



English Language Academy Student Handbook

Your guide to student life



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Welcome to the English Language Academy



NAU MAI, HAERE MAI – WELCOME

It is my pleasure to welcome you to the English Language Academy (ELA). The ELA prides itself on the quality of its courses and programmes and its friendly, professional staff who are all here to help you have the best possible experience, both in and outside of the classroom. This publication will help to guide you in the right direction and ensure that you have the information that you need to have a fulfilling time at the ELA and make the most of your time in Auckland.

I wish you all the best for your studies and hope that you enjoy your time at the ELA.

Best wishes,

A handwritten signature in black ink, reading "Paul O'Farrell".

Paul O'Farrell

Director, ELA



Student Support Services



ELA STUDY CENTRE

Located on level 5, the ELA Study Centre provides a place to study and practice your English. It has high quality resources and services to assist you in reaching your English language goals. The Study Centre is open Monday-Friday. Check opening hours at the Study Centre.

Study Centre Workshop:

Students can attend workshops on a variety of topics such as, employment skills, academic language skills, spoken communication skills. These are running three times a week by experienced facilitators and are adapted to suit the needs and goals of students.

Support and Resources:

Our study centre serves as a hub for improving your English proficiency. You can ask questions related to your studies, Canvas, or online learning, and get guidance. Lauren, our qualified English language teacher and study centre coordinator, can provide support and various resources to help you achieve your study goals.

RECEPTION

The ELA Reception is located on Level 5. Our Campus Coordinator will be able to assist you with any general queries.





STUDENT SERVICES TEAM

Our Student Services team are available to help and support you with any challenges you may experience during your study at the ELA.

Student Experience and Campus Manager – is responsible for making sure our students have a wonderful time at ELA, and for ensuring ELA services are delivered in accordance with our Wellbeing and Safety Goals and Strategies.



Campus Coordinator – is available to help students throughout their time at ELA, providing information on ELA systems, including those related to your studies, your safety and wellbeing.

Student Support Coordinator – is responsible for providing an effective students support service focusing on student health, safety and wellbeing, through practices including activities and events.



Accommodation Coordinator – is responsible for our homestay programme, ensuring we work with the best families available, and your accommodation is safe, welcoming and supportive.

The Education (Pastoral Care of International Students) Code of Practice 2021

When students come to study in New Zealand, education providers have an important responsibility to ensure that those students are well informed, safe and properly cared for. To support this, the New Zealand government has developed the Education (Pastoral Care of International Students) Code of Practice 2021.

ELA is a signatory to this Code of Practice.

