



NEW ZEALAND
FOREIGN AFFAIRS & TRADE
Manatū Aorere



Consular Snapshot

2019/2020





CONSULAR SNAPSHOT AT A GLANCE



59 Dip Missions

High Commissions, Consulates and Representative Offices in 52 Countries and diplomatic cross-accreditations to 110 countries.



74 Honorary Consuls



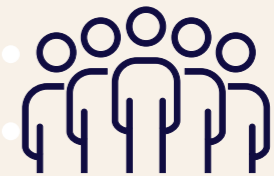
Responded to over **70,000** general consular advice inquiries



9400 notarial services



75% of survey respondents are satisfied with the quality of consular services



Provided consular assistance to over **3600** cases involving over 4300 New Zealanders overseas



New Zealanders have access to **24/7** consular assistance for emergencies anywhere in the world



Over **2 million** overseas trips taken by New Zealanders



Responded to **44** offshore emergencies



Responded to **193** medical cases



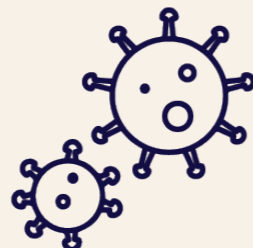
Assisted with **428** lost property cases



SafeTravel website had over **2.2million** website views

MOST COMMON REQUESTS FOR ASSISTANCE

- COVID-19 related
- Lost property
- Law infringement



Assisted with **1360** COVID-19 related cases



Assisted with **244** bereavement cases



Over **3400** Safe Travel messages were sent to registrants



Repatriated over **5000** New Zealanders

WHERE MOST CASES HAPPENED

- Australia
- India
- London

A key role for the Ministry of Foreign Affairs and Trade is ensuring New Zealanders are safe when travelling and living abroad, and can access consular assistance, including emergency advice.

This consular snapshot summarises consular services provided to New Zealanders offshore from 1 July 2019 to 30 June 2020. During this time, Consular staff helped over 3600 individuals.

The number of New Zealanders seeking consular assistance continues to increase year to year. In 2018/19 there was a 20 percent increase in cases, with this year reaching a 34 percent increase. The 34 percent increase is attributable to more New Zealanders finding themselves in financial difficulty with limited flight availability to return to New Zealand due in large part to the COVID-19 pandemic.

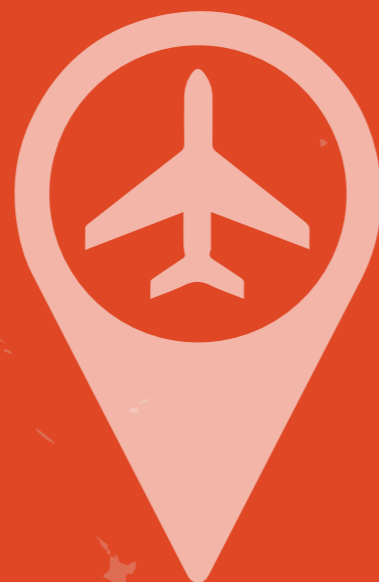


COVID-19

The COVID-19 pandemic caused significant adjustments in the Ministry's work. From late January 2020 it dominated the Ministry's work, and required exceptional effort to mount the largest and most complex consular response in New Zealand's history.

The Ministry's offshore network and staff in Wellington managed over 1,300 consular cases relating to the pandemic and supported the repatriation of over 5,000 New Zealanders before 30 June 2020. A key driver for the consular workload was the limited availability of commercial flights back to New Zealand.

On 19 March 2020, a global 'do not travel' advisory was issued due to the pandemic and the associated health risks and fast evolving travel restrictions. It was the most wide-ranging travel advisory for New Zealanders that has ever been issued.



WHAT IS CONSULAR ASSISTANCE?

As part of our purpose to act in the world to make New Zealanders safer and more prosperous, New Zealanders offshore can receive consular assistance from 69 locations covering 167 countries. Each consular case is unique and the assistance provided depends on the circumstances. Consular assistance can range from:

- response capability in the event of an emergency involving New Zealanders overseas in a global pandemic, terrorist incident or natural disaster;
- helping New Zealanders who are sick or injured;
- assisting with arrangements following a death;
- undertaking welfare visits for those arrested, detained or in hospital; and
- providing notarial services such as taking statutory declarations for use under New Zealand law.

Consular assistance is about helping a New Zealand citizen travelling or living overseas to help themselves.

