



NEW ZEALAND  
**RED CROSS**  
RIPEKA WHERO AOTEAROA

# VISITOR CARE

*Manaaki manuhiri*

HUMANITARIAN SUPPORT FOR FOREIGN NATIONALS



## Frequently asked questions

### **I am on a temporary visa and I need help. What should I do?**

Go to [foreignnationals.services.govt.nz](https://foreignnationals.services.govt.nz) to find information about what support may be available and to begin the application process.

### **I don't speak English so can't get through the online process. How can I get this support?**

Call 0800 RED CROSS or email [visitorcare@redcross.org.nz](mailto:visitorcare@redcross.org.nz). New Zealand Red Cross has language services available to help you.

### **What kind of support is included?**

Under this programme, assistance may be provided for:

- food and household goods required to meet urgent and immediate needs
- blankets, hot water bottles and basic clothing to meet urgent and immediate needs
- over-the-counter medication to meet urgent and immediate needs
- accommodation (including rent, boarding costs)
- utilities (electricity, gas, excludes internet and broadband connection and plans)

No cash payments will be offered. On application approval, people will be able to obtain vouchers from New Zealand Red Cross or a partnering agency.

### **Is there a cap on the amount of support I can receive?**

The assistance provided is determined on a case-by-case basis, so what is available to you will be determined through your application.

### **How quickly will I receive financial support?**

Your application will be processed as soon as practicably possible. If you are eligible for in-kind assistance, we will aim to get this to you as quickly and as efficiently as we can.



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## **How long will the support last?**

People who are in need may apply once every four weeks. Your eligibility and the assistance that is available to you will be determined through each individual application you make and may, for this reason, vary.

## **Will you also help to get me home?**

No - this assistance will not include funds for flights. The programme is a temporary, transitional mechanism, at the end of which it is hoped you are able to return home or have secured alternative means of support.

New Zealand and a number of other countries now have transit agreements in place to help each other's citizens get home. For full details go to [www.immigration.govt.nz/about-us/covid-19/coronavirus-update-inz-response](http://www.immigration.govt.nz/about-us/covid-19/coronavirus-update-inz-response).

If you're from overseas, it is recommended that you contact your embassy to see what support is available to you. You may also be able to register your interest in receiving information about flights to your home country should these become available.

If you need help contacting your embassy, a list of these is available on the Ministry for Foreign Affairs and Trade website: [www.mfat.govt.nz/en/embassies](http://www.mfat.govt.nz/en/embassies).

## **I would like to complain about New Zealand Red Cross' service/my application. How can I do this?**

If you are not happy with our service, please tell us. We would like to hear your feedback and to fix the problem if we can. You can call 0800 RED CROSS or email [visitorcare@redcross.org.nz](mailto:visitorcare@redcross.org.nz) to discuss your situation and identify the best process for you.

## **What documents of proof do I need to apply?**

The best thing to do is to head to [www.foreignnationals.services.govt.nz](http://www.foreignnationals.services.govt.nz) to begin the application process and identify what you will need to complete your application.

Some key documents that you may be asked to provide (there may be additional requirements dependent on your situation) include:

- Evidence of accommodation and associated costs (letter from head tenant, landlord or host; quote from hostel, hotel or motel) and the bank account details of accommodation provider



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- Evidence of utilities costs i.e. power (statement from utilities provider) and their bank account details
- Evidence of financial situation (bank statement or account information)
- Evidence of visa status.

**I have applied and am ineligible for this assistance. Is there any other support available to me?**

If you are a New Zealand citizen or resident, you may be able to access support from the Ministry of Social Development. You can find out what support may be available to you at [www.msd.govt.nz/what-we-can-do/individuals/index.html](http://www.msd.govt.nz/what-we-can-do/individuals/index.html).

If you require support but have not been determined eligible for this support, please call 0800 RED CROSS. Our Visitor Care Manaaki Manuhiri team may be able to assist you further.

Regardless of your nationality, there is further support available to you:

- **Health concerns**

If you can't speak to your own doctor, call Healthline for free advice and information. They can arrange to speak with you in your language. When your call is answered, say you'd like an interpreter and the language you'd like to use. Call 0800 611 116 to access this service.

- **Mental Health**

For mental health advice, you can call or text 1737 at any time. All services are available 24/7, with interpreter services available in over 40 languages. Call or text: 1737 or visit [1737.org.nz](http://1737.org.nz).

- **Visa support**

If you're from overseas and need advice about your visa status, contact Immigration New Zealand via [www.immigration.govt.nz](http://www.immigration.govt.nz) or by calling 0508 558 855.

- **Tenancy Advice**

If you need advice on your rights as a tenant, contact Tenancy Services via [www.tenancy.govt.nz](http://www.tenancy.govt.nz) or by calling 0800 836 262.

- **Citizens Advice Bureau**

The Citizens Advice Bureau aims to help people understand their rights and obligations. They provide a free and independent service to all. You can get in touch by visiting its website [www.cab.org.nz](http://www.cab.org.nz).



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- **Job seekers**

If you're looking for work or have a vacancy that needs to be filled, contact Work and Income New Zealand [www.jobs-during-covid.workandincome.govt.nz/hello](http://www.jobs-during-covid.workandincome.govt.nz/hello) or call: 0800 779 009 (Job Seeker's line)

You can also try the Work for Seasons website [worktheseasons.co.nz/hello](http://worktheseasons.co.nz/hello) for information about seasonal job opportunities that may be available.

Go with Tourism also assists 1:1 and with redeployment of tourism workers to opportunities across all sectors / NZ regions [www.gowithtourism.co.nz](http://www.gowithtourism.co.nz).

- **Employee rights**

If you'd like advice on your rights as an employee contact Employment NZ [www.employment.govt.nz](http://www.employment.govt.nz) or call 0800 20 90 20.

- **Wage subsidy register & complaints**

If you think your employer is receiving the wage subsidy and not passing it on, you should talk to your employer in the first instance. Ask your employer if they listed your name on the application, as they can apply for the subsidy for some or all of their employees.

If you can't find out from your employer whether you were included in their application, you can check with the Ministry for Social Development - [msd.govt.nz/form/msd/govt/nz/form.req2?requestType=wage-subsidy-payment-employee-information-request](http://msd.govt.nz/form/msd/govt/nz/form.req2?requestType=wage-subsidy-payment-employee-information-request).

If you have talked to your employer and:

- you cannot resolve your problem or
- you think your employer has behaved fraudulently in relation to the subsidy,

you can make a complaint with Employment New Zealand [www.employment.govt.nz/leave-and-holidays/other-types-of-leave/coronavirus-workplace/wage-subsidy-and-leave-support-complaints](http://www.employment.govt.nz/leave-and-holidays/other-types-of-leave/coronavirus-workplace/wage-subsidy-and-leave-support-complaints).



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