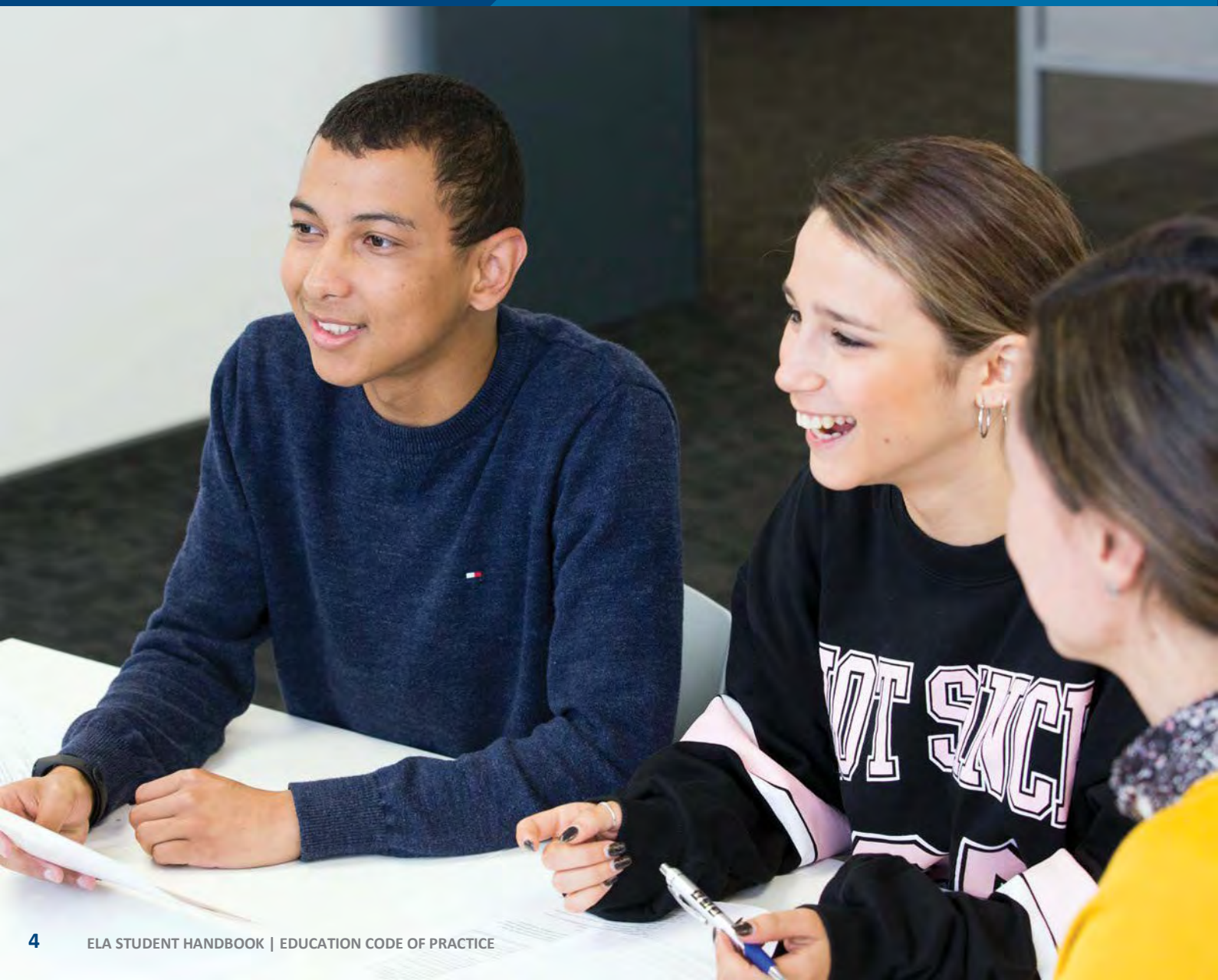
What is the Code of Practice?

The Code of Practice prescribes the required outcomes education providers and their agents need to deliver for their international students.

The Code of Practice does not apply to concerns about academic standards.

A summary of the Code can be found on student notice boards and full information is available online:

<https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>



Attendance policy

100%	Congratulations! You attend every class and always arrive on time. You are likely to make excellent progress in English and achieve your goals.
FIRST WARNING	If you miss several classes, you will receive a first written warning about your attendance. You can still make good progress in English if your attendance improves.
SECOND WARNING	If you continue to miss classes, you will receive a second written warning. You may still make satisfactory progress in English; however, you must attend every class.
FINAL WARNING	If you continue to miss classes, you will receive a final written warning. You may still make some progress in English if you attend every class.
TERMINATION	If no improvement is noted, the next step may be the termination of your English Study Programme. In this case, Immigration New Zealand and your agent/university will be notified.

ATTENDANCE

Students must attend all of their classes in their study programme. The ELA expects 100% attendance.

FIRST WRITTEN WARNING

If a student's attendance is lower than 100%, the Student Support Coordinator will meet with the student and issue them with a First Written Warning. This is to give them an opportunity to improve their attendance. The student's agent/home university, where applicable, will be advised.

SECOND WRITTEN WARNING

If no improvement in attendance is noted, a Second Written Warning will be issued by email. The student's agent/home university, where applicable, will be advised.