WE HAVE THREE MAIN MESSAGES FOR TRAVELLING NEW ZEALANDERS:

- 1

REGISTER YOUR TRAVEL DETAILS ON SAFETRAVEL
- 2

CHECK OUR TRAVEL ADVICE
- 3

TAKE OUT APPROPRIATE TRAVEL INSURANCE



STAFF AT EMBASSIES CAN

- ✓ GIVE ADVICE, WITH THE AIM OF HELPING YOU TO HELP YOURSELF
- ✓ HELP WITH A LOST OR STOLEN PASSPORT
- ✓ HELP YOU CONTACT RELATIVES OR FRIENDS TO REQUEST EMERGENCY FUNDS
- ✓ PROVIDE A LIST OF ENGLISH-SPEAKING LAWYERS, AND HELP YOU CONTACT FAMILY AND FRIENDS, IF YOU ARE DETAINED OR ARRESTED
- ✓ HELP YOU CONTACT FAMILY AND FRIENDS IF YOU ARE ILL OR INJURED
- ✓ HELP WITH ARRANGEMENTS FOLLOWING A DEATH OVERSEAS
- ✓ IN CERTAIN CIRCUMSTANCES, PROVIDE NOTARIAL SERVICES SUCH AS WITNESSING AFFIDAVITS, STATUTORY DECLARATIONS AND OTHER DOCUMENTS FOR USE UNDER NEW ZEALAND LAW
- ✓ HELP DURING CRISES, SUCH AS CIVIL UNREST AND NATURAL DISASTERS.



STAFF AT EMBASSIES CANNOT

- ✗ PAY YOUR HOTEL, TRAVEL OR OTHER BILLS, LEGAL OR MEDICAL EXPENSES, OR COSTS OF RETURNING A BODY TO NEW ZEALAND
- ✗ GIVE YOU LEGAL ADVICE, INCLUDING ON FAMILY LAW MATTERS SUCH AS CHILD CUSTODY, INTERNATIONAL SURROGACY AND ADOPTION ISSUES
- ✗ INVESTIGATE A CRIME OR GET YOU OUT OF PRISON
- ✗ GET YOU BETTER CONDITIONS IN PRISON OR HOSPITAL THAN A LOCAL CITIZEN WOULD RECEIVE
- ✗ ARRANGE VISAS OR WORK/ RESIDENCY PERMITS FOR YOU
- ✗ OPERATE A PERSONAL MAIL SERVICE FOR YOU INCLUDING THROUGH THE DIPLOMATIC BAG OR STORE YOUR BELONGINGS
- ✗ COMPEL ANOTHER COUNTRY TO OVERTURN YOUR TRAVEL BAN
- ✗ BECOME INVOLVED IN COMMERCIAL DISPUTES OR CIVIL LITIGATION.

For more information visit our [SafeTravel](#) website

We strongly advise New Zealanders to get comprehensive travel insurance before heading away. Travellers need to make sure that insurance covers everywhere they are going, and everything they plan to do. **“If you can’t afford travel insurance, you can’t afford to travel”.**

New Zealanders who do not have travel insurance have to pay any overseas medical costs themselves, including the potentially high costs involved in returning to New Zealand.

FULL COMPREHENSIVE TRAVEL INSURANCE CAN SAVE YOU THOUSANDS:

A kiwi overseas suffered a traumatic fracture and subsequently needed to return home for hospital treatment and rehabilitation. Due to his condition the New Zealander was unable to fly commercially and his only option was to take a medical evacuation flight to New Zealand, costing between \$50,000-\$60,000. Because he had medical insurance, the provider covered the flight costs to New Zealand and he got the lifesaving treatment he needed.

IT’S IMPORTANT TO ALWAYS CHECK THE TERMS AND CONDITIONS OF TRAVEL INSURANCE:

One New Zealander found themselves in financial strife when they travelled overseas for elective surgery. Whilst they had purchased travel insurance for the surgery it was not comprehensive, so when the surgery didn’t go to plan, the financial cover was quickly exhausted.

The New Zealander was personally liable for over \$25,000 for the lifesaving surgery they had received following the complications and rehabilitation. After many weeks of recovery in hospital the New Zealander fundraised a ticket back to New Zealand but will be repaying the hospital debt for many years to come.

NOT HAVING INSURANCE WILL BE COSTLY:

A New Zealander with a known health condition travelled to Africa without insurance. She became very unwell while travelling and required a lengthy period of hospital treatment. She ran out of funds and had no insurance cover. Her pensioner parents decided to use their small savings to cover the medical and flight costs to New Zealand.

New Zealanders travelling and living overseas are encouraged to register their contact and travel details on SafeTravel. Registering means we can send important travel information and provide updates about a global pandemic, emergencies, natural disasters, or terrorist attacks. SafeTravel registration is voluntary and all personal information provided by those registering remains confidential and is not shared with other ?? New Zealand Government.

Our SafeTravel messaging helps New Zealanders make informed decisions about travel. During the COVID-19 pandemic, we alerted registrants to opportunities to return to New Zealand and advised them how to keep

safe where they were when returning home was not possible.

Anywhere there is an emergency, and an inkling New Zealanders might be affected, we can

- ✓ send messages to SafeTravel registrants
- ✓ provide travel advice and crisis updates with news features on SafeTravel and Facebook
- ✓ deploy staff to affected areas
- ✓ assist New Zealand is to prepare for emergencies by reviewing their contingency plans and providing any necessary guidance
- ✓ liaise with families in New Zealand
- ✓ liaise with local authorities and networks.

REGISTERING ON SAFETRAVEL CAN SAVE TIME

A New Zealander headed out on a tramp overseas and registered on SafeTravel as part of their preparation. When they failed to check in with family after an agreed checkpoint, the family requested consular assistance. We advised the family to reach out to local authorities who subsequently were able to locate the New Zealander. The New Zealander was in good health but had trouble getting connectivity to get in touch with their family. At the conclusion of the tramp the New Zealander returned home safe and sound.



