

# VISITOR CARE

*Manaaki manuhiri*

HUMANITARIAN SUPPORT FOR FOREIGN NATIONALS



NEW ZEALAND  
**RED CROSS**  
RĀPEKA WHERO AOTEAROA

Working with the  
**New Zealand Government**



# Project overview

New Zealand Red Cross is working with the Department of Internal Affairs (DIA) to assist foreign nationals who are experiencing hardship as a result of COVID-19.

As part of this programme, New Zealand Red Cross will provide this temporary individualised assistance, with kindness and care.

# Who is eligible?

People in New Zealand who are on **temporary visas** (visitor visa, work visa, student visa) may be eligible for this support, if they meet the criteria detailed by the Department of Internal Affairs. An overview of the criteria for eligibility is:

- The applicant must be on a temporary visa
- The applicant must be in New Zealand
- The applicant must be unable to meet their basic needs including food, rent, clothing or medical care
- The applicant must have exhausted all other options including accessing a flight to return to their home country.

# How to apply

People in need of assistance who you believe may be eligible should apply at:

**[Foreignnationals.services.govt.nz](https://foreignnationals.services.govt.nz)**

If you know someone who is on a temporary visa and in need of support, you should encourage them to first apply through the website above.

If applicants require further assistance with:

- Translation support
- Psychosocial support
- Reviewing their application outcome or
- Questions about criteria and eligibility

They should call 0800 RED CROSS and ask to speak with the Visitor Care Manaaki Manuhiri team

# Kinds of assistance available

Dependent on eligibility, the online system will process:

- **accommodation** (including rent, boarding costs and rent arrears);
- **utilities** (electricity, gas. This excludes internet and broadband connection and plans)

No cash payments will be offered.

In some cases, such as when there is a requirement for in-kind assistance such as a grocery voucher, people may visit their local Red Cross to collect this assistance.

Dependent on eligibility, New Zealand Red Cross will deliver:

- **pre-paid phone cards** to enable emergency communication and communication with consulate/embassy
- **petrol/travel**
- **Food and household goods** required to meet urgent and immediate needs
- **Winter warmer packs** to meet immediate needs
- **Over-the-counter medication** to meet urgent and immediate needs

# Department of Internal Affairs and New Zealand Red Cross deliverables and involvement