FINAL WRITTEN WARNING

If no improvement in attendance is noted, a Final Written Warning will be issued and the student must meet again with the Student Support Coordinator and the Academic Manager. The student's agent/home university, where applicable, will be advised.

TERMINATION

If after the final warning attendance continues to deteriorate, the next step will be the termination of English Study Programme. The termination can only be issued with the approval of the Director of the ELA.

The ELA Student Experience and Campus Manager will then notify Immigration New Zealand.

The student's agent/home university, where applicable, will be notified of the termination.

ABSENCE WITHOUT NOTIFICATION

If a student does not come to class for more than ten (10) class days, without notification to the ELA in writing and approval from the ELA for the absence, the absence will be considered the abandonment of the student's Study Programme. The student's enrolment will be cancelled and tuition fees will not be refunded.

ABSENCE DUE TO SICKNESS

If a student is absent due to illness, the school must be notified at least 30 minutes prior to class commencing (Phone: **09 919 7695** or email **reception@ela.auckland.ac.nz**) on the day of illness. Absence for two (2) days or more will require a medical certificate from a New Zealand-registered doctor.

LATE ARRIVALS

Students may join class up to ten minutes after the start, but cannot join after that and will be marked, 'Absent' for that class.

If there is no improvement, the student may be issued with a Written Warning.

Please note: Immigration New Zealand will be advised of any student who does not meet the Study Programme attendance requirements.

ELA code of conduct



For the safety and comfort of all students at the ELA, all students must agree to the following Code of Conduct, as well as the **Terms and Conditions of Enrolment** that students sign at the time of application.

POSITIVE LEARNING ENVIRONMENTS

For the safety and comfort of all students at the ELA, we (staff and students) all agree to behave in a way that makes our school a safe, inclusive, and fair community. By following the Code of Conduct and ELA Policies we can ensure that our school is the best place for all students to achieve their English language learning goals, whatever they might be.

As part of the University of Auckland, ELA values the concepts of: **manaakitanga, whanaungatanga, kotahitanga and kaitiakitanga.**

At ELA we act with **manaakitanga**. This means:

- We are expected to show respect, care and support for others. We act with kindness and hospitality.
- We do not bully, harass, or discriminate against others.
- We do not attack others, physically or non-physically, nor do we say offensive things to upset other people.
- We do not behave aggressively, violently, or in ways that make other people feel unwelcome or unsafe.

We encourage **whanaungatanga**. This means:

- We make our school a place where all people, staff and students feel like they belong.
- We make our school a place where all people, staff and students feel like they belong.
- We acknowledge the right to freedom of expression.
- We also acknowledge the rights of others to be respected.
- We comply with the rules, policies, and procedures of ELA.

We build **kotahitanga**. This means:

- We recognize that our community of learning is a partnership between our staff and our students.

We believe in **kaitiakitanga**. This means:

- We respect our environment, as well as the traditions, the knowledge, the culture, and the languages which are important to our staff and students.

BULLYING, HARASSMENT, AND DISCRIMINATION

ELA is committed to providing a teaching and learning environment that is safe and free from any form of bullying, harassment, and discrimination.

Bullying is when someone repeatedly behaves in an unfair and unreasonable way to another person. This can lead to physical or mental harm. Bullying can happen in person, or digitally, via text messages, social media posts, online messages etc.

Harassment means treating someone in a way that is not okay and makes them feel uncomfortable, upset, or scared. Harassment can affect a person's well-being and their academic performance. This includes gender-based, racial, and sexual harassment.

Discrimination is when one person is treated worse than another person in similar situations because of their gender, skin color, religion, race, marital status, where they come from, family situation, beliefs, sexual orientation, political views, age, job situation, or if they have a disability.