2 CHECK OUR TRAVEL ADVICE

The Ministry has an important role in establishing, updating and disseminating travel advice for destinations around the world through the SafeTravel website. **SafeTravel has a wide range of tips to help ensure safety when travelling in foreign countries, what to do if things go wrong, and how the New Zealand Government can (or cannot) help if you are in trouble.**

SafeTravel advice covers security and safety concerns in over 100 destinations. The advice is designed to help New Zealanders make informed decisions about travel destinations. We do not provide advice on all destinations. We focus on those about which we have reliable information on security and safety concerns that may affect New Zealanders.

The New Zealand Government's official travel advice website is www.safetravel.govt.nz

We moved the travel advice level for all destinations to 'do not travel' for the first time in March 2020. We sent more than 3,400 messages (compared to 550 in 2018-19) providing advice and information to SafeTravel registrants about COVID-19 as well as other emergencies and natural disasters.

SAFETRAVEL ENGAGEMENT

In 2019/2020 SafeTravel website views increased by 185% to over 4 million. SafeTavel website users increased sharply at the beginning of the pandemic to peak in March with over 48,000 daily users. The peak aligns with the 2020 Government advising New Zealanders not to travel overseas and for New Zealanders already overseas to consider returning home immediately.

The homepage was the most visited page on the site and the length of time spent on that page indicates users were able to find information straight away. As expected the COVID-19 page was also heavily visited.

Whilst site users increased from most countries, users located in NZ, Australia, India, Philippines, Japan and Hong Kong had the biggest increase.. The majority of users found the SafeTravel site via a Google search. Facebook also drove a high volume of traffic.

