



NEW ZEALAND
FOREIGN AFFAIRS & TRADE
Manatū Aorere



Consular Snapshot

2024-25



The Ministry of Foreign Affairs and Trade acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders.

Keeping New Zealanders safe when traveling and living abroad, and ensuring they can access consular assistance and emergency advice when required, is an important part of our work.

Our year at a glance

Between July 2024 and June 2025, the Ministry of Foreign Affairs and Trade supported New Zealanders through a series of major international events. The ongoing conflict between Israel and Hamas has seen a worsening of the humanitarian crisis in Gaza, while growing tensions across the Middle East led to consular support being needed in both Israel and Iran. Natural disasters and other global emergencies also affected large numbers of New Zealanders overseas. The most significant of these included:

- In partnership with NZDF, evacuating 173 people from Vanuatu following the December 2024 earthquake (including 60 foreign nationals from over 20 countries).
- Responding to the California wildfires in early 2025, providing advice and support to New Zealanders who lost their homes and sending regular SafeTravel updates to those living and travelling in the region.
- Providing advice and support to New Zealanders in Pakistan and India following the temporary suspension of flights in Pakistan and parts of India due to conflict.
- Assisting a group of New Zealanders and New Zealand visa holders to evacuate Gaza in May 2025.
- Supporting over 370 New Zealanders and their families in Israel and Iran following missile attacks, air space closures, and subsequent suspension of flights.
- Providing consular support to the large numbers of New Zealanders attending the Summer Olympic Games and America's Cup events in 2024, and the 110th Anzac Day Commemorative Service in Gallipoli in 2025.

Registering your travel with us on [SafeTravel](#) is the main way we can contact you in case of emergencies or crises, such as natural disasters, civil unrest, or terrorist attacks, or when we update our travel advice for a country you are visiting. Over the last year, the Ministry sent 500 messages to registered New Zealanders to advise about: security or civil-unrest (143); extreme weather events, such as storms or flooding (104); earthquakes (28); wildfires (24); volcanic activity (3); and travel advisory updates we have made (198).

At the same time as sending out messages to those registered on [SafeTravel](#), we developed a new SafeTravel website, completed 75 full country reviews throughout the year, and published news items on severe weather events, civil unrest, and disease outbreaks, such as measles, monkeypox and polio.

During the year, the Ministry assisted 1,610 new cases of New Zealanders in difficulty overseas, continued to support 795 ongoing cases, answered 4022 calls to our 24/7 emergency call centre, and responded to 38,979 general consular enquiries through our embassies, high commissions, and consulates.

Some of the most complex cases the Ministry handled over the past year involved the deaths of New Zealanders (some due to violent crime), the successful resolution of a complex and long-running hostage situation, supporting people facing criminal charges that potentially carried the death penalty, responding to suspected human trafficking, travel restrictions preventing people from returning home, and risks to vulnerable children. We worked closely with other Government partners on many of these cases.

All travellers should have comprehensive travel insurance that covers the activities they plan to undertake (from scuba diving to scooter riding) as well as personal liability, medical treatment, and emergency medical evacuation. We continue to see New Zealanders lumped with large medical bills or other costs (in the 10s and 100s of thousands of dollars) if the worst happens and they don't have cover in place. With the growing international trend in medical tourism and the severe impacts if things go wrong, the risks of travelling without adequate insurance can be devastating. Despite the very distressing circumstances these individuals face, the New Zealand Government cannot pay for medical costs overseas.

How did we do?

Despite the challenging global environment and growing complexity in the Ministry's consular caseload, the latest survey results show that a majority of New Zealanders who received consular assistance:

- were satisfied or very satisfied with the service they received (72% ↓)
- received the help they needed (66% ↓) or partly (15% ↑); and
- were satisfied with the time it took to receive assistance (74% ↓).

Examples of positive feedback from New Zealanders we assisted:

"I would like to sincerely thank you for the incredible support you provided during my recent journey.... With your help, I was able to obtain the necessary border number that allowed me to continue my travels safely. Your team's responsiveness, especially reaching out to me via WhatsApp and offering clear and reassuring guidance, made an enormous difference during what was an incredibly stressful and uncertain time. I felt supported every step of the way. I am genuinely proud to be a resident of New Zealand—a country that looks after its people, even when they are facing difficult circumstances far from home. The compassion and professionalism shown by the New Zealand Embassy in Turkey is a reflection of the values that make our country so special."