ELA POLICIES

1. ATTENDANCE

- a. Students must attend all of their classes in their study programme. ELA expects 100% attendance.
- b. If a student is not in class, ELA staff will contact them by call, text, or email. If the student does not answer their phone, respond to texts or respond to emails, ELA staff may contact a student's agent/home university/emergency contact.
- c. If a student does not come to class for more than ten class days, without notification to ELA in writing and approval from ELA for the absence, the absence will be considered abandonment of the student's Study Programme. The student's enrolment will be cancelled and tuition fees will not be refunded.
- d. Students must be prepared for class and arrive on time.
- e. Students who arrive more than 10 minutes after the start of class can join the class but will be marked absent for that 2-hour session.

Please note: Immigration New Zealand will be advised of any student who does not meet the Study Programme attendance requirements.

2. ILLNESS

- a. If a student is absent due to illness (physical or mental), the school must be notified at least 30 minutes prior to class commencing (Phone: 09 919 7695 or email reception@ela.auckland.ac.nz on the day of illness).
- b. For absence due to illness of 1 or 2 days, students do not require a medical certificate. If a student is absent for more than 2 days, the student will require a medical certificate from a New Zealand-registered doctor, to be supplied to reception.

3. BEHAVIOUR

- a. Students are expected to use English only, both in class and around the school.
- b. Sleeping in class is not acceptable: Students are expected to participate actively in class.
- c. Students must complete any work set by the teacher by the due date. Completion of classroom tasks and homework is a critical part of the assessment for the course.
- d. No food or drink is to be consumed in class. Water in bottles is acceptable.
- e. The school has a smoke and vape free policy. Smoking and vaping in the school and near school buildings is strictly forbidden. Drugs (other than for medical or purposes) or alcohol are not permitted on the school premises.
- f. ELA has zero tolerance for bullying, harassment, and discrimination.
- g. ELA teachers will treat their students with respect. In return, students are expected to treat teachers with respect and follow teachers' instructions. Likewise, students are expected to treat other members of their class with respect.
- h. To ensure a positive learning environment, ELA students are expected to be courteous and considerate to all members of the school community.
- i. Students must provide Reception with up-to-date contact information.
- j. ELA students are expected to respond to all communications from the school.

DISCIPLINARY PROCEDURES

Students must abide by all school rules as detailed in the Student Code of Conduct.

The following procedure will be used if a student breaks this code:

- Any student breaking this code or in breach of general acceptable behaviour will, in the first instance, be spoken to by their teacher or the Student Support Coordinator.
- Continuation of the breach of the code will result in a meeting between the Student Experience and Campus Manager and the student concerned. This may result in a formal written warning.
- Further breaches may result in the student's enrolment at ELA being terminated.

IMMEDIATE STUDENT EXPULSION

Immediate student expulsion will be considered in (but is not limited to) the following circumstances:

- The student is abusive, threatening, or generally considered to be a safety risk to a member of the school staff, another student, and a visitor or to themselves.
- The student continuously refuses to abide by the Student Code of Conduct.

Students who are expelled from the school are not eligible for any refund of any fees. In the case where the expelled student has outstanding fees owing to the school, they will be required to meet payment obligations as per their full invoice. Immigration New Zealand will be notified of the termination, and no qualification will be awarded. The students' agent/home university will be notified of the termination.

RESOURCES

- The Education Code of Practice 2021
- ELA Wellbeing Goals and Strategies

KEEP US INFORMED

As required by New Zealand Law you must keep ELA informed of your current address details and phone number. If you move, please come to Reception and complete a change of address form.

ELA DISPUTE RESOLUTION PROCESS

ELA is committed to providing a safe and fair study environment.

If a student has any concerns about treatment by a staff member, another student or the homestay family:

The student should attempt to resolve the problem directly with the person concerned.

Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation.

If an agreement cannot be reached about the grievance, or the student does not wish to approach the person directly, the student should contact the following people. You can raise any concerns individually, with a support person or as a group.

