



Foreign Nationals Support Programme

Stakeholder briefing pack



Working with the
New Zealand Government

Programme overview

There are approximately **355,000** people in Aotearoa on temporary visas. This group includes around **211,000** people on Recognised Seasonal Employer visas, **75,000** holding student visas, and **55,000** holding visitor visas. Of this, an estimated **20,000** are in immediate and serious hardship due to COVID-19, and are unable to meet their basic needs.

The Department of Internal Affairs is proud to be working with New Zealand Red Cross to deliver in-kind assistance to Foreign Nationals experiencing serious hardship due to COVID-19, under the \$37.6 million *Assistance for Foreign Nationals Impacted by COVID-19* programme.



Who is eligible?

Each person's circumstances will be considered at an individual level to ensure support is reaching those who are eligible and need it most.

In-kind assistance will be provided to all classes of temporary visa holders, where it has been established that:

- The person is experiencing serious hardship, and
- All other avenues of potential support have been exhausted.

Eligibility will be established through a series of checks on visa and employment status, savings, outstanding debts and alternative sources of income or in-kind support.

Scope of assistance

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)
- **GP costs** (where urgent and immediate)

No cash payments will be offered.

In some cases, there will be a requirement for in-kind assistance, such as a grocery voucher.

Dependent on eligibility, New Zealand Red Cross will deliver:

- **Pre-paid phone cards** to enable emergency communication and communication with consulate/embassy
- **Petrol/travel costs**
- **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

How to apply

Foreign nationals in need of assistance can check their eligibility and apply online at:

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

If applicants require further assistance with:

- Translation support
- Psychosocial support
- Appealing the application outcome, or
- Questions about criteria and eligibility

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

Contacts

Department of Internal Affairs contacts

Role	Person	Contact
Department of Internal Affairs Programme team	Programme team	foreignnationalssupport@dia.govt.nz

New Zealand Red Cross project team contacts

Role	Person	Contact
Project Manager	Rachel O'Connor	Phone: 0212282066 Rachel.oconnor@redcross.org.nz
Assistant Project Manager	Shane Chisholm	Phone: 0272974785 Shane.chisholm@redcross.org.nz
Communications and Marketing Manager	Mary Baines	Phone: 0272623922 Mary.baines@redcross.org.nz
Contact Centre Lead	Michael Donoghue	Phone: 0278011007 Michael.donoghue@redcross.org.nz
Community Engagement (Face-to-Face) Lead	Jackie Bubb	Phone: 0272301983 Jackie.bubb@redcross.org.nz