"I was very grateful for the support I received from the NZ Embassy in Bogota, I was quite distressed at the time, and I was not expecting anyone to turn up at the hospital, in a foreign country, where I didn't speak the language. I felt a lot safer and reassured after the Embassy staff met with me. Thank you for the support, I am very grateful."

Examples of where expectations didn't align with our ability to help:

"There was only a small window during the day that I could talk to the London passport office, and it was very hard to get anything moving on the weekend which is when I needed it the most."

"An offer to accompany me/be a witness when being interviewed by Customs - more as a support person then to offer any advice."

Consular services at a glance



69 posts (embassies, high commissions, consulates, and representative offices) in 56 countries and territories, with diplomatic cross-accreditations in a number of other countries.



Nearly 2.15 million visits to the [SafeTravel](#) website, with over 625,000 users



500 messages sent to those who have registered their trips on [SafeTravel](#)



Assisted 1,610 new cases and continued to support 795 existing ones, with 72% satisfied with MFAT's consular services



Responded to 38,979 general consular enquiries, with 4022 consular calls answered by our emergency call centre



6214 notarial services provided



Launched a refreshed [SafeTravel](#) website



Evacuated 125+ New Zealanders caught up in the Vanuatu earthquake and Middle East conflict



Supported New Zealanders attending major offshore events, such as 110th ANZAC Commemorative Services at Gallipoli



Assisted 382 new cases of
lost belongings and
property



Assisted with 237
new bereavement
cases



Assisted with 164 new cases
of New Zealand citizens in
medical distress



Assisted 122 new cases
of New Zealand citizens
in financial distress



Assisted 122 new cases of
New Zealanders with local
immigration issues



Assisted 151 new
law infringement
cases



All reported case numbers are for the period 1 July 2024 to 30 June 2025.



Most common requests for assistance are:

LOST PROPERTY

BEREAVEMENT

LAW INFRINGEMENT

MEDICAL

Where most new cases happened:

AUSTRALIA

UNITED STATES

THAILAND

UNITED KINGDOM



Staff at embassies can help you by:

- giving advice, with the aim of helping you to help yourself.
- supporting you with a lost or stolen passport.
- contacting relatives or friends to request emergency funds.
- providing a list of English-speaking lawyers, and helping you contact family and friends, if you are detained or arrested.
- contacting family and friends if you are ill or injured.
- supporting you with arrangements following a death overseas.
- in certain circumstances, providing notarial services such as witnessing affidavits, statutory declarations and other documents for use under New Zealand law.
- supporting you during a crisis, such as civil unrest and natural disasters.

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



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.
- store your belongings.
- compel another country to overturn your travel ban or deportation.
- become involved in commercial disputes or civil litigation.
- secure access to, or administer, vaccines to New Zealanders who are located offshore.

What is consular

Consular assistance is about helping a New Zealand citizen in distress overseas to help themselves.

In addition to our Wellington-based team and emergency call centre, we provide consular services through our global network of 69 posts (embassies, high commissions, consulates, and representative offices), in 56 countries and territories, with diplomatic cross-accreditations in a number of other countries.

Each consular case is unique and the assistance provided will depend on the circumstances.

Consular assistance can range from:

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

[SafeTravel](#) provides detailed information on the consular services we provide.



We have three main messages for travelling New Zealanders:

1 Take out travel insurance

2 Register your travel details on SafeTravel

3 Check our travel advice, before you go

1

Take out travel insurance

We strongly advise New Zealanders to get comprehensive [travel insurance](#) before heading away. Travellers need to make sure that their 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”.

Travel insurance covers risks when travel doesn’t go to plan and things go wrong. Having unforeseen risks covered ensures an additional layer of protection against financial loss.

Your insurance policy needs to cover any activities you plan to undertake, personal liability, medical treatment, emergency medical evacuation, and any pre-existing medical conditions - from scuba diving to scooter riding, from adventure tourism to medical tourism. Even minor medical treatment can be very expensive overseas and the costs involved following a major health event or death overseas, including their repatriation to New Zealand, can range from NZ\$3,000 to \$30,000 or higher depending on where you are and what you want to happen.