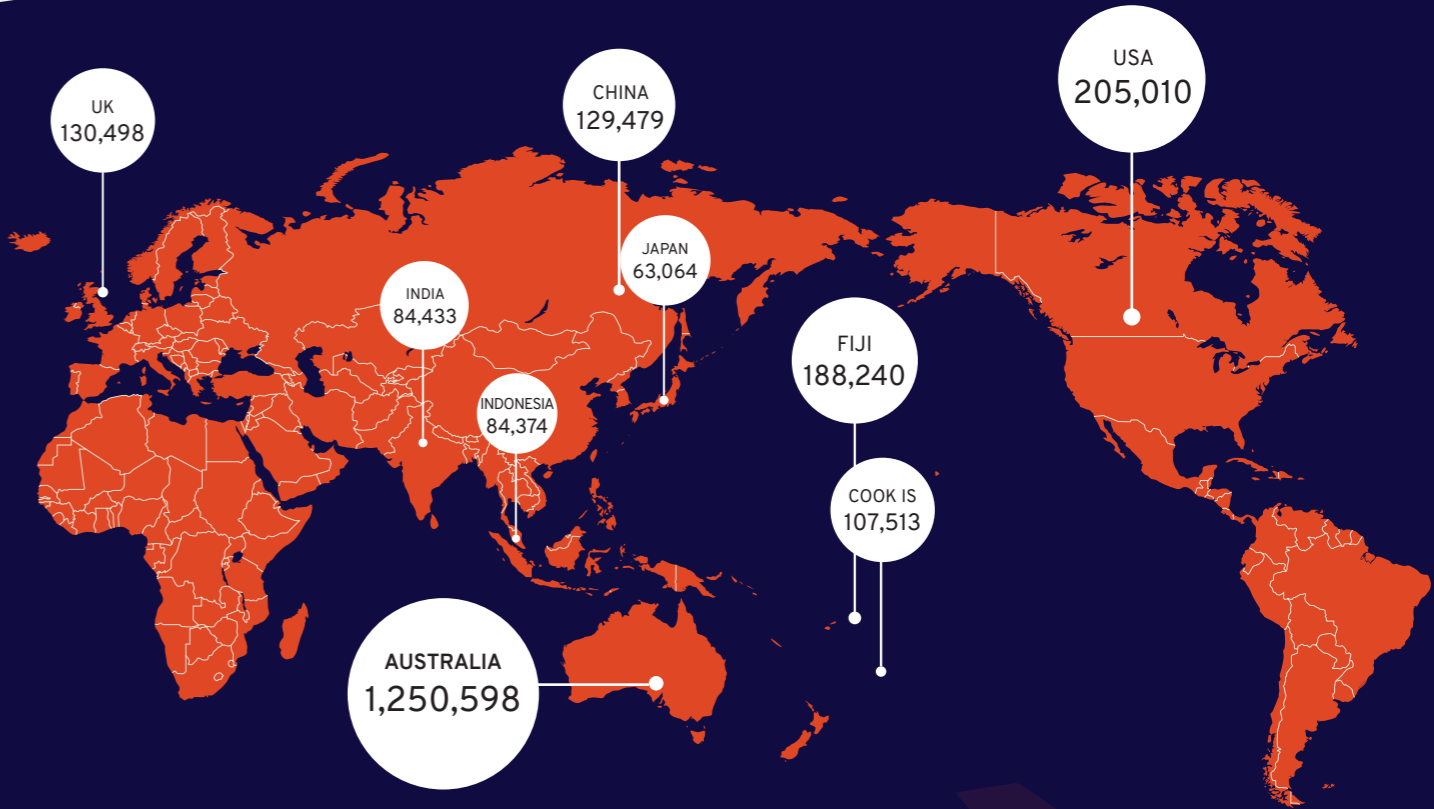
SAFETRAVEL FACEBOOK

We regularly share updates on our Facebook page (<https://www.facebook.com/SafeTravel.govt.nz/>) which has around 19,000 followers. We regularly release Safe Travel videos as a part of the Facebook page function. These videos include topics such as travel insurance, registering on Safe Travel, important notices, and travel tips. In 2019/2020 we published seven videos totalling over 68,000 views.

New Zealanders travelling and living overseas are encouraged to register their contact and travel details on SafeTravel.

INTERNATIONAL DEPARTURES

With the global advice of 'Do Not Travel', combined with worldwide travel restrictions, New Zealanders took over 2 million trips overseas - one million less than in 2018/19. The top destinations were similar to 2018/19 and over 50% of overseas trips were to Australia. The next most popular destinations were the United States, Fiji, the United Kingdom and China.



(SOURCE: STATISTICS NZ)

CONSULAR CASE BREAKDOWNS - FIVE YEAR TREND

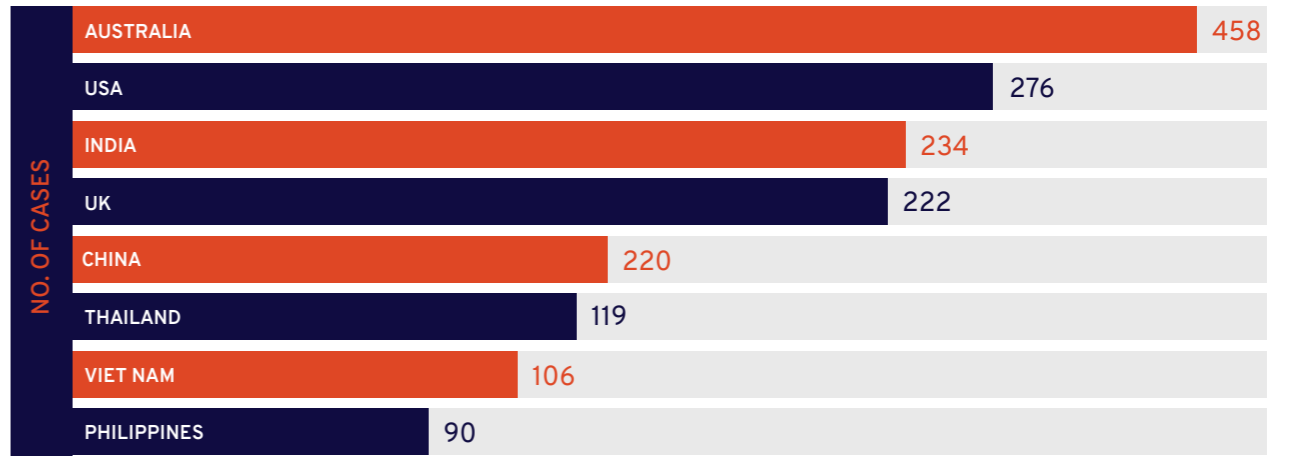
Most travelling New Zealanders never need consular assistance. Some choose not to contact New Zealand posts offshore even if they do get into difficulty. In 2019/2020 we supported 4300 people/ New Zealanders or 3600 cases, an increase of 34 percent. The increase is largely due to COVID-19 related consular cases.

The following tables summarise when New Zealanders have sought assistance and we have established a new consular case.