- Academic Manager
- School Administrator
- Student Experience and Campus Manager

Our school is a member of English New Zealand. If you have a complaint that we haven't been able to resolve, you may wish to write to our professional body and ask for assistance using admin@englishnewzealand.co.nz

If you still do not believe that the issue has been addressed fairly and within the terms and conditions of the ELA agreement, you may contact Study Complaints:

Contact details available on their website:

<https://www.studycomplaints.org.nz/>



Helpful things to know



TUITION FEE REFUNDS

Please visit the Enrolments office regarding the procedures and policies. Also, consult the **Terms and Conditions of Enrolment** as a guide to how refunds are calculated and if you are eligible for a refund.

INSURANCE

It is compulsory for students to have Travel and Health Insurance. International Students who need medical attention while in New Zealand are required to pay the full cost as they are not subsidized by the New Zealand government. For hospital admission, this can be up to \$2500 per night.

If you take StudentSafe insurance, you can find the policy wording here: <https://tinyurl.com/yat9dud3>

University of Auckland students are covered under the Studentsafe Inbound University policy by Allianz Partners. When your enrolment at ELA is completed, your insurance is activated. Your travel cover begins up to 31 days before the start of your course. Full cover begins when you leave your home country to travel to New Zealand. Your cover ends when you return to your home country, or if you hold a student visa, on the expiry of your student visa, whichever is the earlier. Your insurance policy details are:

- Policy Number: ELA student ID number (this is on your ID card)
- Policy Name/type: Studentsafe Inbound University
- Insurance Company: Allianz Partners

THIRD PARTY INSURANCE

Your travel and health insurance policy does not cover your car. It is strongly recommended that you purchase insurance for your car, especially 3rd party insurance. If you are at fault in an accident you will be required to pay for any repairs to the other vehicle unless you have 3rd party insurance.

VISAS

Please see the Enrolments staff who will provide you with more information. If you have further queries you should contact INZ.

Immigration NZ Ph: 09 914 4100
www.immigration.govt.nz

EMERGENCY PROCEDURES

IF YOU DISCOVER FIRE:

- Activate the nearest fire alarm
- Phone the Fire Brigade – DIAL “111”
- Evacuate the building via the nearest safe FIRE EXIT and proceed to your assembly area.

Your designated assembly area is:

67 Symonds Street - On the footpath outside 57 – 69 Symonds Street,

DO NOT USE THE LIFTS - USE STAIRS IF THE ALARM RINGS: Evacuate the building via the nearest safe FIRE EXIT and proceed to your assembly area. Assist disabled people to evacuate. Follow instructions from your wardens and your teachers.

Things to do



ELA SOCIAL ACTIVITIES

For a small additional fee, students can participate in the wide range of social activities organised by the ELA. Activities range from a quiet evening at the movies or shopping in Auckland City to the more adventurous activities such as ice skating, indoor rock climbing, and horse riding.

Here is a sample list of available activities:

- Weekend trips to stunning west coast beaches
- Guided tours around Auckland parks and walking tracks
- Beach sports at local Auckland beaches
- Day trips to Miranda hot pools and country markets
- Indoor rock climbing
- Outdoor movies on the waterfront
- Tree planting on Motuihe Island
- Devonport sightseeing and fish and chips
- Sky Tower
- Museum visits
- Sky diving
- Zoo

To find out what's on, students should refer to the student notice boards or inquire at the main reception or see our website:

<https://www.ela.auckland.ac.nz/student-activities>

ELA also provides specialised trips for group bookings and can also help individual students with information about other weekend sightseeing trips and activities that they can book through local tour companies. We have a lot of information in our student lounge about interesting places to go and things to do.





Hiwa, Recreation Centre

Support your wellbeing with workouts, group fitness classes and programmes at our brand new recreation centre.