The New Zealand Government cannot pay your travel bills, legal or medical expenses, or the costs of returning you to New Zealand. Make sure you follow any insurance restrictions, for example driving within your license restrictions or engine capacity limitations, and stick to the laws in the country you are in.

In recent years, New Zealanders and other travellers have repeatedly been impacted by situations where the lack of insurance coverage, or its limitations, have created severe hardship. In some tragic cases, the lack of insurance has been a life or death issue for New Zealanders and other international travellers.

Recent traveller experiences

Some recent experiences below show the importance of having the right insurance policy that covers any activities you plan to undertake. Even with insurance, some activities may not be attractive once you have considered all of the risks and what can go wrong.

- Following a motorcycle accident in Thailand, a traveller was taken to hospital. Once the individual’s insurance cover was exhausted, they were transferred to a public hospital and later self-discharged themselves due to mounting medical costs, their lack of insurance and personal funds. While embassy officials could not pay for the individual’s medical costs, they did offer to reach out to friends and family for assistance. In this case, the person had nobody they wanted to be contacted. The individual organised a payment plan with the hospital. The embassy organised regular welfare checks by a local organisation. In the following weeks the organisation visited the traveller and on the last occasion found them unconscious. They were taken to hospital where they tragically passed away.
- A traveller went to Türkiye for a cosmetic procedure, attracted by the significantly lower cost compared to their home country. Shortly after surgery, they experienced serious complications. Although the clinic appeared modern, it lacked critical care facilities, and the individual had to be urgently transferred to a private hospital. Unfortunately, the traveller had no international health insurance, and the procedure was not covered by their standard travel insurance. With no insurance cover in place, the patient and their family faced mounting medical bills and accommodation expenses as they were not well enough to travel. See our [medical tourism](#) page for more information.

2

Register your travel details on SafeTravel

New Zealanders travelling and living overseas are encouraged to register their travel and contact details on [SafeTravel](#). A new registration system will make it even easier to register, keep your travel plans up to date, and allow you to control how long we keep your information. [SafeTravel](#) registration is voluntary, and all information is held in accordance with the Privacy Act 2020.

Registering means we can send important travel information to you, including updated travel advice for the destinations you have registered, security alerts, and information during a crisis.

You will only receive [SafeTravel](#) messages if you are registered with us, including where and when you are travelling.

Why did you register with SafeTravel?

"For someone to know where I am and check on me. For example, an earthquake in Chile."

"Just because of the way the world is today, if I lose contact with family and friends or if I end up in a situation where I'm unable to help myself".

Anywhere there is an emergency and we think New Zealanders might be affected, we can respond by:



Sending advice directly to SafeTravel registrants by email, text message, or calling directly if there are limited options



Providing regular and up to date travel advice online 24/7, with news features on SafeTravel



Activating emergency contingency plans, including if government evacuations are necessary



