University

Lincoln and campus surrounds

If you enjoy the great outdoors, Aotearoa New Zealand is a wonderful playground. Our campus is located in the Lincoln township, a thriving village on the Canterbury plains. The Canterbury region offers many attractions, activities and natural wonders, from snowy mountains and wide-open plains to the stunning coastline.

We offer you the best of rural and urban life. The University is located in a relaxing rural community setting, with Ōtautahi Christchurch city just a 20-minute drive from Lincoln, with a bus service operating to and from the University.



Photos ChristchurchNZ



Julian Apse

Your first week at Lincoln

Expect your first week at Lincoln to be quite busy. Remember there are plenty of peaceful spots on campus if you need to take a quiet break.

Attending the LUSA Clubs Market Day during the first week will help you to set up your social calendar and meet new friends.

International Student Orientation

Compulsory orientation is held at the beginning of each semester for new international students (taura).

You will be provided with important information that you'll need throughout your studies. Our International Student Advisors will be there to make sure you understand the information.



First week at Lincoln to-do-list



- Go to Student Admin to complete your enrolment - take your passport
- Establish your course timetable
- Get your Student ID card
- Open a New Zealand bank account (if you want to work part-time or transfer funds easily)
- Complete your compulsory orientations
- Take a campus tour
- Organise a mobile phone service
- Know your LU username, password and email
- Register at Student Health
- Download the SAFELU app
- Explore Lincoln township
- Attend LUSA social orientation activities



Living in Aotearoa New Zealand

Living in Aotearoa New Zealand

Aotearoa New Zealand: Land, people and culture

New Zealanders are known as 'Kiwis', which is a reference to our national emblem: the nocturnal, flightless, endangered kiwi bird.

We are approachable and speak in a fairly relaxed manner.

English and Māori are the primary languages of Aotearoa New Zealand, alongside NZ Sign Language which is also an official language. Although English is the predominant language, you will often hear Māori words used. A list of some common Māori words are included in this guide.

Indigenous culture

As a relatively new country, Aotearoa New Zealand has a diverse, multicultural population. Many of its customs have descended from the self-sufficiency of early settlers and the traditional and contemporary Māori world.

Aotearoa New Zealand's founding document is Te Tiriti o Waitangi, the Treaty of Waitangi, of which Māori were cosignatories with the British Crown.

Explore the NauMaiNZ website to learn more about Aotearoa New Zealand lifestyles, culture, languages and customs, and our religious freedom.
www.naumai.nz

**Once you arrive in
New Zealand, you
will never want to
leave! It's such a
great lifestyle, the
people are friendly
and there is so
much to do, all just
on your doorstep.
The activities I
have enjoyed the
most are tramping
(hiking), kayaking,
white water rafting,
bungy jumping and
spending time in the
snow. And of course,
all the great friends I
have made here.**

Nicole Marie Wheadon
Lincoln University PhD student

Kiwi-isms everyday Aotearoa New Zealand expressions



Arvo	Afternoon
Bloke	A man or a guy; 'a good bloke'
Boot	Trunk of car
Bring a plate	Pot luck dinner; take some food to share
Bush	Forest or woods
Cheers	Thank you; good luck; goodbye
Chilly bin	Portable cooler to carry and keep food and drinks cool
Chippies	Potato chips or crisps
Chips	(French) fries; served hot, usually with tomato sauce
Crook	Unwell
Chuffed	Happy; satisfied
Dairy	Convenience or corner store
Dodgy	Unreliable; suspect; not trustworthy
Fizzy drink	Coke; soda; pop; any carbonated soft drink
Flat	An apartment; rental accommodation, often shared, called 'flatting', with others, called 'flatmates' (roommates)
Gumboots	Waterproof boots you wear on the farm or in the rain; wellies; wellingtons
Gutted	Very disappointed
Jandals	Japanese sandals; flip-flops; thongs
Knackered	Tired; completely exhausted, shattered
Lift	Elevator
Lollies	Candy; sweets; confectionary; bon bons
Loo	Toilet; bathroom
Mate	Friend; pal; buddy
Paddock	Farm field; pasture; rugby field
Pot luck	A meal where everyone brings a plate of food to share
Rubbish	Trash; garbage; nonsense
Sorted	Fixed; worked something out; to get it done
Togs	Swim suit

Everyday words, greetings and farewells in Te Reo – Māori Language

Here are some common Māori words or phrases you will hear on a regular basis:

Aoraki	Also known as Mount Cook it is Aotearoa New Zealand's highest mountain. It also forms part of Te Reo name gifted to Lincoln University, Te Whare Wānaka o Aoraki.
Aotearoa	The Māori name for Aotearoa New Zealand, meaning 'land of the long white cloud'
Haere mai	Welcome – a te reo greeting
Haere ra	Goodbye – a te reo farewell
Hangi	Traditional Māori meal cooked with steam and heat generated from heated stones in the ground
Hongi	A form of greeting – pressing noses together to exchange and intermingle the ha (breath of life), like a handshake or a kiss on the cheek
Hui	Meeting or get together
Kai	Food
Ka kite ano	Te reo farewell "See you later"
Ka pai	Good
Kia ora	Te reo greeting 'Hello'
Koha	Gift, offering, contribution or donation, 'in kind'
Mahi	Work, job, employment, activity, exercise
Manaakitaka	Hospitality, kindness, generosity, support - the process of showing respect, generosity and care for others
Māori	Takata whenua indigenous people of Aotearoa New Zealand
Marae	Meeting house – a Māori communal facility or complex with a dining hall, kitchen, purification area and forecourt; to be generous, hospitable
Mōrena	Te reo greeting "Good morning"
Nau mai	Welcome!
Ōtautahi	The Māori name for Christchurch, meaning "the place of Tautahi" after Ngāi Tahu chief Te Potiki Tautahi
Pakeha	Māori term for non-Māori people – Aotearoa New Zealander of European descent, foreigner
Pōwhiri	Formal Māori welcome on a marae or anywhere that takata whenua hosts wish to formally greet a group of visitors (manuhiri)
Takata Whenua	Local people connected to Marae
Tauira	Student
Te Reo Māori	Māori language
Wānaka	University; forum;
Whānau	Family – immediate and extended family;
Whare	House, building, residence, dwelling
Whenua	Land; country, nation-state, territory, domain, ground; placenta



You can find out more here;

<https://naumainz.studyinnewzealand.govt.nz/help-and-advice/life-and-culture/speaking-te-reo-maori-the-maori-language>

Cost of living

The cost of living in Aotearoa New Zealand may differ quite significantly from your home country. See the NauMai website to find out what your income and expenses might be. www.naumai.nz

Climate and clothing

Aotearoa New Zealand has a subtropical climate, meaning it's generally fairly mild, with temperatures in the mid ranges. However, the weather is often changeable. The coldest month is generally July and the warmest months tend to be January and February. Ōtautahi Christchurch may get a little snow in winter and frosts often form on cold nights in the cooler months.

You'll need to have warm clothing, such as base layers, sweatshirts, and jackets, as well as summer clothing, like shorts and t-shirts.

When participating in an outdoor activity such as tramping, always take a pack with emergency supplies, regardless of the length of time you expect to be outdoors. The pack should include a first aid kit, food, bottled water, SPF 50+ sunscreen and extra clothing for warmth.

Familiarise yourself with the area you are visiting. For more information, visit: www.mountainsafety.org.nz

If you are outdoors, whether it is sunny or cloudy, wear SPF 50+ sunscreen, a hat, and sunglasses, and don't expose your uncovered body to UV rays for long periods of time. It can take only 5-10 minutes to get sunburn in Aotearoa New Zealand.

Understand New Zealand law and local customs regarding the need for licences. Some activities, like fishing and hunting, require licences. Make sure you have an appropriate licence to avoid a fine.