Useful information about life outside the ELA



SUN PROTECTION

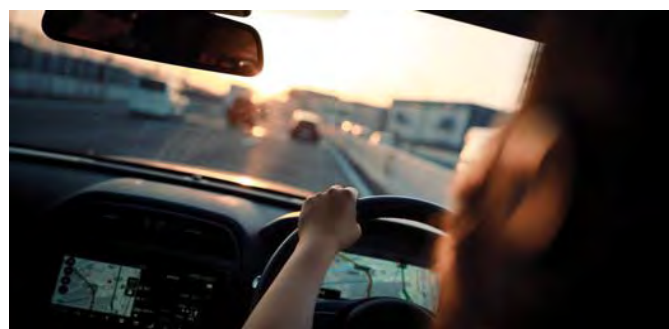
The NZ sun is very intense. NZ has one of the highest skin cancer rates in the world. It is important that you reduce the risks of sun damage by using sunscreen with SPF of >30.

- Apply sunscreen 15 minutes before going out in the sun to all skin that will be exposed to sun e.g. face; top of feet and every 30 minutes if swimming
- Wear a hat
- You will need sunglasses with UV protection

DRIVING LICENSES

There are many differences between driving in New Zealand and driving in your home country. Unless you have learnt the road regulations in New Zealand, your safety and that of the other road users is put at risk. It is illegal to drive in New Zealand unless you hold a current driving licence. If you are caught driving without a licence you may be fined and possibly face charges.

For further information on driving in New Zealand, please visit the website: <http://www.nzta.govt.nz>



ROAD SAFETY

Drink Driving

The amount of alcohol drivers under twenty years old are legally allowed to drink before driving is so small that it is safer not to drink at all. Driving while over the legal alcohol limit is a criminal offence in New Zealand. There are severe penalties, including licence disqualification and suspension and prison terms for driving while over the legal alcohol limit.

Speeding

The maximum speed limit in New Zealand is 100km/h. Most urban streets have 50km/h limits. Speed limits are well sign posted, and can vary on the same stretch of road, so watch for them. Drive to conditions. In poor visibility and bad weather it may be appropriate to drive more slowly than the speed limit.

Safety belts

Drivers and passengers are legally required to wear a safety belt. There are fines for not wearing safety belts.

Failure to give way at intersections

Intersections are places where two or more roads intersect or meet. Look for traffic wherever it may come from and familiarise yourself with the Road Code rules.

Refer to the Road Code for more detailed information, as New Zealand's Give Way Rules are unique. This can be found at www.nzta.govt.nz

Driver fatigue

Driving when you are tired or have not had enough sleep can affect your driving. Signs of fatigue include finding it

hard to focus, poor decision-making, and slower reaction times. Plan your trips so you have plenty of sleep before you drive. If you are driving and you feel tired, stop driving and have a sleep, drink water or coffee, and circulate fresh air into the car.

What to do in case of an accident

- If you are in a car accident, exchange details with other drivers involved (name, telephone number, address, type and colour of vehicle, vehicle registration number, and insurance company).
- If the accident is serious and/or the other driver denies fault, note down other factors such as names of any witnesses, road names, if either party was carrying passengers, the time of day, and the weather conditions.
- If someone is injured or killed in an accident it must be reported to the Police. If the police do not attend the accident, report it at the nearest Police station within 24 hours.
- For emergency assistance at the scene of an accident, call 111 and ask for the emergency service required (e.g. Police, Fire or Ambulance).
- In the case of a non-injury accident, a driver or rider must give his/her name and address, the vehicle owner's name and address, and the registration plate number of his/her vehicle to other people involved in the accident
- If a non-injury accident results in damage to an unoccupied vehicle or other property belonging to someone else, this must be reported to the owner of the property within 48 hours. The driver must give his/her name and address, the registration plate number of his/her vehicle, and the location of the accident to the owner of the damaged vehicle or property. In cases where the owner of the damaged unoccupied vehicle or property is unknown or cannot be contacted, the

accident must be reported to the Police at the nearest Police station within 60 hours.

Pedestrians

Be aware that cars won't always stop for pedestrians.

Look right, look left, and look right again – cross the road

Use controlled crossing points (pedestrian crossings, pedestrian traffic lights) where possible. If you are within 20 meters of a pedestrian crossing, you must use the crossing to cross the road.