Deploying staff to affected areas



Liaising with families in New Zealand



Liaising with local and international authorities and networks

3

Check our travel advice

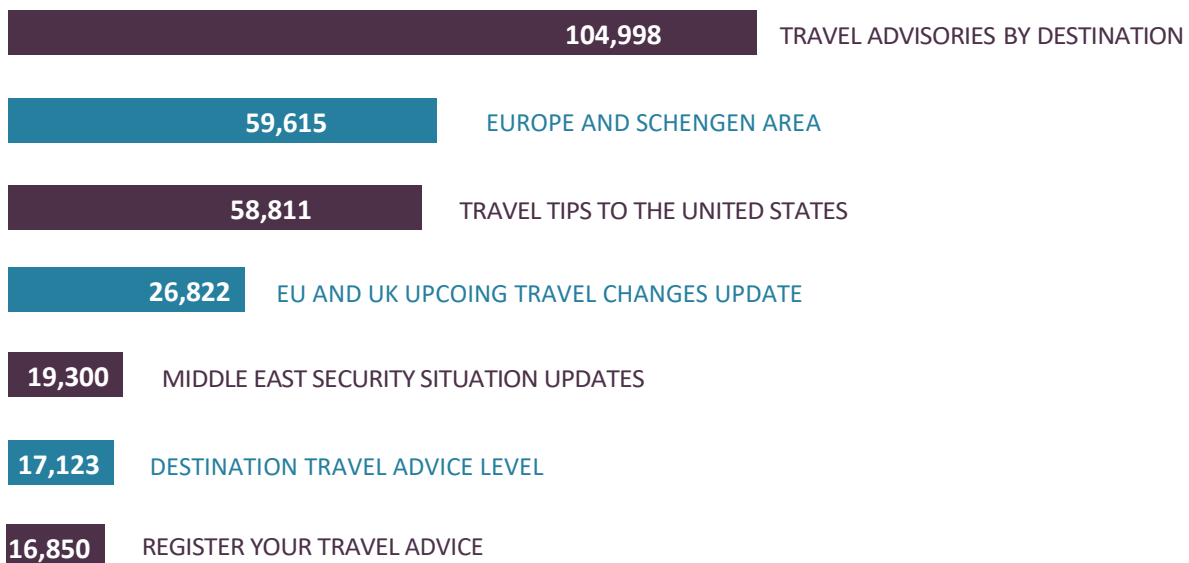
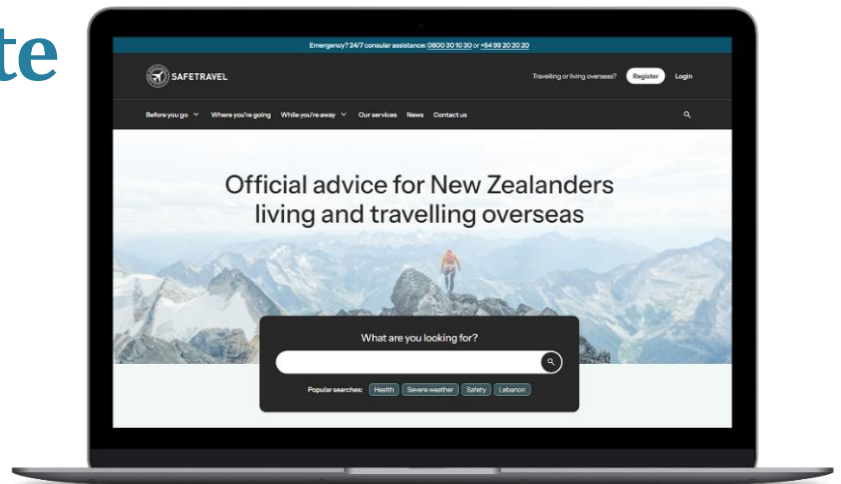
The Ministry is responsible for providing travel advice for destinations around the world through the [SafeTravel](#) website. Our goal is to ensure New Zealanders can live, do business, and travel more safely offshore.

[SafeTravel](#) has a wide range of tips to help ensure your safety when travelling offshore, what to do if things go wrong, and how the New Zealand Government can (or cannot) help if you are in trouble.

[SafeTravel](#) advice is designed to help New Zealanders make informed decisions about travel destinations. We do not provide advice on all destinations but focus on locations where we have reliable information on security and safety issues that may affect New Zealanders.

Over 625,000 individuals used [SafeTravel](#) last year with over half doing so from New Zealand and from a mobile phone. Most surveyed users said [SafeTravel](#) had the information they needed to make informed decisions before travelling overseas and was accurate and up to date (68%).

Unique website pages views



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

Consular case breakdown

Most travelling New Zealanders never need consular assistance. Some choose not to contact us even if they do get into difficulty. But the following table summarises those instances where New Zealanders have sought assistance over the past seven years.