Be aware of the risks when swimming in rivers, lakes and oceans, and be conscious of water safety. For more information, visit: www.watersafety.org.nz

Know your surroundings. Download or purchase a map of the area before you set off.

Always let someone know where you are going.



Useful mobile and internet websites for setting up communications when you arrive in New Zealand.

 www.2degreesmobile.co.nz/home
 www.skinny.co.nz
 www.slingshot.co.nz

 www.spark.co.nz
 www.one.nz

Adventure activities

NOTE: If you are participating in adventure activities such as white water rafting or bungee jumping, please check your insurance policy for applicable terms and conditions.

Cycling

Cycle trail to Little River (starts at Tai Tapu)

Mountain biking

www.mountainbike.co.nz

Surfing

www.newzealand.com/int/surfing

Whale watching

www.whalewatch.co.nz

www.newzealand.com/int/whale-watching

Hunting

www.doc.govt.nz/parks-and-recreation/things-to-do/hunting/

Fishing

www.fishandgame.org.nz/northcanterbury

Please note: If you want to go fresh water fishing you will need to purchase a licence. You can do this from the website.

Ski fields and important information

www.snow.co.nz and www.nzski.com

Bungee jumping

www.hanmerspringsattractions.nz/bungee/

www.bungey.co.nz

White water rafting

www.rafts.co.nz and www.nz-rafting.co.nz

Swimming with dolphins

www.blackcat.co.nz

Tramping/hiking

www.doc.govt.nz/parks-and-recreation/tracks-and-walks

Snorkelling with seals

www.sealswimkaikoura.co.nz

Tourism destinations, landmarks and hotspots

For more exciting Aotearoa New Zealand hotspots, visit

www.newzealand.com/int/destinations.





Student life

Shops, eateries, entertainment and banks

You can find everything you need in Ōtautahi Christchurch, which has a huge range of shopping venues and lots of places to enjoy yourself.

Shopping

The largest mall is Westfield Riccarton, and it's on the local bus route.

Rolleston, located just a 10 to 15-minute drive from Lincoln University, is a vibrant and rapidly growing area in the Selwyn district. It offers a wide range of amenities, including super markets, cafes, parks, and recreational facilities.

Bush Inn Mall, on the corner of Riccarton and Waimairi Roads, Upper Riccarton, has a large number of food outlets as well as some retail shops.

Church Corner Shopping Centre has a great selection of Asian restaurants and supermarkets, a hardware store, doctors clinic and bank. Located just over the road from Bush Inn Mall.

The inner-city retail scene is bustling and offers venues such as Riverside Market, Ōtautahi Christchurch's indoor farmers market and foodie hub, stacked with local producers, quality shops and dining options, as well as a range of local businesses and popular global chain stores.

Low-cost shopping

The following shops are ideal for low-cost clothing and appliances.

The Warehouse

www.thewarehouse.co.nz

Kmart

www.kmart.co.nz

There are also many charity shops such as Red Cross, The Salvation Army, and Habitat for Humanity ReStores.

Opening business hours

Opening hours are generally displayed in the shop window. Many shops are open seven days a week and open at 9.00am and close at 5.00pm or 5.30pm. Malls are usually open seven days a week from 9.00am but they may open at 10.00am on Sundays. Each mall usually has at least one night of extended shopping hours, often until 9.00pm.

Banking and money

You can set up a new bank account online, then visit your local branch. Check your bank's website for details of what you will need to take with you.

Aside from markets, most purchases are

Photo ChristchurchNZ





made electronically rather than via cash. Usually businesses prefer payment via EFTPOS (debit card), but many will also take credit card.

Buying groceries in-store and online, and finding food from home

Supermarkets sell groceries, fruit and vegetables, meat and fish, and essential household and personal items.

There are several large supermarket chains across Aotearoa New Zealand, check their websites for info about the location closest to you. Some stores also now do online or click-and-collect options.

www.countdown.co.nz
www.newworld.co.nz
www.paknsave.co.nz
www.foursquare.co.nz

www.freshchoice.co.nz

There are many smaller retailers that specialise in specific food needs (e.g. butchery, bakery, gluten-free, tea and coffee, halal, fresh fruit and vegetables, etc). There are also many specialist stores that sell regional food items that you might miss from home (e.g. Korean, Indian, Afghani, British, Mediterranean, etc). Search online to find something to suit your needs, or ask friends and neighbours for their recommendations.

LU Foodbank

Wheako Tauira, Student Experience and Chaplaincy services run the Lincoln University foodbank which has a range of toiletry, cleaning and food products.

If you are struggling to pay your bills and find yourself sacrificing food over other priorities, contact the Chaplains or the International Student Advisors. internationaladvisors@lincoln.ac.nz.

Going out

Going out with friends to cafés, restaurants, and bars is a great way to get to know new people and unwind from the stress of studying all week. There are lots of restaurants, bars and cafes in the city. For more information, visit: findchch.com

Depending on your location you may also be able to access a food delivery service (e.g. Uber Eats) for a small delivery charge.

Entertainment and events

For suggestions of entertainment and activities in Canterbury check out ChristchurchNZ's website. www.christchurchnz.com/explore/whats-on

OR

Visit the I-SITE Visitor Centre in the Botanic Gardens, Rolleston Avenue for information about museums, art galleries, libraries, cinemas and zoos, tours etc. Ph. 03 379 9629. www.newzealand.com

Photo ChristchurchNZ



www.lincoln.ac.nz

Facilities on campus

We are always conscious of our students' wellbeing and actively encourage you to maintain a balanced lifestyle. Our goal is for everyone to have a sense of belonging.

To help you feel at home, we provide a range of services.

Dining, café and bar

Te Kete Ika is the official name of the Lincoln University Food and Function Centre facility that houses the Dining Hall, as well as Mrs O's Café and Bar on campus.

There is an espresso bar, Grounded, in a large student social space on the ground floor of the George Forbes Memorial Building.

Plus our newest cafe, Pātaka Kai, is housed in Waimarie with indoor and outdoor seating.

Campus Books

The on-campus bookshop can handle your textbook and stationery needs. See www.campusbooks.nz

Email: lincoln@campusbooks.nz
or phone +64 3 222 2468

Muslim Prayer Room

The prayer room is located in the Alpine Club Building (Musalla) on Farm Road.

Lincoln University also has the Muslim Society on campus, a club for students

and staff, as well as Muslims in the surrounding areas.

Whare Hākinakina | Lincoln University Gym

Staying active is important for your physical and mental wellbeing. All students receive membership to our world class LU Gym as part of their student fees. The centre is open to staff, students and members of the Lincoln community. It includes a fully-equipped gym, weights room, boxing facilities and a varied group exercise programme, as well as personal training options.

For more information, please visit: www.lincoln.ac.nz/lugym

Printing and IT

Information Technology Services is available to help you with any technology issues.

For more information, please visit: ithelp.lincoln.ac.nz

Use the printery service on campus for course books, large scale printing and binding.
lincolnprinthub.atlasmd.com/lincolnprinthub/

Sport

Lincoln offers a wide range of sporting clubs and social sport and activities for



staff, students and the community including badminton, a boxing studio, group exercise classes, social football, indoor football, social hockey, squash, tennis and volleyball.

For more information about sport at Lincoln, please visit: www.lincoln.ac.nz/lusport

Find out about sports clubs in the region from Sport Canterbury, which contains links to other sport websites: www.sportcanterbury.org.nz

Student Services Fee

All students pay a compulsory student services fee which supports a range of services designed to enhance your experience. Your fee helps to subsidise:

- RAM student magazine
- Employment advice
- Sport and recreational activities
- Cultural events
- Student clubs, societies and more...

For more information about the Student Services Fee, see:

www.lincoln.ac.nz/student-services-fee

Childcare

Lincoln University Early Childhood Centre

A university-run Early Childhood Education Centre is based at The Crescent, where your child will be cared for while you learn. The Centre caters for students, staff and other organisations based in the Lincoln area.