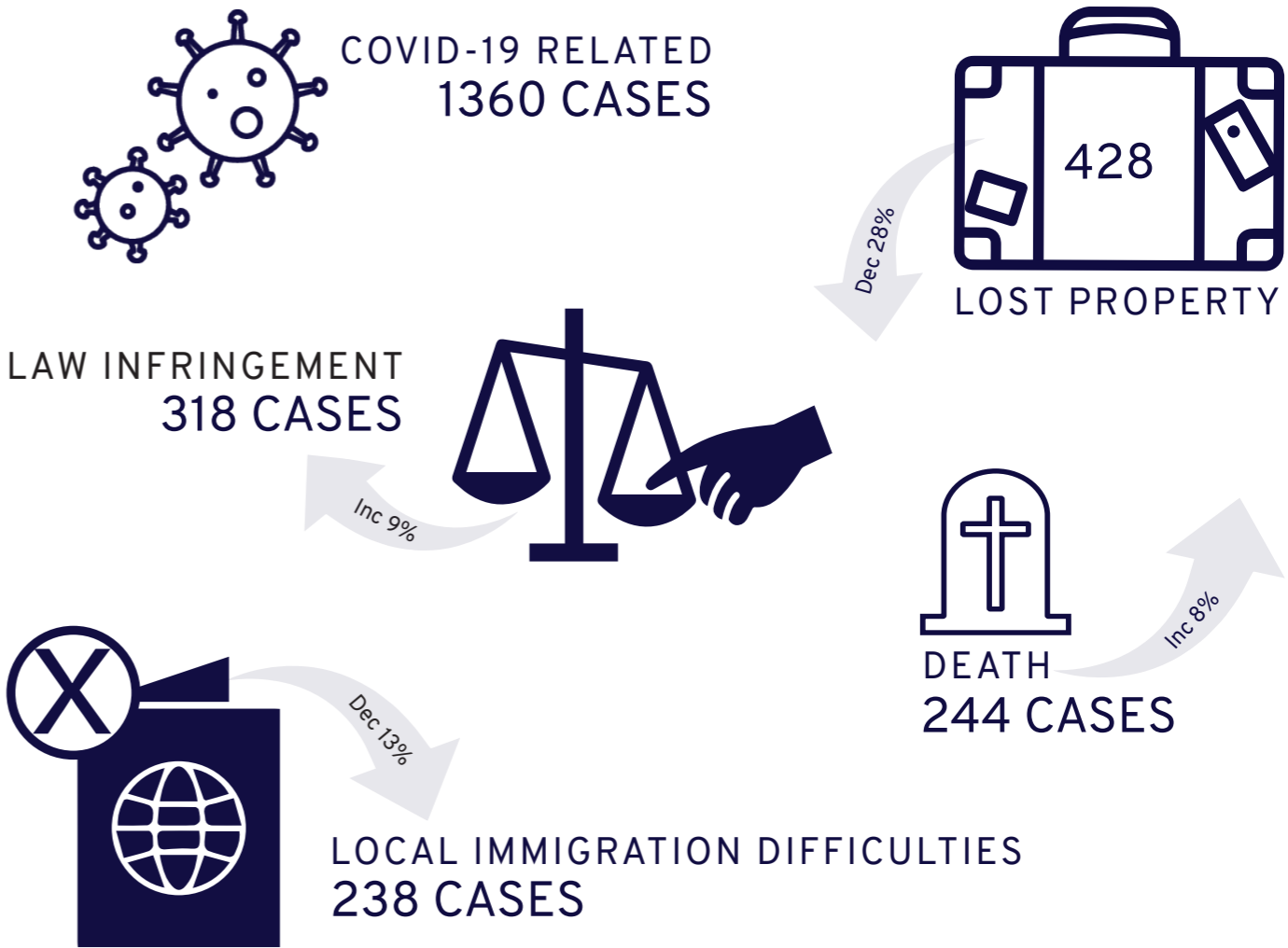
CASE TYPE	NO. OF CASES	NO. OF CASES	NO. OF CASES	NO. OF CASES	NO. OF CASES
	2019/20	2018/19	2017/18	2016/17	2015/16
Accident	37	41	26	30	20
Behavioural issues	60				
Child Custody	37	52	38	37	34
Civil Unrest	37	46	25	29	39
Civil/Employment Disputes	9	6	15	5	1
Damaged Passport	7	19	15	24	14
COVID-19 related	1360				
Death	244	265	182	186	159
Domestic Incident	17	19	19	16	19
Financial Distress	156	108	105	90	89
International Surrogacy	6	3	4	1	7
Invigilation	5	5	5	5	6
Law Infringement	318	291	215	201	158
Local Immigration Difficulties	238	272	228	200	215
Lost Property	428	591	543	548	645
Medical	193	269	209	179	164
Missing Person	44	47	58	42	37
Natural Disaster	7	4	23	2	8
Notarial Problems	17	12	12	14	15
Other	129	20	106	82	79
Passport Support/ Difficulties	111	194	171	196	212
Personal Safety Concerns	76	93	53	52	41
Scam	7	9	9	13	10
Victim of Crime	124	237	191	264	321
Welfare of Minors	18	16	7	8	5
GRAND TOTAL	3683	2716	2253	2224	2293

WHERE CONSULAR CASES HAPPENED

New Zealanders can seek consular assistance from our global consular network and in an emergency situation, consular assistance is available 24/7. With Australia being the most travelled to destination for New Zealanders, and where many New Zealanders live it continues to be the most common place New Zealanders seek consular assistance.



TOP CONSULAR CASES



COVID-19 RELATED CASES

COVID-19 was the most common reason for New Zealanders to seek consular assistance. On 2019/20, with 1360 COVID-19 related consular cases. As at 1 July 2020, the Ministry had helped repatriate over 5000 New Zealanders on approximately 110 government repatriation flights, commercial flights and other non-scheduled flights.	COVID-19 travel restriction assistance	1052
	COVID-19 financial assistance	230
	COVID-19 medical	78

