



FAQs for Recognised Seasonal Employers (RSE) applying for Visitor Care

How do I apply?

To make an application, please phone 0800 RED CROSS where a New Zealand Red Cross representative will support you through the process. One of our team members will either complete the application on your behalf or organise for one of our face-to-face representatives to come to you to complete the application.

For administrative reasons, RSE employers cannot make their application via foreignnationals.services.govt.nz.

Please be aware that an employer, or anyone applying for Visitor Care, will have to re-apply for support every four weeks.

Who will I be talking to when I make my application?

A New Zealand Red Cross representative, either via phone or in person.

What information do I need to have ready when applying?

We need to know the full names, visa numbers and passport numbers of all the employees that you are applying on behalf of. We also need to know of any income that employees may still be receiving, and information about additional accommodation, utilities and food that you may wish to apply for.

Lists of names and supporting documents can be sent to visitorcare@redcross.org.nz.



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What documents do I need to show?

Documentation required includes:

- A list of employees' names, visa numbers and passport numbers (copies of passports are not required)
- Proof of the employers' bank account details, so that we can ensure the money is being paid into the correct account.

What kinds of assistance can I receive?

We will provide financial support to cover accommodation, utilities, food and other agreed expenses such as urgent doctors' visits and COVID-19 testing prior to repatriation, on a case-by-case basis.

How will I receive the food vouchers and payments?

In most cases, payments will be made directly to the employer. In some cases, New Zealand Red Cross may provide vouchers to the employees through the employer. Checks and balances are in place to ensure this support reaches the employee.

How much can each RSE employee and employer get?

Each application will be dealt with on a case-by-case basis which recognises factors such as accommodation, food and utilities arrangements between employer and employee. Employers or employees should call 0800 RED CROSS to begin the process of applying or for more information.

Is there a cap on what people can receive?

No, there is no cap on what people receive. Each application is assessed on a case-by-case basis.

Can I get back payment/arrears?

There is no provision for arrears support.



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Will the cost of paying health insurance be covered?

No. Providing health insurance is part of the employer's obligations as being a registered RSE employer.

Will transport costs be covered?

There is no provision for transport costs for RSE employees.

If the RSE employee has reduced work (e.g. 1-2 days a week), are they still eligible?

Yes, they are still eligible, but will be considered on a case-by-case basis. We will look at the income earned and the expenses incurred for each employee.

If an employer has received the COVID-19 wage subsidy, will we still be eligible?

Yes, if the wage subsidy has ceased.

Will the bank accounts of employees be looked at (i.e. if an employee has saved money to take home with them, will that affect their chance of being eligible)?

No.

Can someone apply as an individual, or do they have to apply via an employer?

Our preference is to manage RSE applications at an employer level, as it is a more efficient process which will allow applications to be processed faster. We therefore encourage employees to talk to their employer about making an application. However, in the case that this is not possible, employees are asked to contact New Zealand Red Cross directly on 0800 RED CROSS.



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