Phone: +64 3 325 3814
<https://luecc.lincoln.ac.nz>

Primary and Secondary Schools

All children aged six to 16 years in Aotearoa New Zealand must either attend school or be educated at home. Most children start school when they turn five years old.

Find out more at <https://parents.education.govt.nz>

Connecting with other students

Lincoln University Students' Association (LUSA)

LUSA is dedicated to providing a great student experience. Every Lincoln student automatically receives access to their services, such as clubs and societies, events, and advice and support. LUSA's staff and students will do their best to make themselves known to you throughout the year. If you want to visit them, they're in the Grounded Student Space, on the ground floor of the George Forbes Memorial Building.

Māori Students

Te Awhioraki is an association that represents all Māori students on-campus and is managed and run by Māori students themselves. Te Awhioraki provides social, cultural and academic support to students during their stay at Lincoln. It also organises social events, wānaka and workshops which enhance and promote a Māori identity within the university.

Te Awhioraki works alongside the Lincoln University Students' Association (LUSA) by advocating for students and providing them with an independent voice. Te Awhioraki has a seat on the University Council Committee responsible for Māori development (Ahumairaki) and LUSA Executive thereby providing a strong voice for Māori student issues.

Te Awhioraki is also a member of Te Mana Akonga (National Māori Students' Association).

Pasifika Students

Kia orana, talofa lava, malo e lelei, nisa bula vinaka, fakaalofa lahi atu, taloha ni, fakatalofa atu, halo oloketa.

Lincoln University has a longstanding association with the Pacific region and its communities which is supported by the Lincoln University Pacific Island Students Association (LUPISA) on campus and external stakeholders as part of our Motu Working Group. We aim to contribute to the educational and economic aspirations of Pacific people both within New Zealand and in the wider Pacific region.

Pasifika students are able to engage in cultural, sporting and social activities on campus supported by the Pasifika Support Coordinator and Te Manutaki - the Māori and Pasifika Team and our Pacific Islands Student Association (LUPISA).

Spotlight on student clubs

LUSA runs more than 20 clubs for a range of interests, backgrounds, study areas, and sports. If you can't find something for you, you can apply to set up your own club.

One such club is the LU International and Cultural Society (LUICS), which hold events, meetings and trips throughout the year.

Learn more by attending Clubs and Market Day at the start of each semester or visit www.lusa.org.nz

Spotlight on events

LUSA hosts many events throughout the year.

RAM magazine blurb

Make sure to check out student magazine RAM, produced by LUSA, which has a range of articles looking at life at Lincoln.

Check LUSA out on social media to stay up-to-date with what's happening on campus.

Follow us and keep up to date





Settling in

Accommodation

Living in a new country can be unsettling while you adjust to things that are different than at home. It is normal to feel a little home sick, frustrated or worried, as you get used to your new environment. Remember, we are here to support you with this transition and you can talk to your International Student Advisors at any time.

Types of accommodation

Living on campus

Phone: +64 3 423 0525

Email: accomm@lincoln.ac.nz

www.lincoln.ac.nz/accommodation

There are options to live in halls, flats or houses on campus. Space is limited so it is important to get applications in early. Flats are great for students from second year and above as they offer independent living. Houses are ideal for families but, are in high demand.

Students living on campus must sign a contract with Lincoln University Accommodation Services. Make sure you understand the terms of your contract before you sign it, because it is a legally binding document.

Please speak to accommodation services if you are considering living on campus.

Homestay

Leanne Mora

International Student Care Ltd

Phone: +64 3 360 2394

Email: studentcare@xtra.co.nz

www.studentcare.co.nz

If you are an international student under the age of 18, you must live in a homestay provided and approved by ISC Ltd until you turn 18.

Flatting

Flatting involves renting part of a house or an apartment. Flats are usually unfurnished, and you will have your own room. You will pay a proportion of the overall rent for a property, as per the rental agreement. All other expenses are divided, and household chores (e.g. cooking and cleaning) are usually shared.

You will usually be required to sign a tenancy agreement. Make sure you understand the terms of the agreement, as it is a legally binding document.

For more information about accommodation in Aotearoa New Zealand, see the Housing section of the NauMaiNZ website: naumainz.studyinnewzealand.govt.nz/help-and-advice/housing



Accommodation information

Tenancy

A wide range of information is available at www.tenancy.govt.nz, including rights and responsibilities of landlords and tenants, how much bond and rent you should pay in advance, market rent information, and how to handle disputes. Some of the information is available in a wide variety of languages.

Real estate agents

Many of the real estate agencies administer properties for landlords.

You can find out more information about current listings with any of the real estate agencies that provide rental accommodation.

Looking for rental accommodation

For more information, search for real estate agents at www.yellow.co.nz. Respond to an advertisement (ad) on student notice boards around campus, or you can place a 'Flat or Flatmates wanted' ad on the notice-boards.

Also check www.trademe.co.nz/property and www.realestate.co.nz and www.facebook.com/lincolnflats

NOTE: Lincoln University does not assess the suitability of any accommodation that is not arranged either by Lincoln University Accommodation Services, our on-campus accommodation, or by International Student Care Ltd (ISC Ltd), our official homestay agent.

Getting around

You will need to think about transport, especially if you choose to live off campus.

Driving

If you choose to drive in Aotearoa New Zealand, please ensure you familiarise yourself with Aotearoa New Zealand's road rules.

www.nzta.govt.nz/resources/roadcode

Purchasing a private motor vehicle

You may choose to purchase a personal vehicle, but before you do, think carefully. Owning a car is a big responsibility and can cost a lot of money. Think about whether you really need one. Many Aotearoa New Zealand students find they are too costly. Cars lose value quickly and, with the large number of imported used vehicles in Aotearoa New Zealand, they are becoming increasingly difficult to sell. Fact sheets on buying, licensing and selling cars are available from Waka Kotahi NZ Transport Agency www.nzta.govt.nz.

Please note: Unless you purchase a vehicle from a licensed motor vehicle dealer, you should check that no money is owed on the vehicle from a previous owner. If money is owed against the car, the company with the registered security may legally repossess (take away) your car. For a small cost you can check this at www.motorweb.co.nz

Keep in mind that driving a car means extra expense to the student budget, like:

Purchasing or hiring a vehicle

Keeping vehicle registration and Warrants of Fitness (WOF) current at all times.

Visit: <https://www.nzta.govt.nz/vehicles/warrants-and-certificates/warrant-of-fitness>

Maintenance of your vehicle, including fuel

Vehicle insurance

A minimum of third party insurance is crucial for your own protection.

Some well-known insurance companies in Aotearoa New Zealand are:

AMI

www.ami.co.nz

NZI

www.nzi.co.nz

State

www.state.co.nz

AA

www.aainsurance.co.nz

Please note StudentSafe insurance **does not** include vehicle insurance. A separate policy covering your car will need to be arranged with another insurance company.

Electric Vehicles (EVs) and Hybrids

At Lincoln we encourage the use of sustainable vehicles, such as electric or hybrid vehicles. We have charging stations



Photo ChristchurchNZ

on campus, and Aotearoa New Zealand also has subsidies to help you purchase a new electric car, and there are many second-hand options.

Electric Scooters

Several companies operate electric scooters for short term casual hire. Check the local council website for details on operators and safety instructions.

Bus

There's a reliable bus service to and from campus, which travels into the Lincoln township, Ōtautahi Christchurch and the surrounding towns. For more information, visit: www.metroinfo.co.nz

You can purchase a Metro bus card from the bookshop on campus, off the bus driver or at the library in the Lincoln township. To be eligible for a discount tertiary bus card you must be studying for 12 weeks or more.

Carpooling

At Lincoln we support carpooling, and cars with two or more passengers can utilise our specially reserved carpooling car parks.

