

## Immigration information for temporary visa holders

There are a number of temporary visa holders in New Zealand who want to return to their home countries but have been unable to do so because of COVID-19 international border restrictions. New Zealand and a number of other countries now have transit agreements in place to help each other's citizens get home. Full details are available at [www.immigration.govt.nz/about-us/covid-19/coronavirus-update-inz-response](http://www.immigration.govt.nz/about-us/covid-19/coronavirus-update-inz-response).

Some overseas Governments have arranged for repatriation flights to bring their citizens home from New Zealand.

### Help in your own language

**InfoNOW** is a free service providing information to migrants in New Zealand in 17 different languages. Tel: 0800 4636 669 | Email: [info@infonow.nz](mailto:info@infonow.nz).

### Getting home from New Zealand

If you are unemployed or in difficulty and want to return home, talk to your Consulate or Embassy. Your Consulate or Embassy should be able to advise you about assistance and the availability of flights to your home country. Contact details are available on the Ministry of Foreign Affairs and Trade website at [www.mfat.govt.nz/en/embassies/](http://www.mfat.govt.nz/en/embassies/).

You should also register with your local travel agency, which can contact you when the appropriate international flights become available.

You can travel within New Zealand to the departure airport for your international flight if you meet these health requirements:

- You are not diagnosed with COVID-19 or have been declared as recovered by a medical doctor.
- You do not have symptoms consistent with COVID-19.
- You are not awaiting results for COVID-19 testing.
- You are not a close contact of a suspected, probable or confirmed case of COVID-19.
- You have not travelled internationally within the last 14 days.

This travel includes taking Ubers, taxis or public transport, or taking domestic flights from Auckland, Wellington, Nelson, Christchurch or Dunedin airports.

For more information, visit [COVID19.GOV.NZ](http://COVID19.GOV.NZ).

### Emergency assistance

If you are on a temporary visa – whether you are a worker, working holidaymaker, student or visitor – and you are running out of basic food or other supplies, contact the local Civil Defence Emergency Management Group. Contact details are available at [www.civildefence.govt.nz/resources/news-and-events/news/cdem-group-0800-numbers-for-supporting-communities/](http://www.civildefence.govt.nz/resources/news-and-events/news/cdem-group-0800-numbers-for-supporting-communities/).

Find out more at  
**Covid19.govt.nz**

New Zealand Government

### Self-isolation

If you have to self-isolate and you are in difficulty, contact your Embassy or Consulate for assistance. Contact details are available on the Ministry of Foreign Affairs and Trade website at [www.mfat.govt.nz/en/embassies/](http://www.mfat.govt.nz/en/embassies/).

For a limited period, self-isolation support may be available through the Temporary Accommodation Service and local Civil Defence Emergency Management (CDEM) Groups. More information is available at [www.temporaryaccommodation.mbie.govt.nz](http://www.temporaryaccommodation.mbie.govt.nz).

### If you are unemployed or working reduced hours

If your working circumstances – including unemployment or reduced hours – have changed, please let Immigration New Zealand know.

To find out about applying for a variation in your visa conditions, visit [www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/tools-and-information/general-information/variation-of-conditions-temporary-visas/](http://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/tools-and-information/general-information/variation-of-conditions-temporary-visas/).

Employers can apply for COVID-19 wage subsidies for anyone legally working in New Zealand. This includes people on temporary work visas.

For more information, visit [www.immigration.govt.nz/about-us/covid-19/coronavirus-update-inz-response](http://www.immigration.govt.nz/about-us/covid-19/coronavirus-update-inz-response).

### Short-term exceptions for essential services

In some limited circumstances, the Government has agreed to relax visa conditions for a short period to allow temporary migrant workers and international students to further assist with essential services during the COVID-19 response. More information can be found at [www.immigration.govt.nz/about-us/covid-19/coronavirus-update-inz-response](http://www.immigration.govt.nz/about-us/covid-19/coronavirus-update-inz-response).

### Updating Immigration New Zealand

If your circumstances – including unemployment or reduced hours – have changed and no longer match the conditions set out in your visa, please let Immigration New Zealand know.

Tel: 0508 558 855