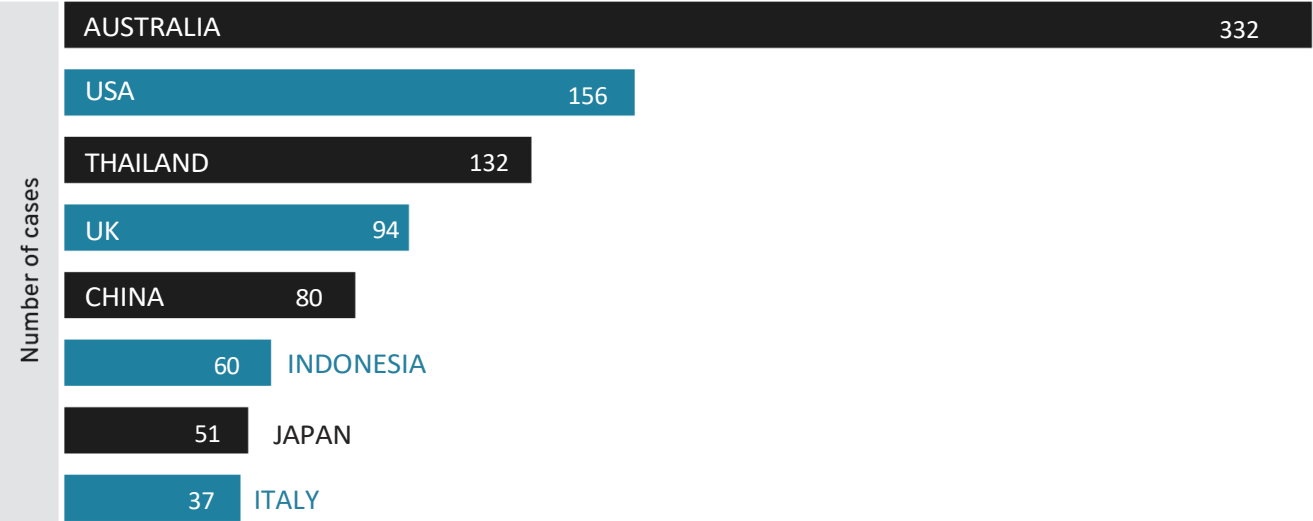


Data is for the period 01 July to 30 June each financial year. Data from 1 July 2023 is extracted as at 15 July, previously the data was taken at the time the report was drafted:

CASE TYPE	NUMBER OF CASES								
	2024-25	2023-24	2022-23	2021-22	2020-21	2019-20	2018/19	2017-18	2016-17
Accident	20	25	29	6	10	26	28	26	30
Adoption	0	0	0	5	4	0	1	6	2
Child custody	12	15	23	12	20	16	28	25	30
Civil unrest	9	46	20	257	9	8	2	15	5
Civil/employment	8	3	4	3	3	4	5	14	24
COVID-19 related	0	0	17	724	486	1117	0	0	0
Death	237	230	226	167	127	190	213	183	186
Domestic incident	12	21	13	18	11	11	14	19	16
Financial distress	140	154	117	107	96	362	82	105	90
International surrogacy	1	3	1	0	1	5	1	4	1
Invigilation	0	4	1	1	1	0	9	5	5
Law infringement	151	149	130	88	81	138	201	212	198
Local immigration	122	90	97	113	96	147	200	230	202
Lost property	382	427	275	133	50	339	462	542	548
Medical	164	143	111	47	57	144	205	209	179
Mental well-being	32	41	26	31	22	39	34	38	37
Missing person	35	36	30	23	8	31	31	57	42
Natural disaster	4	15	1	1	1	5	3	23	2
Notarial problems	4	6	8	5	8	15	10	12	14
Other	66	72	86	67	39	91	78	87	76
Passport	63	52	54	59	41	93	175	170	196
Personal safety concerns	75	76	61	61	52	52	66	53	52
Scam	6	6	6	1	1	3	5	9	13
Terrorist attack	0	0	0	0	0	0	0	5	1
Threat warning	0	1	0	0	0	0	1	1	0
Victim of crime	56	97	84	15	6	87	151	193	264
Welfare of minors	11	13	21	19	7	9	13	7	8
Witness marriage	0	0	0	0	0	1	0	2	1
GRAND TOTAL	1610	1725	1441	1963	1237	2933	2018	2252	2222