Cycling

Riding a bike is a popular mode of transportation for short journeys. Please note that under Aotearoa New Zealand law, you must wear a helmet and have front and rear bike lights on at night. Cycling on footpaths is not permitted. For more information, visit <https://www.nzta.govt.nz/resources/roadcode/cyclist-code/about-cycling/cyclist-responsibilities>

Air travel

For air travel throughout Aotearoa New Zealand or overseas, the two main domestic airlines are Air New Zealand, www.airnewzealand.co.nz and Jetstar, www.jetstar.com/nz.

For other longer distance travel enquiries around Aotearoa New Zealand, visit: www.aa.co.nz or www.newzealand.com/travel

Accessibility

Accessible buildings, parking and toilets are designed to assist physically disabled or injured people. If you have a disability or injury, talk to an International Student Advisor for guidance.

Health and wellbeing

Mental health, culture shock and homesickness

Culture shock is to be expected. There are many changes to adapt to when moving to a new country. It is natural to feel the effects of culture shock, and it is important to recognise the symptoms of it so you can get the support you need during the adjustment period.

Studying can be stressful for some students. Add language and cultural differences and international students must contend with even higher stress. Depression, culture shock and homesickness are real issues, and many international students experience them. You may not know quite how to recognise it, but you might experience one or more of these symptoms:

- Feelings of isolation or frustration
- Missing family, friends and your home country
- Feelings of sadness, depression, anger, anxiety or lack of motivation
- Doubting your decision to study abroad
- Development of headaches, tiredness, dizziness, illness
- Over-dependence on other students from your own culture.
- People experience culture shock in varying degrees of intensity.

Coping

Ways to cope with depression, culture shock and homesickness:

- Remember that your feelings are normal and others will be feeling the same way.
- Talk to someone you can trust. The International Student Advisors are always available to advise and support you in challenging times.
- Keep in regular contact with family and friends at home via email, phone or Skype. Tell them how you really feel and discuss any problems you may have.
- Stay healthy – exercise regularly, get plenty of sleep and eat wholesome foods.
- Give yourself time to adjust.
- If you are finding study difficult, talk to your teacher, advisor or the staff at Library, Teaching and Learning. They can help you to improve your study and time management skills.
- Socialise by spending time with students from other cultures, but maintain contact with students of a similar background too.
- Join clubs and participate in sports.
- Get out and about in Aotearoa New Zealand by taking weekend trips to new places nearby, and exploring your new backyard and community. This will help to ensure that you have a fun, adventurous and fulfilling experience while you are away from home.



- Plan trips with fellow students to share costs of weekend travel and trips, and/or become involved in student clubs for fun and organised activities.

For help with depression and mental illness:

Student Health:

Phone: +64 3 325 3835

Support from trained counsellors (free to call or text)

Need to talk

Phone: 1737 or Text: 1737

Depression Helpline

Phone: 0800 111 757 or Text: 4202

Lifeline New Zealand 24-Hour Counselling

Phone: +64 3 366 6743 or 0800 543 354
www.lifeline.org.nz

NOTE: 0800 numbers can only be called from Aotearoa New Zealand

Chaplaincy

The Lincoln Chaplaincy team offer pastoral and spiritual support.

Many international students come from a faith background, such as Christian, Muslim, Hindu, or Buddhist.

They will assist all students as well as for those without a faith or religious background.

The team offer support in difficult or sad times and even rejoice with you in happy times.

They also offer practical support, like free warm clothing and bedding, English conversation classes, a foodbank, and suggestions for jobs.

Email: chaplains@lincoln.ac.nz



Supporting diversity

Some of the associations and clubs which support diversity on campus are:

The Lincoln University Pacific Island Students' Association (LUPISA) provides social, cultural and academic assistance and organises social events and workshops to support the Pasifika identity on campus.

LUSA club 'SPACE' is a social/support group for Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex, Asexual and other gender and sexually diverse (LGBTQIA+) people at Lincoln University.

Lincoln and Districts Community Care Association

Offers support to students attending Lincoln University and their families.

Our focus is on caring for and supporting others. You are welcome to call into our office any weekday between 8.30am and 4.30pm (except Public Holidays).

We have clothing, blankets, curtains and small supplies of food for those in need. We run free health education workshops and

mentoring services to support you to adjust to our Aotearoa New Zealand culture.

Call in to our office at 16 Lyttelton Street (behind the Lincoln Library on the main street) or call us on +64 3 325 2007.

www.lincolncomcare.co.nz

[Facebook.com/lincolncommunitycare](https://www.facebook.com/lincolncommunitycare)

Student Health on campus

We want your university experience to be a great one, but we realise that sometimes things can seem a little daunting, or life can present an obstacle or two.

You don't have to deal with these things alone. There's a full range of health and support services available on campus.

They're there for you, so don't be afraid to reach out for some help or advice. You can make an appointment with Student Health for any of the same reasons you would see your health provider at home.

Some examples of the kinds of things they can help you with are:

- Health assessments for illness or injury
- Health advice and education
- Medical reports
- Advice on where to get Immigration medicals
- Immunisation
- Sexual health and contraception
- Minor surgery
- Counselling and mental health concerns

Even if you're not sure whether they are the right people to talk to, get in touch.

They work collaboratively with all of the university's support services, so they'll be able to point you in the right direction.

Your request will be treated as strictly confidential, and any information will only be shared with other University health professionals on a 'need to know' basis.

If you choose to register with Student Health, you will be billed through a direct billing system. There's a form you need to fill out, which can be collected from Student Health.

Students with families

Children and spouses of international students who live in Lincoln may be entitled to treatment at Student Health. Contact +64 3 325 3835 for more details.

Medicines and tests

You or your medical insurer will have to pay for most medicines that you need. A doctor writes a prescription for these and a pharmacy or chemist provides the medicine the doctor prescribes for you.

The cost will depend on the medication you are prescribed. Charges will also apply to any diagnostic tests (such as blood tests) from a laboratory.



What happens if you suffer an injury or accident?

In Aotearoa New Zealand, you visit your doctor or an after-hours clinic in the event of injury or an accident. If it's an emergency, you should go to the hospital, or call an ambulance on 111.

The Accident Compensation Corporation (ACC) provides some 24-hour, personal injury or accident financial cover for visitors to Aotearoa New Zealand.

For more information, call +64 4 816 7400 or free phone 0800 101 996 or go to www.acc.co.nz (there's a language line available).

Sexual health

If you choose to have a sexual relationship during your time in New Zealand, you need to protect yourself, both from unwanted pregnancy and sexually transmitted infections (STI).

Contraception and sexual health can be discussed freely with any doctor or nurse in Aotearoa New Zealand. You can be confident that whatever you discuss with a health professional is completely confidential. Individual privacy is treated very seriously and protected by law.

In Aotearoa New Zealand, the age of sexual consent is 16 years. It is illegal to have sexual relations with a person under this age, even if they agree to it.

Sexual harm

If you are in immediate danger call 111.

If you have experienced sexual harm and would like to talk to someone for support or to report an incident please contact;

AVIVA NOW

Phone: 03 378 3847 or 0800 284 82 669
24 hours day, seven days a week

On weekdays you can also email the Wellbeing Support Team if you would like to talk to someone on campus.
Email: wellbeing.support@lincoln.ac.nz

Family Planning Association

Family Planning provides sexual and reproductive health information, clinical services, education, training and research. Services include contraception, STI checks, educational resources, vasectomies, help with premenstrual syndrome (PMS), adolescent sexuality, pregnancy and many others. For more information, visit: www.familyplanning.org.nz

Emergency contraception: If you have unprotected sexual intercourse or if your contraceptive method fails, you should see a doctor immediately and ask about emergency contraception.

For information on communicable diseases in Aotearoa New Zealand, visit: www.moh.govt.nz



Student Health

Please phone 03 325 3835 to book an appointment. You can be seen for a face-to-face consultation but some issues can be managed by phone, particularly if you are at a distance.

