



VISITOR CARE

Manaaki manuhiri

HUMANITARIAN SUPPORT FOR FOREIGN NATIONALS



27 JULY 2020

In a short space of time we're seeing a consistent number of applications from around the country. Each day we receive around 100 applications and a similar number of phone calls from people needing advice or support. This week we have launched a targeted outreach campaign aimed at ensuring everyone who needs support knows about the programme and has the opportunity to apply.

Outreach activities have included increasing our social media, online and media content, with a particular focus on sites and media used by travellers and migrant communities. The bulk of our outreach activities have been focused on the ground in communities across New Zealand. This has included visiting backpackers and campsites, delivering presentations at English language classes, meeting with stakeholders, plastering posters around towns and many other outreach activities.

We are aware that some people have not made an application as they are concerned it may impact their future visa applications. This is not the case. Accessing Visitor Care will not impact on anyone's visa application. The information collected for Visitor Care applications is only used for the purpose of the programme. This has been confirmed by Department of Internal Affairs.

We would appreciate any help in reaching out to people in the community who may be eligible for this support but may not yet be aware of it.

1700+



**INBOUND AND
OUTBOUND CALLS** (in week 3)

- **5,500+** since 1 July

\$169,717



VOUCHERS DISTRIBUTED
(in week 3)

- **\$440,000+** since 1 July



500+

**FACE-TO-FACE SUPPORT
FROM HUBS** since 1 July



40

**CASES ACCEPTED
FOR COMPLEX
CASE MANAGEMENT**



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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

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Working with the
New Zealand Government