WHERE THE COVID RELATED CASES HAPPENED



INDIA
196



MEXICO
95



CHILE
81



COLOMBIA
79



UK
69



CHINA
69



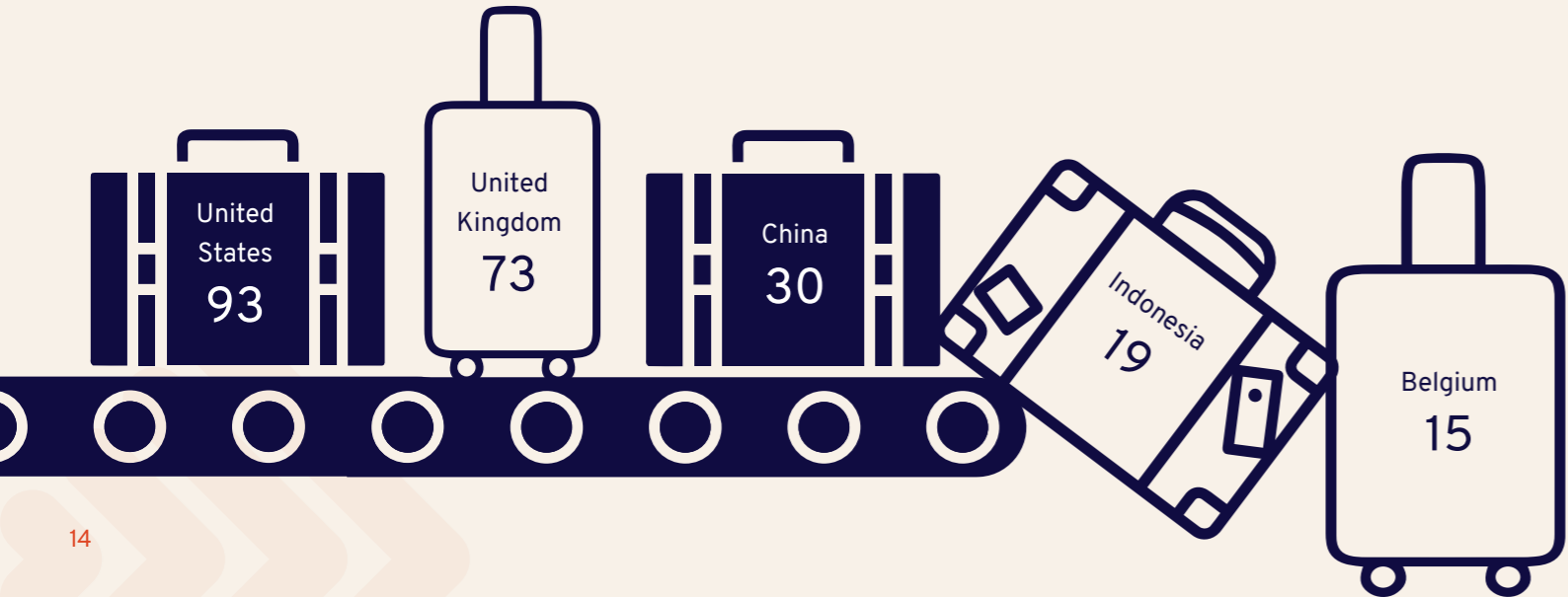
ARGENTINA
64



THE PHILIPPINES
53

LOST PROPERTY

Losing personal property (wallet, credit card, passport) has generally been the most common reason for New Zealanders to seek consular assistance. In 2019/20, there were 428 lost property cases.



DEATHS OF NEW ZEALANDERS OVERSEAS

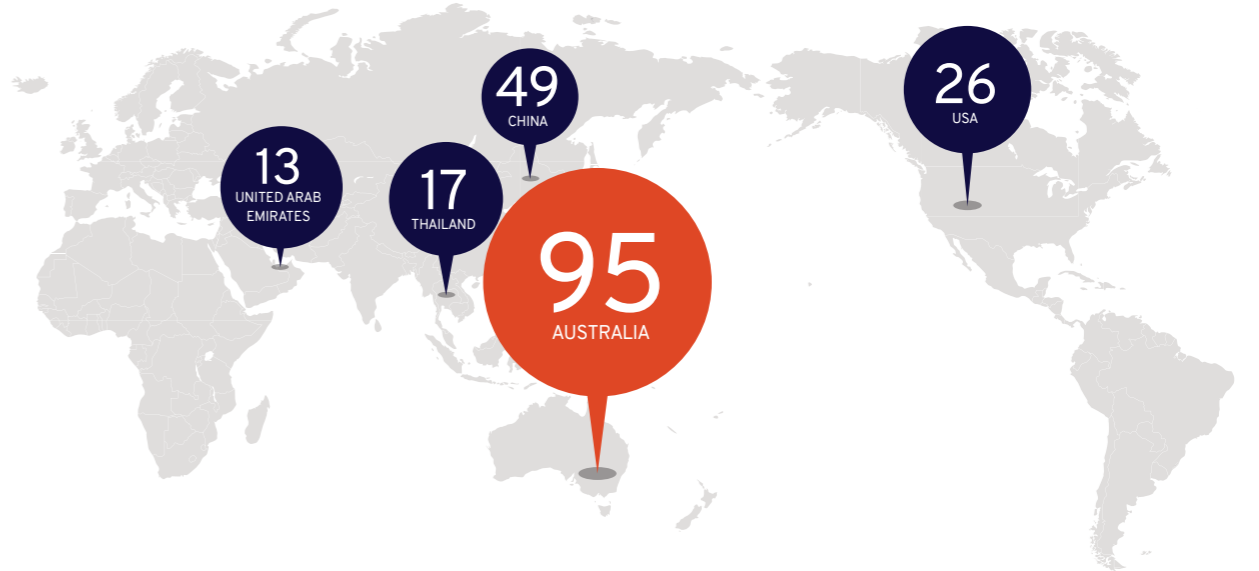
In 2019/20, we supported 244 families involving the deaths of New Zealanders overseas. We did this by:

- advising on what options were available locally, including whether burial or cremation was possible, and/or the repatriation of remains or ashes to New Zealand;
- advising on approximate costs of the options available; and
- providing contact details for local funeral directors who could manage the funeral or repatriation arrangements in consultation with the family.

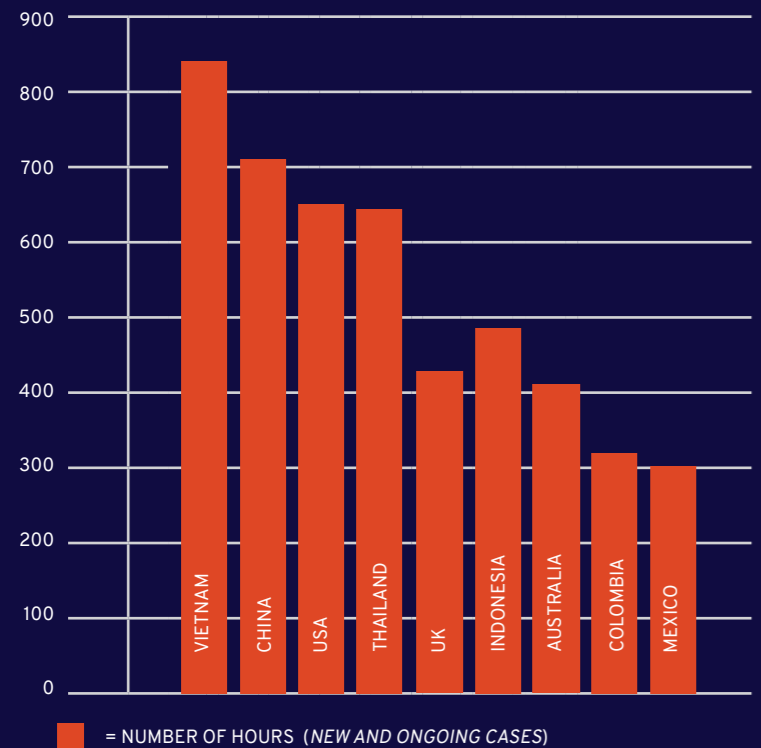


TOP FIVE COUNTRIES FOR LAW INFRINGEMENT

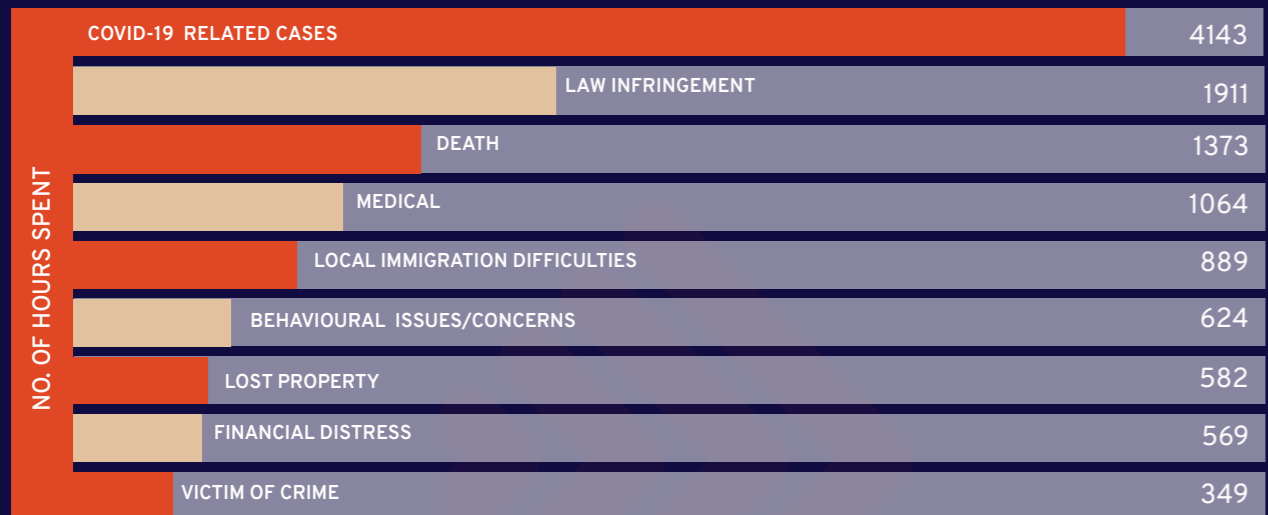
New Zealanders overseas are subject to the local law of the country they are travelling in. Local laws in some places can seem harsh by New Zealand standards, but New Zealanders are not entitled to special treatment or better treatment than local citizens. The New Zealand government cannot intervene in the judicial process of another country.