Opening hours: Monday - Friday 8.30 am - 4.30 pm. Closed weekends and Public Holidays. Hours may be reduced in university holidays.

Sexual Health

For more information and advice:

Student Health

P: 03 325 3835

Family Planning Association

P: 03 379 0514

www.familyplanning.org.nz


Sexual Health Centre

P: 03 364 0485

Relationships Aotearoa

P: 0800 RELATE

www.relationships.org.nz



Support for academic success

Academic support

Learning advice

The Academic Success team are found in Lincoln's library (or online) and are there to support your study. Depending on your past study experience, studying at a New Zealand university can be very different. There can be:

- Different expectations about self-directed study
- Different assessment types
- Different ways of learning in your courses

Come and get support early on in your studies to set yourself up for success. You can also book an appointment with The Academic Success team for personalised feedback before submitting a written assessment for advice about the assessment requirements, your writing or referencing.

The Academic Success team can help you with:

- Managing your self-study time
- Understanding different assessment types
- Finding information and searching library databases
- Understanding how to structure your writing
- Understanding how to incorporate sources into your writing
- APA referencing
- Paraphrasing and summarising
- Delivering effective oral presentations
- Mathematics and statistics
- Grammar

You can book a free face-to-face or online appointment here: <https://ltl.lincoln.ac.nz/>. Watch out also for academic skill workshops advertised on Akoraka | Learn.

Disability support

Inclusive Education offers services such as:

- Providing a reader or writer
- Arranging extra time for you to finish your assessments
- Support for tests and examinations
- Providing special equipment.

To make an appointment with the Inclusive Education Coordinator, email inclusive@lincoln.ac.nz.

For more information, see <https://ltl.lincoln.ac.nz/services/inclusive-education/>

English Language

Lincoln University has an excellent English Language programme that will help you develop your academic language skills and get you ready for your undergraduate or postgraduate study. For more information on the programme, please email international@lincoln.ac.nz or call +64 3 423 0000.

There is a wide range of resources available on our Library website Te Kete Wānaka at <https://ltl.lincoln.ac.nz/>. You can book a workshop, make an appointment or ask a grammar question online using the AskLive function on the website. Having a talk with a learning advisor can help you identify your



priority language needs and approaches to address them. These services are all free for LU students.

The Chaplaincy team also provide fun and free English conversation classes. For more information please email Chaplains@lincoln.ac.nz or phone +64 3 423 0514.

Student Administration

The staff in Student Administration are responsible for your admission, enrolment, managing scholarships, the timetable and graduation.

They'll help you navigate through the questions you'll have about visas and study and if they can't help, they'll know who can.

Office hours are 8.30am to 4.30pm, Monday to Friday.

Email: mylinc@lincoln.ac.nz

Phone: +64 3 423 0044



IT student support

When you become a Lincoln student, you will receive a Lincoln University email address and a free version of Microsoft Office 365. See <http://ithelp.lincoln.ac.nz> for more information.

IT Service Desk (Library)
Phone: 03 423 0100 (direct dial, off campus)
Extn: 30100 (dial this number on campus)
Email: ithelp@lincoln.ac.nz

Akoraka | Learn

Akoraka | Learn is the online home of all your course content and information. The Homepage has key university announcements and links to timetables, aegroatat information etc.

Each course has its own Akoraka | Learn course page. It is essential to regularly log in and engage with all resources there, including:

- Course outlines with essential course information - learning outcomes, class schedule, assessment types and due dates
- Course topic material - lecture slides, recordings, readings, videos, quizzes and other course material
- Assessment instructions and resources. Assessment includes reports, tests, presentations, exams etc.
- Forum communications
- A link to the Learning and Information Skills module. This is highly recommended for nearly all new students to Lincoln University and needs to be

completed in your first semester of study. Once you have completed your enrolment you will have access to your courses there. Login using your LU username and password.

Akoraka | Learn: learn.lincoln.ac.nz

Study tools and resources

For quick access to useful study tools, resources and an A-Z guide of support and services, go to:

www.lincoln.ac.nz/study-tools

Practical work

Some undergraduate degrees and diplomas require you to complete a specified number of practical work hours. Details are on our website.

For practical work questions, please

contact:

Practical Work Coordinator
Student Administration Office
Email: practicalwork@lincoln.ac.nz
www.lincoln.ac.nz/study/practical-work

Study Abroad

If you are in the Study Abroad programme with Lincoln University and your current tertiary provider. Your contact person for assistance is:

Email: student.exchange@lincoln.ac.nz
Student Administration





Practical information

Careers and employment

Career and employment advice

A full careers and employment service is available for undergraduate and postgraduate students.

Career Advisors are in the Career Centre in Learning, Teaching and Library, and can help with career direction, labour market information, job search skills and tools including CVs, letters of application, psychometric testing, selection processes and interviews. We keep in close contact with employers and facilitate many events on campus, bringing together recruiters and students.

Once on campus, you can register on Lincoln Career Centre to view vacancies, graduate programmes and events, and to access career resources.

Career Centre

lucareercentre@lincoln.ac.nz
Ground Floor, Ivey Hall (the library)

Inland Revenue Department

To work in Aotearoa New Zealand, you must have an Inland Revenue Department (IRD) number for tax purposes.

Your student visa will state if you are allowed to work up to 20 hours per week during the academic year, and full time during the summer holiday break, to comply with the rules set by legislation and INZ.

If this information has not been automatically issued with your visa and you want to work while studying, you must apply for a Variation of Conditions (VOC) separately. You can visit Student Administration and use the University's E-branch to assist you. Failure to comply with the laws and regulations can result in losing your ability to stay in Aotearoa New Zealand.

Minimum wages and labour conditions in Aotearoa New Zealand
<https://www.newzealandnow.govt.nz/workin-nz/employment-rights>



Work criteria and job search sites:

www.immigration.govt.nz

www.ird.govt.nz

www.govt.nz/browse/work

www.workingin-newzealand.com

www.internations.org

Useful employment contacts:

Careers Centre

<https://careerhub.lincoln.ac.nz>

Student Job Search

www.sjs.co.nz

Seek (Job advertising)

www.seek.co.nz

Trade Me Jobs

www.trademe.co.nz/jobs

Inland Revenue Department (Tax)

0800 227 774

www.ird.govt.nz

Employment Relations Infoline

0800 800 863 (language line available)

Driving in New Zealand

This section contains information about what to expect from our roads and drivers.

Before driving in New Zealand, it is important to become familiar with the road rules.

Please visit www.nzta.govt.nz for more details.

Driver's licence and road rules

You can legally drive in New Zealand for up to 18 months if you have a current driver's licence. If the licence is not in English, you must carry an accurate English translation.

For New Zealand road rules, you can purchase The Road Code which is available at most bookshops or you can view it at www.nzta.govt.nz.

Land Transport offers a number of publications for new resident drivers. These are available from the International Student Advisors (in English only) or you can find them online (in a variety of translations).

Please note: It is important that you take out a vehicle insurance policy (at least third party insurance) if you purchase a car in New Zealand.

Penalties for driving offences in New Zealand are severe, including heavy fines, loss of licence, and even imprisonment (for serious offences).

International students can risk losing their student visas for serious driving convictions. It is your responsibility to become familiar with road rules in The Road Code.

Speed kills

The maximum speed on open roads (which are country roads outside cities and towns) in New Zealand is 100km/h. This is the fastest you are allowed to drive, and you must follow any speed limit signs that instruct you to slow down.

The maximum speed limit in towns and cities is 50km/h, unless speed signs indicate otherwise. Speed signs are well sign-posted and can change on the same stretch of road. Speed limits around schools during school time is reduced to 40km/h.

Whatever the posted speed limit, you should always drive to the conditions – drive slower when it's hard to see or if it's raining or snowing.