Courtesy Crossings - which are usually made of bricks or paving – are not official pedestrian crossings. They provide a place where motorists can stop safely to allow pedestrians to cross. However, motorists are not obliged to stop at courtesy crossings, so use them with care.

Use the kerb drill to cross the road:

- Find a safe place to cross
- Stop one step back from the kerb (practise this by walking to the kerb and taking one step back)
- Look and listen for traffic wherever it may come from (Look right, look left, and look right again).
- If there is traffic coming, wait until it has passed, then look and listen for traffic again.
- When there is no traffic coming walk quickly straight across the road, looking each way for traffic.

NEW ZEALAND EVIDENCE OF AGE AND IDENTITY CARD

It can be used throughout New Zealand. It is the ideal means of identification if you do not have a valid passport and/or driver licence and is available to both NZ nationals and foreign visitors.

To apply, visit: <https://kiwiaccess.co.nz>





BANKS & ACCOUNTS

There are many banks to choose from in New Zealand. Below are the details of some of the biggest banks. You should find out which bank will suit you best.

To open a bank account with most of these banks, you will need to go into one of their branches, and you will have to take with you:

2 Forms of Identification (e.g. Passport, Student I.D., Birth Certificate)

Time – You should keep about an hour spare to go to bank (this should be the longest).

For more branches and contact details, please search online.

ASB Bank Limited

www.asbbank.co.nz

ANZ

www.anz.co.nz

Westpac New Zealand Limited

www.westpac.co.nz

Kiwi Bank

www.kiwibank.co.nz

BNZ

www.bnz.co.nz

Once you have obtained an EFTPOS card, ATMs can be found at the University Quad and along Karangahape Rd and Queen Street.

ACCIDENT AND EMERGENCY CLINICS

In the event that you have an accident and need medical attention, you can visit Auckland Hospital or any of the registered medical centres. Contact details and locations can be easily found online. Call before going to the medical centre for details of costs and conditions of treatment.

You can locate your closest medical centre here:

www.healthpoint.co.nz

WORKING IN NEW ZEALAND

New Zealand has minimum rights and entitlements which apply by law to all workers. These rights apply if you are on a Study, Work or Working Holiday Visa and whether or not they are written in your employment agreement.

Employers must provide all employees with a written employment agreement and pay at least the minimum wage.

You can check the current minimum wage **here** and other valuable information **here**.

You may require an IRD number for tax purposes, and for reduced tax rates on the money you have on your bank account.

For further information please visit their website:

www.ird.govt.nz

FLATTING

“Flatting” in New Zealand means renting a house or apartment (flat) either on your own or with other people, and it is common among those who are studying in New Zealand for extended periods. A range of accommodation can be found from 1 or 2 bedroom units in blocks to 3-5 bedroom houses on their own section. Normally you have your own room but share facilities with your flatmates. Flats are generally advertised in newspapers, on student notice boards and the Internet.

TRADEME (www.trademe.co.nz)

Please see our Campus Coordinator for further information.

Homestay guidelines



Speaking English every day in a friendly supportive environment is one of the best ways to become fluent. Your host families are carefully selected New Zealand homes where you can become part of the family and enjoy the friendship and hospitality of New Zealand people.

In New Zealand women and men are treated equally. Women must be given the same respect as men. It does not matter what country a person comes from; they will be treated as an equal. You may find you are placed in home with a New Zealand family who has not been born in New Zealand. They will speak English even if they have an accent.

Homestay accommodation includes your own room and two meals (breakfast and dinner) Monday to Friday, and all meals for weekends and public holidays. If you want other foods such as soft drinks, potato chips or sweets during the day at school you must buy these items yourself. Some families feel it is not polite to help yourself to food from the refrigerator or pantry. Please discuss this with your homestay.

Living with a New Zealand host family is about communication and consideration

Communicate your needs – food, comfort and other requirements

Consider others – take short showers, keep noise level down at night and ask before inviting friends over

Consider costs – electricity, water and Internet costs are expensive in New Zealand

It is good to establish expectations with the host family at the beginning of the stay.