Where consular cases

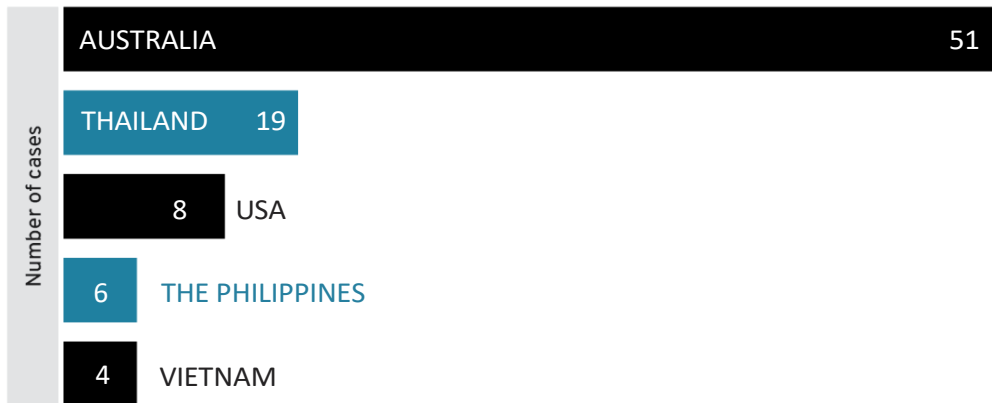


New Zealanders can seek consular assistance from our global consular network. In an emergency, consular assistance is available 24/7. Australia continues to be the country with the highest number of consular cases.

Most common new consular cases



Financial distress



There is no automatic right for New Zealanders in distress overseas to receive financial assistance from the government. If a person does not have insurance, they are expected to pay any costs themselves. This can be very expensive.

As a last resort, in certain exceptional circumstances, when all other options for support have been exhausted, the Ministry of Foreign Affairs and Trade may be able to provide a consular loan. A consular loan is not a right, it depends on the circumstances, and is subject to strict rules. All loans must have a loan agreement and be repaid within a short timeframe. Loans which are not repaid are referred to debt collection.



Law infringement

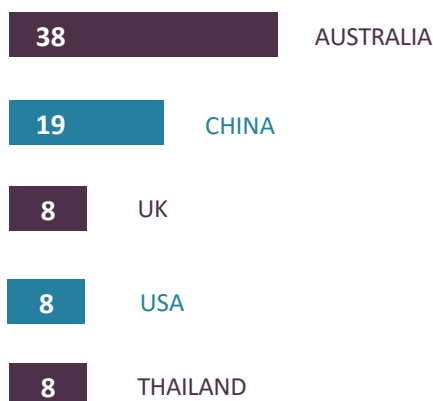
New Zealanders overseas are subject to the local law of the country they are travelling in. Local laws in some places can seem harsh by New Zealand standards, but New Zealanders are not entitled to special treatment.

The New Zealand Government cannot interfere in the judicial process of another country, including advocating for your case or providing legal advice. By entering a country, you agree to follow their rules or pay the consequences, which can be harsh.

If a New Zealander is arrested overseas, a New Zealand embassy, high commission or consulate can:

- provide a list of local English-speaking lawyers so the person can select a legal representative.
- provide information about local legal aid.
- if requested, inform the next-of-kin or other relatives/friends of the arrest and seek any financial assistance from them.
- depending on the location of the court, attend a court hearing as an observer.

Top five countries with new law infringement cases:



If a New Zealander is imprisoned, a New Zealand embassy, high commission or consulate can:

- provide family or friends with the prison contact details and how they may communicate, if requested to do so by the detained New Zealander.
- advise family or friends how to transfer or deposit funds for the prisoner, in accordance with prison regulations.
- if required, seek approval for prison visits by family or friends.
- make periodic visits in countries where prison conditions are substantially different from New Zealand, depending on the location of the prison.
- bring any medical or dental problems to the attention of the prison authorities.
- take up any justified complaint about any ill treatment or discrimination with the prison authorities and advise your lawyer of these.

Recent traveller experience

A traveller found themselves detained in a Bali jail after a night out. A disagreement occurred between the taxi driver and the individual, which resulted in a physical altercation. A number of locals came to the aid of the taxi driver, including two local police officers.

Unfortunately, the altercation continued, and the traveller spent the night in the local jail. Before being officially charged with assaulting 6 locals, including the two police officers, the individual was given an opportunity to remedy the situation by means of a monetary apology followed by immediate deportation. If convicted, the New Zealander was certain to receive a prison sentence.

A concerned family member contacted the Embassy for advice. The Embassy explained the services it could and couldn't provide and offered the family advice. The family subsequently advised the Embassy the New Zealander was on their way back to New Zealand, having paid NZ\$60 000 reparations.