Alcohol

It is illegal for drivers under 20 to drink any alcohol before driving. For those over 20, driving with excess breath or blood alcohol is illegal. There are severe penalties for breaking these laws. For more information, visit: <http://www.alcohol.org.nz/alcohol-you/drinking-and-driving>



Safety belts

All passengers must always wear a safety belt, whether seated in the front or back of the vehicle. Drivers and passengers are legally responsible for wearing their own safety belts. The driver is also responsible for ensuring that children under 15 wear theirs. There are instant fines for not wearing safety belts.

Child restraint laws changed in New Zealand on 1 November 2013. Any child under seven must now be in an approved child restraint. For more information visit: www.nzta.govt.nz/safety/vehicle-safety/safety-belts-and-restraints/child-restraints/using-child-restraints-in-new-zealand/

Always keep left

In New Zealand, we drive on the left-hand side of the road. If you drive on the right side of the road in your own country, please remember to keep left when pulling out onto the road. It's easy to forget where you are.

Failure to give way

Many accidents are caused by a failure to give way. It's very important that you know the give way rules (see The Road Code). In general, if you're turning, give way to all vehicles that are not turning. Always use your indicator when turning.

Hand-held mobile phones

Drivers must not use a hand-held mobile phone unless the device is completely hands-free or mounted securely to the vehicle and touched infrequently and briefly. Writing, reading or sending text messages while driving is illegal.

If you pull over to use your mobile phone, you must do so in a safe and legal place. Stopping to do this on the motorway is illegal and dangerous.



What happens if you have a car accident?

If you have an accident while driving and are not badly hurt, you must stop and check to see if anyone else is hurt.

If someone is hurt, give first aid or find a phone and dial 111 for emergency services. You will also need to protect the scene to ensure other accidents do not occur.

You must inform the police within 24 hours of the accident. If no one is hurt, you will need to give your name and address (and the name and address of the owner of the vehicle you are driving) to the owner or driver of any other damaged vehicle and the owner of any damaged property.

If you can't find these owners, tell the police as soon as possible.

You will also need to obtain the contact details of the other person involved in the accident.

It's a good idea to test your knowledge before you drive.

Visit:

www.drivingtests.co.nz/roadcode/tourist/

New Zealand and the Law

New Zealand laws protect the rights of everyone in the country, including visitors and international students. Laws here may be different to those in your home country, but not knowing New Zealand laws is not an acceptable excuse for breaking them, nor is it a viable defence in court.

If you need legal advice on personal security or welfare issues, for example, ask our International Student Advisors for the contact details of people who can help you.

Awareness of potentially dangerous situations and crimes

Wherever you are in the world, it is best to practise common sense to keep yourself safe. Awareness is important so that you can protect yourself against potentially dangerous situations.

If you do find yourself in trouble of some kind, do not try to resolve the situation on your own. Always contact the police for help.

If you are unsure about whether someone claiming to be an official is legitimate, please contact our International Student Advisors for advice.

Some examples of scams:

Agents: Some people may claim to be 'agents' who do not work for the government agency or institution you are dealing with. They may say they can help you to accomplish a variety of achievements involving immigration and tertiary studies.

Student visas: Some 'agents' may claim to be able to help you get a visa from Immigration New Zealand more quickly. Do not pay them to do this. You are best advised to use the branch at Lincoln University or contact a licensed immigration advisor on www.immigration.govt.nz/contact/find-immigration-advice

Passports: If you lose your passport, you will need to cancel your old one and have a new passport issued by your country's Embassy or Consulate. Do not pay somebody to do this for you, even if they claim to be an 'agent' and guarantee that they can speed up the process. Only Embassies and Consular Offices issue passports and you can deal with them directly.

Buying/selling cars: Do not trust somebody else to buy or sell a car for you. You can sell a vehicle directly to a car yard or to another person. You don't need an agent. If you are not receiving cash at the time of sale, make sure you have a detailed, written contract.



Receiving stolen goods: Many students buy second-hand electronic equipment and furniture from other students. This is a good way to get a cheap deal, but ensure you are buying goods directly from the owner. It's a crime in New Zealand, punishable by imprisonment, to receive stolen goods if you know or should have known that they were stolen or obtained by another crime. If you are offered goods for sale at prices that are significantly cheaper than the normal price, be very cautious about buying them. You should check the ownership of the goods and ensure they're not stolen property.

Protection money: You don't need to pay people to protect you in New Zealand. If anybody approaches you and asks for money to join their group for protection, inform the police and our International Student Advisors immediately.

Recruitment to sell drugs: Local criminals sometimes attempt to pressure students into selling drugs to their friends. They may take cellphones or passports from students or photograph them in compromising places or embarrassing situations and then threaten to send copies to their families. If you are threatened in this way, inform the police and our International Student Advisors immediately.



The New Zealand Police

When you move into your accommodation, find out where the local Police Station is and the contact phone number. You can either go to your local Police Station for help or phone them. The Police website is www.police.govt.nz, and it has material translated into many different languages. If you are hearing impaired and in an emergency, you can text your details to 111.

The police have access to a free interpretation telephone service called Ezi Speak. It operates from Monday to Friday, 10.00am - 6.00pm. When you contact the police, ask for Ezi Speak and specify your language (e.g. Ezi Speak Mandarin).

The service is available in 35 languages.

For further details, see www.ezispeak.govt.nz.

A publication on your rights as a victim is available in several languages and can be found on the Ministry of Justice website at www.justice.govt.nz.

(Dial or text 111 only in an emergency)

Christchurch Central Police Station

40 Lichfield Street

Phone: +64 3 363 7400

Lincoln Police Station

30 Gerald Street

Phone: +64 3 378 0160



Safety in public places

New Zealand is generally considered to be a safe country. However, no matter where you are in the world, it's best to follow some simple guidelines to avoid putting yourself in unnecessary danger. If you feel uncomfortable in a situation, here are some tips to help keep yourself safe:

- Practise common sense
- Tell family, friends or colleagues about your plans
- Carry a personal alarm or mobile phone
- Take notice of what is happening around you, and check street signs so you know where you are
- Go out with friends
- Avoid leaving a place with someone you have just met
- If someone is making you feel uncomfortable for any reason, it is best to

avoid them. Avoid walking alone at night and remember that it's safest to stay in well-lit areas where there are a lot of other people

- If you think someone might be following you, go quickly to the nearest place where there are other people, such as a service station, fast-food restaurant, or house with lights on, and call the police immediately
- Plan your transportation by enlisting a (sober) friend to drive, or calling a taxi
- If you use drugs or drink more than a moderate level of alcohol, it will lower your awareness and increase the risk of danger to you; your ability to be in control and react to a situation will be affected
- Never drive under the influence of drugs or alcohol.

Harassment and discrimination

Harassment is defined as unwelcome or offensive physical, verbal or visual conduct. For more information on harassment, and examples of unacceptable behaviours at Lincoln University, go to: www.lincoln.ac.nz/codes or to the Human Rights Commission at www.hrc.co.nz. Alternatively, speak with our International Student Advisors.

Violence

In New Zealand, it is unlawful to strike (hit, punch, kick) or assault another person or animal in any way, or make sexual contact without the other person's consent. Violence is always unacceptable.

Please note: spanking or smacking children or using any other form of physical punishment is against the law in New Zealand.

The New Zealand Police take all violence very seriously. You must maintain an acceptable standard of conduct.

There are services available to help you if you or someone you know has been a victim of violence.

Aviva Family Violence Services offer children and youth services, women's services, residential services, reach-out men's services, programmes such as shine safe @ home, and peer support.

Phone 0800 AVIVA NOW

(0800 28482 669)

<http://www.avivafamilies.org.nz>

Christchurch City Mission

276 Hereford Street, Central Ōtautahi

Christchurch,

Phone: +64 3 365 0635

www.citymission.org.nz

Women's Refuge 24-hour crisis line

0800 REFUGE (0800 733 843)

<http://womensrefuge.org.nz>

Animal Shelter

Phone: +64 3 941 8999.

