



VISITOR CARE

Manaaki manuhiri

HUMANITARIAN SUPPORT FOR FOREIGN NATIONALS



17 JULY 2020

Like many of you, we at New Zealand Red Cross have been increasingly concerned about the wellbeing of visitors to Aotearoa who have been affected by COVID-19. We wanted to do something to help, so were delighted to have the opportunity to work alongside the Department of Internal Affairs (DIA) to deliver Visitor Care Manaaki Manuhiri.

How we care for visitors says a lot about New Zealanders, and in these difficult times we must look after both our own and the people visiting our country. Many of the visitors we have met so far are in difficult circumstances, with no options to go home and no options to support themselves in New Zealand. We feel for those who have been separated from loved ones and who are deeply worried about what the future holds.

We stood up Visitor Care Manaaki Manuhiri in 10 days, working alongside DIA to ensure there was an accessible online platform, call centre and face-to-face teams across the country. Our aim is to ensure the assistance is delivered as quickly, as simply and with as much care as possible.

Visitor Care Manaaki Manuhiri is a short-term intervention. It will not solve many of the problems our visitors are facing but it will provide some relief to ensure basic needs such as rent, electricity, food and clothing can be met.

3,500+



**INBOUND AND
OUTBOUND CALLS**

\$202,000



**FOOD VOUCHERS
DISTRIBUTED**



921

**DOCUMENT DOWNLOADS
ACROSS NINE LANGUAGES**

**15 SITES
SET-UP IN**

12 LOCATIONS

6 sites ready to go if required





VISITOR CARE

Manaaki manuhiri

HUMANITARIAN SUPPORT FOR FOREIGN NATIONALS



Project Overview

Working with Te Tari Taiwhenua, Department of Internal Affairs, who is managing the New Zealand Government's Foreign Nationals Impacted by COVID-19 Programme (known by New Zealand Red Cross as 'Visitor Care Manaaki Manuhiri'), we are delivering in-kind assistance to help foreign nationals meet basic needs, such as food and accommodation.

Internal Affairs is administering the online system and processing applications. From 1 July, people who are in need and on temporary visas can check their eligibility and apply through foreignnationals.services.govt.nz.

New Zealand Red Cross will help foreign nationals access this support for twelve weeks, by delivering in-kind assistance with kindness and care. Our support within this programme will include needs assessments, translation services and support through our Contact Centre on 0800 RED CROSS, local distribution of in-kind assistance such as food vouchers and winter essentials (including through local teams and service centres), high and complex needs case management, psychosocial support, and by engaging the community to ensure that our support is reaching the people who are eligible and most in need.

Eligibility Criteria

To be eligible for this assistance, you must:

- Be on a temporary visa
- Be in New Zealand
- Be unable to meet your basic needs including food, rent, clothing or medical care
- Have exhausted all other options including accessing a flight to return to your home country.

Key Contact Details

Rachel O'Connor – PROJECT MANAGER

✉ rachel.oconnor@redcross.org.nz

Shane Chisholm – ASSISTANT PROJECT MANAGER

✉ shane.chisholm@redcross.org.nz

- ☎ 0800 RED CROSS
- 🌐 foreignnationals.services.govt.nz
- ✉ visitorcare@redcross.org.nz



Working with the
New Zealand Government