All students and families will be monitored to ensure they are compatible. However, if a problem does arise, please contact the ELA School Student Support Coordinator/Accommodation Coordinator.

For more detailed information, please see the Homestay Guidelines for Students on our website:

<https://www.ela.auckland.ac.nz/accommodation>



Personal safety advice for students



New Zealand is generally regarded as a safe place. However, it is essential to take precautions to protect your personal safety.

- Do not walk home alone at night, take a taxi. If you are walking, go in a group and keep to well-lit areas.
- Be alert and aware of your surroundings at all times. Do not listen to loud music, do not walk while sending text messages, or talking on a mobile phone.
- Do not carry large amounts of cash. If you must carry valuables, keep them hidden from view.
- Protect your mobile phone. Register your phone with your network provider and if it is lost or stolen ask them to block the SIM card immediately
- Take care when using cash machines late at night. Do not walk away with your cash in full view.
- Never keep your PIN number with your cash card.
- If your credit or cash cards are stolen, inform your bank immediately. Do not wait until you get home

For pedestrian and bicycle safety visit
www.at.govt.nz/cycling-walking

New Zealand Law (Safety and your rights)
www.newzealandnow.govt.nz/living-in-nz/safety



Frequently asked questions



HOMESTAY

I would like to arrange a homestay/ airport transfer – can you give me some more information about that?

Please contact the Accommodation Coordinator.

ATTENDANCE AND CODE OF CONDUCT

What are the rules about attending classes and behaviour at the ELA?

ELA Attendance Policy: See page 5.

ELA Code of Conduct: See page 6.

WORKING IN NEW ZEALAND

Can I work in New Zealand?

If you have a Student Visa with work rights, you are allowed to work for up to 20 hours per week during your course at the ELA.

If you have a Working Holiday visa, you are allowed to work before, during and after your course at the ELA. Please refer to **Employment Rights** for more information.

TUITION FEE REFUNDS

Can I get a refund of my tuition fees?

Please refer to the Refund and Withdrawal Policy <https://www.ela.auckland.ac.nz/terms-and-conditions> (section 13) in the Terms and Conditions on our website or visit the Enrolments Office on Level 5 of the ELA.

PAYMENTS AT ELA RECEPTION

What kind of cards can I use to pay?

The ELA will only accept EFTPOS, debit cards and credit card as forms of payment. Credit card payments will have an additional 2% surcharge – applicable to all payments. The exceptions are IELTS test fees and IELTS services. American Express cards are not accepted. The ELA does NOT accept cash.

OPENING HOURS

What are the ELA Reception's opening hours?

The ELA Reception is open from Monday to Friday from 08:30 am to 4:30 pm

COMPLAINTS PROCEDURE

What should I do if I have a complaint about the care, advice or services I have received from the ELA?

Please refer to the ELA Dispute Resolution Process on page 8.

IMPORTANT PHONE NUMBERS AND WEBSITES

Emergency: Police, Fire, Ambulance	111	
Non-emergency Police	105	
ELA Emergency-only	0800 864 737 (free call from any phone)	
Auckland Sexual Health Service	0800 739432	www.ashs.org.nz
Sexual Wellbeing Aotearoa	04 384 4349	https://sexualwellbeing.org.nz/
Problem Gambling Foundation NZ	0800 664 262	www.pgfnz.org
Lifeline (24 hrs)	0800 543 354	www.lifeline.org.nz
Sexual Abuse & Assault	0800 623 1700	www.helpauckland.org.nz
Alcohol Drug Helpline	0800 787 797	alcoholdrughelp.org.nz
Narcotics Anonymous	0800 628 632	https://nzna.org/
Domestic Violence Helpline (SHINE)	0508 744 633	www.2shine.org.nz
Mental Health Crisis (24 hours, 7 days)	0800 800 717	mentalhealth.org.nz/help
Suicide Crisis Helpline	0508 828 865	www.lifeline.org.nz/suicide-crisis-helpline

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