Alcohol

Although alcohol is widely consumed at social events in New Zealand, it is acceptable not to drink. The choice is yours, and if you choose to drink, you should do so responsibly.

Drink spiking

'Drink spiking' involves adding a tasteless, odourless and colourless drug to a person's drink without their knowledge. Although it is not common, this can happen anywhere, e.g. parties, clubs or pubs. These drugs can be extremely dangerous and leave people with little or no memory of what has happened. You should always watch your drink being poured (whether the drink is alcoholic or not), and never leave it unattended.

If you feel dizzy, sick or uncomfortable after you have consumed a drink, tell a friend.

If you think your drink may have been spiked, contact the police and a doctor (there are after hours doctors available if necessary), or get in touch with Student Health immediately.

For help with alcohol-related issues:

Health Promotion Agency
www.alcohol.org.nz

Alcohol Drug Helpline
0800 767 797 free text 8681

Gambling

Legalised gambling services in New Zealand include casinos (where you must be 20 years of age or over), sports betting, horse racing, slot machines (termed the 'pokies') at bars and taverns, lottery tickets and scratchies.

Some international students have fallen into the trap of gambling with the money that was intended for living expenses or tuition. Help is available if you suspect you are at risk of a gambling problem.

Problem Gambling Foundation
(English/Mandarin/Cantonese/Korean):
0800 664 262
www.pgfnz.org

Alcohol and tobacco

In New Zealand, alcohol and tobacco smoking are legal but regulated. You have to be 18 or over to purchase alcohol and tobacco, and you will need to show proof of age and photographic identification, e.g. a New Zealand Driver's Licence or the Hospitality New Zealand Kiwi Access Card. You can get an application form for a Kiwi Access card from www.kiwiaccess.co.nz, or from any New Zealand Post Shop.

There are strict rules about when and where you can and cannot drink alcohol and/or smoke.

Smoking and vaping

Smoking is not permitted indoors in public places such as bars, restaurants and cafés, and it is also banned in some outdoor areas. You should always check to be sure that you are allowed to smoke.

For help to quit smoking:
www.quit.org.nz
<http://smokefree.org.nz>

For the good health of all students, Lincoln is a smoke free campus. If you are a smoker you can receive help to stop from www.quit.org.nz.

There are small designated smoking areas, these are the only areas where you can smoke or vape on the campus grounds.



Drugs

Illegal drugs include marijuana, 'magic mushrooms', LSD, MDMA, ecstasy ('e'), methamphetamines (the street name is 'P' in New Zealand), cocaine and heroin to name a few. Possession of any of these drugs is against the law and carries harsh penalties that may include imprisonment. You should refuse drugs if they are offered to you. They pose considerable risks to your health. For more information, visit: www.health.govt.nz/your-health/services-and-support

For help with drug and alcohol addictions, phone the Alcohol and Drug Helpline: 0800 787 797

Party pills/herbal highs

'Herbal' and synthetic 'party pill' drugs are available in Ōtautahi Christchurch and are illegal. Health authorities have expressed concerns that they are dangerous, particularly when combined with alcohol, as the ingredients and quantities are unknown. If you have taken any of these drugs and are feeling ill or nervous, please dial 111 for an ambulance or dial the Alcohol and Drug Helpline: 0800 787 797.

For an understanding of the laws in New Zealand regarding these drugs, please visit: www.legislation.govt.nz/bill/government/2013/0100/latest/DLM5042921.html

www.health.govt.nz/our-work/regulation-health-and-disability-system/psychoactive-substances-regulation

Emergency and vital contacts

Police/Fire/Ambulance: 111

If you are using a pay phone, you do not need money or a phone card to dial 111.

If you are calling from an on-campus extension, dial 1 for an outside line, then 111.

Lincoln University Security Desk

+64 3 325 2822 (24 Hours);
9999 (from internal phones);
Freephone: 0800 545 388 (24 hours)

International Student Advisors

Email: internationaladvisors@lincoln.ac.nz

Police Stations

Police are very well respected and trusted in New Zealand. You should contact the police if you have any concerns about your personal safety. The two police stations in the immediate area are:

Lincoln

Gerald Street, +64 3 378 0160

Hornby

Tower Street, +64 3 344 1800

The main police station in Ōtautahi Christchurch is: Christchurch Central Station, 40 Lichfield Street, +64 3 363 7400.

You can find all the Canterbury police station locations online at www.police.govt.nz/about-us/structure/police-districts/canterbury

Download the SAFELU app

SAFELU is a mobile app that gives the University a way to communicate the status of safety events on campus.

No sign-in is required, you will have access to emergency contacts, health and safety information, emergency procedures, and support tools.

This will be our main way of managing communication with you in the event of an emergency such as a campus lockdown, a campus closure due to bad weather, a power or water outage etc.

Get it free on GooglePlay or the App Store.



Chaplains

chaplains@lincoln.ac.nz

Health Service Providers

Student Health

Hudson Building, Lincoln University
+64 3 325 3835
Visit www.lincoln.ac.nz/health for primary health services and fees.

Pegasus Health

8.00am - 10.00pm, 7 days a week
401 Madras Street
03 365 7777

Riccarton Clinic and After Hours Medical (Church Corner)

8.00am - 8.00pm
03 343 3661

Healthline (24 hours – nurse advice)

0800 611 116

Useful contacts available for legal advice

The Citizens Advice Bureau provides free advice on a wide range of issues, including legal advice and information on accommodation, health and welfare. Go to: www.cab.org.nz or phone: 0800 367 222

Office of Ethnic Communities

www.ethniccommunities.govt.nz

Pharmacies

Lincoln Pharmacy

8 Gerald Street
03 325 2666;

Selwyn Community Pharmacy

(10% discount for students)
5B Gerald Street
03 325 2285

Urgent Pharmacy

Cnr Bealey Ave & Colombo St Ōtautahi
Christchurch
03 366 4439

Embassies and Consular Offices in New Zealand

In the event of national emergencies or significant events back in your home country or here in New Zealand, or if you lose your passport or important documents, you should contact your nearest Embassy or Consular Office as soon as possible. An alphabetical list of Embassies in New Zealand is available on the Ministry of Foreign Affairs and Trade website: www.mfat.govt.nz/Embassies/2-Foreign-representatives-to-NZ/index.php.

Emergency Procedures

Emergency evacuation procedures are detailed on the back of each bedroom door in the Halls of Residence. Please familiarise yourself with these instructions.

EARTHQUAKES



Drop to the ground



Take cover by getting under a sturdy desk or table, or shelter by an interior wall or low lying furniture, and cover your head and neck with your hands.



Hold onto something sturdy until the ground stops shaking.

If you are inside a building, move no more than a few steps and drop, cover and hold. Stay indoors until the shaking stops and you are sure it is safe to exit. In most buildings in New Zealand, you are safer if you stay where you are until the shaking stops.

If you are outdoors when the shaking starts, move no more than a few steps away from

buildings, trees, streetlights and power lines, then drop, cover and hold.

Once the shaking stops or aftershocks subside, make your way calmly to the designated assembly point (refer to the evacuation procedures detailed on your bedroom door for your Halls-specific assembly point).

What is a campus lockdown?

A campus lockdown is the process of controlling the movement, access and egress of people in response to an identified risk, threat or hazard that might impact on their safety.

A lockdown may be initiated as part of a security incident or major incident on campus, or due to an event in close proximity to the campus where police or

other emergency response agencies advise us to go into lockdown in response to an event that might impact on the safety of people.

