



VISITOR CARE

Manaaki manuhiri

HUMANITARIAN SUPPORT FOR FOREIGN NATIONALS



Working with Te Tari Taiwhenua, Department of Internal Affairs, Visitor Care Manaaki Manuhiri delivers in-kind assistance to help people on temporary visas meet basic needs, such as urgent medical, food and accommodation. This support is available from 1 July to 30 September.

What kind of treatment is covered?

Medical expenses that can be paid by the programme include:

- ✔ Urgent medication or treatment to meet an immediate need or to prevent an adverse or serious medical event (e.g. EpiPen, insulin kit, asthma inhaler)
- ✔ Prescription costs to meet an urgent and immediate need
- ✔ Medical treatment for serious medical emergencies including pre and post-natal care, only if the person does not have medical or travel insurance or where this medical or travel insurance has lapsed

Is dental or other specialist treatment covered?

No specialist or secondary medical care will be covered. The temporary visa holder should contact their local DHB.

Is COVID-19 testing covered?

Yes, COVID-19 testing costs can be covered for those readying themselves for repatriation. This is primarily for people who have plans in place to return to their home country. As well as this, anyone who presents with COVID-19 symptoms or is advised by health officials can access a test free of charge.

Is there a financial limit to what an applicant can receive?

No, however, medical expenses must be for an urgent or immediate need.

How will we be paid?

The Department of Internal Affairs will pay a medical centre on receipt of an invoice. Information to be provided on the invoice includes:

- ✔ The Visitor Care Manaaki Manuhiri application number
- ✔ The amount of the bill
- ✔ Medical centre practice name
- ✔ Medical centre bank account number
- ✔ Invoice Reference number

Invoices should be sent to ForeignNationals@dia.govt.nz.

How will this work in practise?

- 1 New Zealand Red Cross with the temporary visa holder will make an appointment at the medical centre. The centre will be informed that this appointment will be covered through Visitor Care Manaaki Manuhiri.
- 2 The medical centre is provided the Visitor Care Manaaki Manuhiri application number as an invoice reference (purchase order) number.
- 3 The temporary visa holder attends the appointment, providing the medical centre the application number as confirmation.
- 4 The medical centre emails the invoice to the temporary visa holder and Internal Affairs at ForeignNationals@dia.govt.nz. This invoice must show:
 - ✔ The Visitor Care Manaaki Manuhiri application number
 - ✔ The amount of the bill
 - ✔ Medical centre practice name
 - ✔ Medical centre bank account number
 - ✔ Invoice Reference number
- 5 Internal Affairs will provide payment to the medical Centre directly to their bank account.

Note: in some instances, New Zealand Red Cross may contact the medical centre directly to provide a Purchase Card number to pay for the foreign national's appointment.

Do you have questions?

You can contact visitorcare@redcross.org.nz or **0800 RED CROSS** to confirm an appointment or eligibility, or if you require more information.



📞 0800 RED CROSS (733 276)

📧 foreignnationals.services.govt.nz

✉️ visitorcare@redcross.org.nz



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Working with the
New Zealand Government