TIME SPENT ON CONSULAR CASES

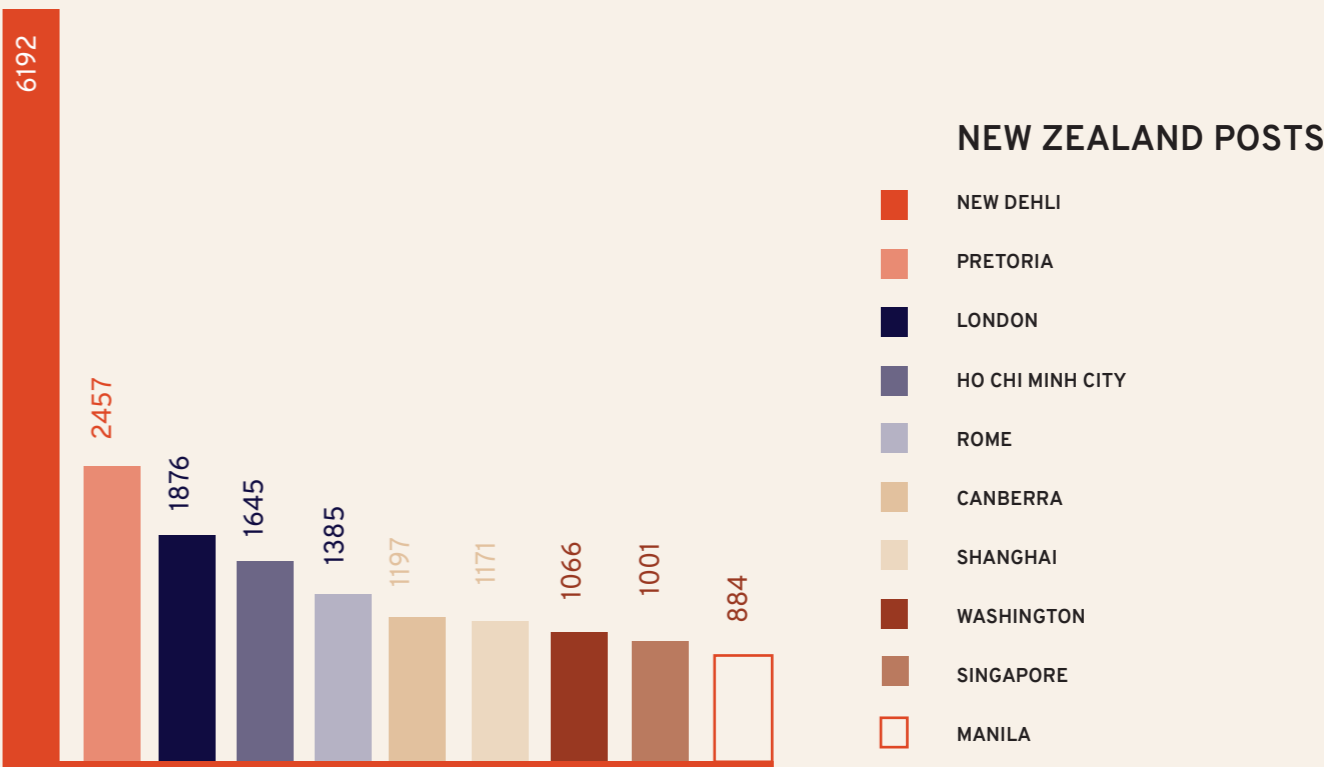


TOTAL HOURS SPENT BY CASE TYPE



OUR BUSIEST POSTS

Many of New Zealand's Embassies and High Commissions are accredited to more than one country, which means consular staff may need to travel back and forth across borders to help New Zealanders in difficulty. Dealing with complex and ongoing cases can require significant time investment from posts. Some posts may receive more generic enquiries than others and undertake more notarial services. The below graph summarises posts efforts including new and ongoing cases, notarial services, general enquiries and other consular work.



FOR MORE INFORMATION

A comprehensive set of MFAT's 2019/20 consular statistics is available online at www.mfat.govt.nz
[Safe travel website.](#)

HOW TO FIND US

Our consular staff in Wellington and around the world provide consular advice and assistance to New Zealanders at all times.

If you are in need of consular assistance, you can contact us:

- through one of our 59 Embassies, High Commissions and other offices in 52 countries around the world. Contact details for our posts are available here: www.mfat.govt.nz/embassies/
- by phone on +64 4 439 8000 and ask for Consular
- by email at cons@mfat.govt.nz
- by filling in a form at www.safetravel.govt.nz/contact
- on Facebook www.facebook.com/SafeTravel.govt.nz/
- 24/7 Emergency consular assistance: 0800 30 10 30 9 (within New Zealand)
or +64 99 20 20 20 (outside New Zealand).

PRIVACY

We value the privacy of people we give consular advice and assistance to. Any personal information provided to MFAT is protected by law, including the Privacy Act 2020. Information we have received is only used for the provision of consular services. We do not share information with other government or private agencies unless it is necessary to provide consular services.