Examples:

- An active shooter on campus
- An armed offender event in the wider Lincoln township
- Someone threatening violence on campus (with or without a weapon)

What to do in a lockdown

- 1** Lockdown alarm sounds indicating immediate threat to people on campus
3 X PULSE - PAUSE - 3 X PULSE - PAUSE - 3 X PULSE - REPEATEDLY.
- 2** If you are outside, immediately move indoors to the nearest building.
- 3** If you are already inside a building, remain inside and take immediate cover. Once you are indoors, move quickly into an internal room.
 - Where possible, close blinds or curtains,
 - lock/barricade doors and turn off lights.
 - Move into centre of room and sit on the floor well away from any windows.
 - Do not hide in hallways or toilet areas.
- 4** Turn mobile phones onto silent mode and remain as calm and quiet as possible.
- 5** Eliminate all noise and movement. Do not answer the door or respond to commands until certain they come from police. If gunshots are heard, immediately lie flat on the floor.
- 6** If the fire alarm sounds during a lockdown, do not evacuate unless told to by Emergency Services or if there is obvious and immediate danger from a fire.
- 7** Keep doors locked and remain in place until instructions are received from police. Be aware that information may take some time to get to you.
- 8** The police will inform us when the lockdown emergency is over. This will be communicated by the all clear signal (one long, continuous tone) across the campus and a message via the **SafeLU** app.

IF YOU SIGHT AN ARMED OFFENDER ON CAMPUS, IMMEDIATELY CALL 111

TO PUT THE CAMPUS INTO LOCKDOWN, CALL (03) 325 3898

DO NOT USE MOBILE PHONES UNLESS COMMUNICATING VITAL EMERGENCY INFORMATION TO 111

Our commitment to pastoral care

Lincoln University is committed to supporting the wellbeing and safety of our students. With this goal in mind, we are a signatory of New Zealand's Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

The Code sets our expectations that universities must meet in support of student wellbeing and safety. It covers topics such as physical safety and inclusion, access to advice and support services, physical and mental health support, support for transition into and out of university, student accommodation requirements, and opportunities for students to have their voices heard.

An important thing you can do to help us provide for your wellbeing and safety, is ensure your personal contact details are always current with Lincoln University and Immigration New Zealand (INZ).

If you are concerned about Lincoln University practices

If you have any concerns about your wellbeing and safety or Lincoln University's compliance with the Code, firstly discuss your concerns with an International Student Advisor or LUSA Advocacy and Voice Coordinator.

Once you have taken your concern through all levels of the Appeals, Complaints and Grievances Procedures at Lincoln University (see page 69), if you feel you need to escalate the matter further and would like to talk to someone outside of the University about your concern, the New Zealand Qualifications Authority (NZQA) handles all complaints about alleged non-compliance with the Education Code of Practice. See their website for more information and the process:

www.nzqa.govt.nz/make-a-complaint

If you have a financial or contractual dispute with the University, contact iStudent Complaints which is a disputes resolution service set up for international students. Go to: **www.istudent.org.nz**

For more information, go to: **www.lincoln.ac.nz/codes**



Behaviour, Rules and Procedures

All students at Lincoln University are entitled to participate in an environment of safety, inclusiveness and respect. We enjoy and value our international students because you bring diversity to our community due to your different backgrounds and life experiences.

There are many ways that Lincoln University, LUSA and students work together to promote an inclusive learning environment. Here are some examples:

- Cultural diversity campus activities
- International student support activities
- Annual Pride Walk
- LU Kaiwhakarite Taura Student Buddy Programme

Unacceptable behaviour can include things like:

- Academic dishonesty, e.g. cheating
- Bullying, e.g. attacking a person's beliefs
- Harassment, e.g. making sexually offensive comments

We have a Student Code of Conduct that explains the conduct expected of all students, and the disciplinary process if the rules are not followed. There are University Proctors who enforce the rules of the Student Code of Conduct, and you are welcome to talk to them directly if you have questions, email: proctor@lincoln.ac.nz.

If you have experienced unacceptable behaviour and are unsure about what to do, contact an International Student Advisor who will support you.

For more examples of unacceptable behaviour and how we promote a safe and inclusive community, go to: www.lincoln.ac.nz/codes



What to do if you have a concern

Urgent safety concern or illegal behaviour

Contact emergency services, phone: 111

Other concerns: Academic appeals, service delivery, staff or student

Self-resolution

Talk to the person involved to resolve the concern

Informal anonymous concern

Complete the Raise an Anonymous Concern Form found here:
www.lincoln.ac.nz/concerns

Formal resolution

Follow the Appeals Policy and Procedure or the Student Complaints Policy and Procedure. Talk to your International Student Advisors or LUSA Advocacy and Voice for guidance.

General feedback about your experience

Contact Wheako Taura, Student Experience at experience@lincoln.ac.nz or talk to LUSA.

External contacts

Financial and Contractual Disputes against the University, www.istudent.org.nz

Concerns about the University's compliance with the Education Code of Practice, NZQA:
www.nzqa.govt.nz/make-a-complaint



What to do if you have a concern

“

Who can I go to if I have concerns about my course?

”



Talk to your lecturer or student representative. Courses have at least one student rep volunteer who liaises with the lecturer on behalf of the class. If you don't know your student rep, ask LUSA.

“

Who can I go to if I have feedback about my student experience?

”



To give general feedback about your experiences, good or bad, email Wheako Tauira, Student Experience, at experience@lincoln.ac.nz. Your feedback will be treated confidentially unless you give permission.

“

Who can I go to when I need guidance about appeals and complaints?

”



If you are unsure about what is expected of you or any procedures to follow, ask your International Student Advisor.

International Advisors are available 24/7 in the case of an emergency.

For more information including policies, procedures and a guide to raising concerns, go to: www.lincoln.ac.nz/concerns



Visas

Immigration New Zealand (INZ)

To renew student visas, please apply directly through INZ online. Contact the International Office for guidance. Email: international@lincoln.ac.nz

Immigration New Zealand can be contacted on 0508 55 88 55 within New Zealand (language line available) or by mail at PO Box 22111, Christchurch 8142.

Key Dates and Activities

Here are some of the key activities to be aware of to make the most of your Lincoln University experience.



Make sure you go to www.lincoln.ac.nz/key-dates for more info and the exact dates.



Graduation

Graduation is a once-in-a-lifetime event, allowing you to celebrate your accomplishment with friends and whānau (family).



Halls application start/finish and moving in

Do you want to live on campus and get the full "Lincoln experience"? Halls applications open in August and move in is in February.



Clubs and Market Day

LUSA holds a Clubs and Market Day at the beginning of each semester. This is a great way to get a feel for what you might like to get involved in outside of the classroom.



Semester dates

Semester 1 starts in February and Semester 2 in July, and you can start your study in either (as long as your course or programme is offered then), as well as Summer School which starts in November and again in January.



Scholarship applications

We have hundreds of scholarships available. You can check them all out on our website, see if you meet the closing dates.



Enrolments

Enrolments open in October but you can apply anytime. Once we have offered you a place and you have accepted then you can begin your enrolment.

Rā Whakawhanaukataka | Orientation Day

Rā Whakawhanaukataka | Orientation Day brings together our new students to celebrate the start of their Lincoln University journey.

You'll get academic information, meet other students, learn what it means to belong to the Lincoln whānau and find out what to expect in your first lectures.

Preparation Week

Preparation Week is the perfect time for new and existing students to get assistance with completing to-do lists (including enrolment) and find your way around campus before the classes start.



LINCOLN
UNIVERSITY

TE WHARE WĀNAKA O AORAKI

Find out more at www.lincoln.ac.nz



Disclaimer Every effort is made to ensure that information in this publication is correct at the time of printing, but the content may be subject to change. Lincoln University reserves the right to make changes, amendments or deletions – including the withdrawal of courses – should circumstances change. Lincoln University does not assume, and hereby disclaims, any express or implied liability whatsoever to any party for any loss or damage caused by errors or omissions, whether these errors or omissions result from negligence, accident or any other cause. November 2023.