



Support for International Students in New Zealand

COVID-19 Information Factsheet as at 9 April 2020

International students are a valued part of the New Zealand community and their health and wellbeing is a priority for New Zealand people, education institutions and the government.

During this time of global health crisis, here are all the resources that will provide you information and help while in the safety of your bubble:

- The latest Government information about the COVID-19 situation in New Zealand is available at covid19.govt.nz
- Information for international students on COVID-19 and Alert Level 4 is available on [NauMai NZ](https://www.nau.govt.nz), a one-stop government resource to support international students who are studying in New Zealand.

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Care and Support

- Students with issues their providers cannot answer, are advised to read the **Ministry of Education COVID-19 advice** and/or call the **Tertiary Education Commission** on 0800 123 797 (within New Zealand).
- If students are feeling anxious or lonely, there are a number of free counselling services they can use, on NauMai NZ's page **Feeling lonely, homesick or depressed**.
- Education providers who enrol international students are signatories to the **Code of Pastoral Care for International Students**.

Part-time Work

In response to the COVID-19 outbreak, Immigration New Zealand has relaxed work rights for some international students:

- International students in **healthcare roles** including **aged residential care** may work more than 20 hours per week for a period of three months.
- International students currently employed by supermarkets owned by **Woolworths, Foodstuffs North Island** or **Foodstuffs South Island** may work more than 20 hours a week until 25 April 2020.
- There is no cap on hours.

Financial Hardship

- The Government is offering **wage subsidies** to international students whose visa allows them to work in New Zealand and whose employment has been affected by COVID-19.
- Students are advised to check with their employer whether they are eligible for a wage subsidy. More details on the wage subsidy, including FAQs by employees, are **available here**.
- Students should talk with their education institution or student association who may offer budgeting or finance services, or you may qualify for an emergency payment from a hardship fund, or a food parcel.
- Students can contact their local **Civil Defence Emergency Management (CDEM) Group** for basic food, medicine and cleaning supplies.

Student Eligibility for Health Care

- International students are eligible for free public healthcare if they think they have COVID-19. Further information is available on the **Ministry of Health's website**.
- People who develop symptoms of fever, cough or shortness of breath should seek medical advice – dedicated COVID-19 helpline number **0800 358 5453**.

Visa Information

- Students with a temporary visa due to expire between 1 April and 9 July 2020 will have their visas extended to 25 September. Confirmation of extensions will be emailed to all visa holders.
- Student visa holders or applicants who have specific COVID-19 related immigration queries should see the **Immigration New Zealand website** or call the Immigration Contact Centre on 0508 225 288 (within NZ) or +64 9 952 1679 (outside of NZ).
- Tertiary students who are unable to leave and are no longer enrolled should talk to Immigration New Zealand.



Accommodation

- Students living in a hostel should check with their place of study to confirm what accommodation arrangements they have in place during Alert Level 4.
- Student hostels will strictly enforce personal distancing and hygiene requirements, in accordance with Ministry of Health guidelines.
- If students do not have access to suitable accommodation, they need to contact their place of study / tertiary institution.

Returning Home

- Foreign nationals who have a ticket for an international flight home, can now drive, take private or public land transport, or take domestic flights from some airports, in order to connect with commercial, or chartered, international flights to their home country.
- Check **the criteria** that foreign nationals must meet in order to travel to an international airport while we are under Alert Level 4.

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