



FAQs for international students

What kind of support can I apply for?

You may be eligible to receive food vouchers, vouchers for warm clothing, and support with rent and utilities. In certain circumstances, there may be other support available, such as urgent medical care. Please phone our call centre on 0800 RED CROSS (0800 733 27677) to find out more or visit our website redcross.org.nz/visitorcare.

Am I eligible?

This funding is to support people in temporary hardship. For international students, this may be someone who:

- has been working part-time to supplement their living costs but has had hours reduced due to COVID-19
- is having difficulty accessing funds from overseas due to international bank transfer restrictions
- has been unable to find work in New Zealand to support themselves
- has had additional costs incurred (e.g. accommodation, food, travel) because of an unanticipated extended period of stay in New Zealand.

Each request will be considered and assessed on a case-by-case basis.

I am a student in the middle of my course. Do I need to have tried to seek a flight home before applying for support?

The eligibility criteria for Visitor Care Manaaki Manuhiri states that to be eligible for support via Visitor Care Manaaki Manuhiri, you must have exhausted all other options, including accessing a flight to your home country. However, if you are in the middle of studying, you do not need to seek a flight home before applying for support.



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My course has just finished. Am I still eligible to apply?

Yes, you are still eligible to apply as a foreign national on a temporary visa.

My passport is with Immigration New Zealand as I am renewing my visa. Can I still apply and collect my vouchers?

Yes, you can still apply if you know your passport number and have a copy of your passport. You will be able to collect your vouchers with a New Zealand driver's licence if your passport is currently with Immigration New Zealand.

Will applying for this affect my visa status?

Applying for support via Visitor Care Manaaki Manuhiri will not affect your current or future visa status.

How do I access help from my consulate or embassy?

Please visit this website [<https://www.mfat.govt.nz/en/embassies/>] to find the contact details of your embassy or consulate.

I have savings in my bank account. Does that mean I am not eligible for support?

You may be eligible if you are struggling to meet your basic needs and have limited funds (not including funds set aside for a flight home). To find out what support you might be eligible for, call 0800 RED CROSS or apply for support via foreignnationals.services.govt.nz.

My student visa is up for renewal in a few months. I have money to cover that, but otherwise I'm struggling to meet my basic needs. Can I still apply?

If you can demonstrate that you have to renew your student visa and the funds in your account will be used for that, you may still be eligible for support, so please do apply.



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I have funds in my account overseas, but do not have access to them. Can I apply?

Yes, if you are unable to access funds in your account overseas due to COVID-19, please do apply.

My guarantor overseas can no longer support me (either they cannot get to the bank or their work situation has changed due to COVID-19). Can I still apply?

Yes, if you are unable to access funds from your guarantor due to COVID-19, you may still be eligible, so please do apply.

How long are the funds available for?

Visitor Care Manaaki Manuhiri is only short-term support until you can find a longer-term solution. You may apply every four weeks, until the programme comes to an end in late September.

The Ministry of Education has said that if your situation is not likely to improve in the medium to long term (e.g. you're unable to pay the next instalment of tuition fees or demonstrate living costs to apply for a new student visa), then you are advised to consider your options, including returning home. International students are advised to talk to your education provider, embassy, family and wider support network for any assistance needed.



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