Deaths of New Zealand citizens overseas

Over the last year we supported 237 new cases of families who were dealing with the death of a New Zealand citizen overseas. The type of advice we provide includes:

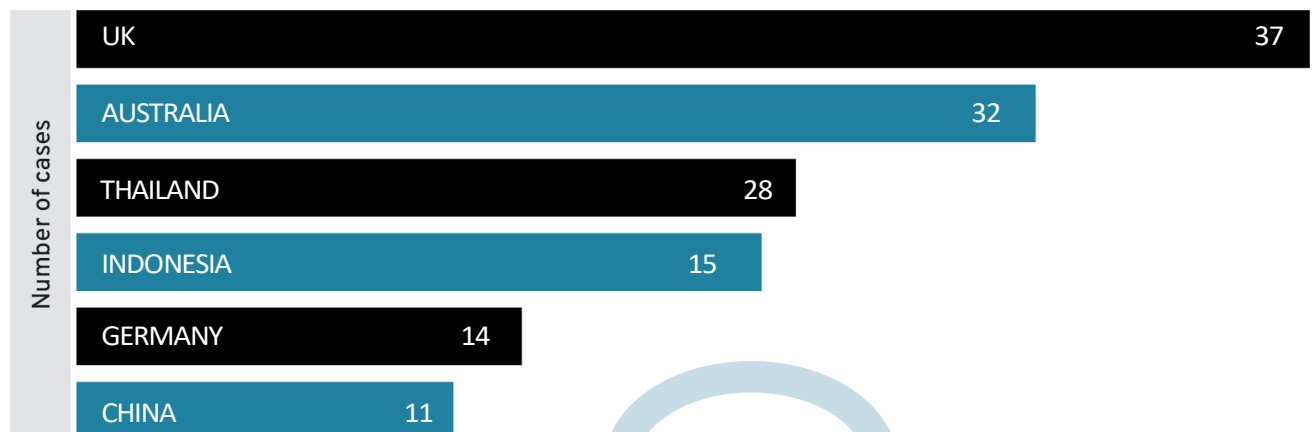
- options which are available locally, including if burial or cremation is possible.
- repatriation of remains or ashes to New Zealand.
- approximate costs of the options.
- contact details for local funeral directors who could manage the funeral or repatriation arrangements in consultation with the family.

We can also work with police to notify next of kin of a death.



We can't:

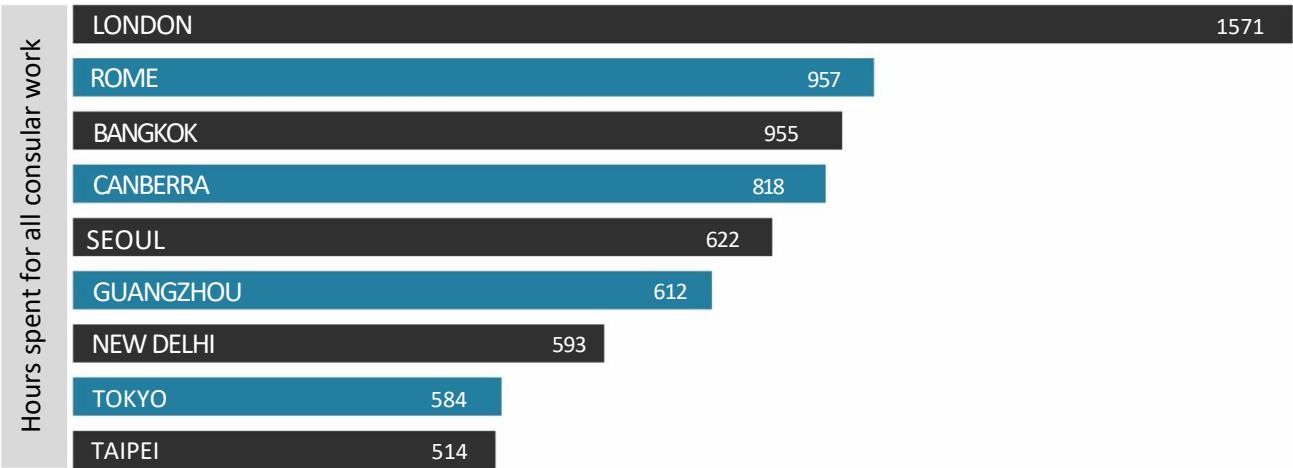
- get involved in, or speed up, procedures that are required by local law enforcement after a death, such as autopsies or post-mortems;
- pay for funeral expenses, repatriation of remains, or return of personal effects; or
- investigate the cause of a death.



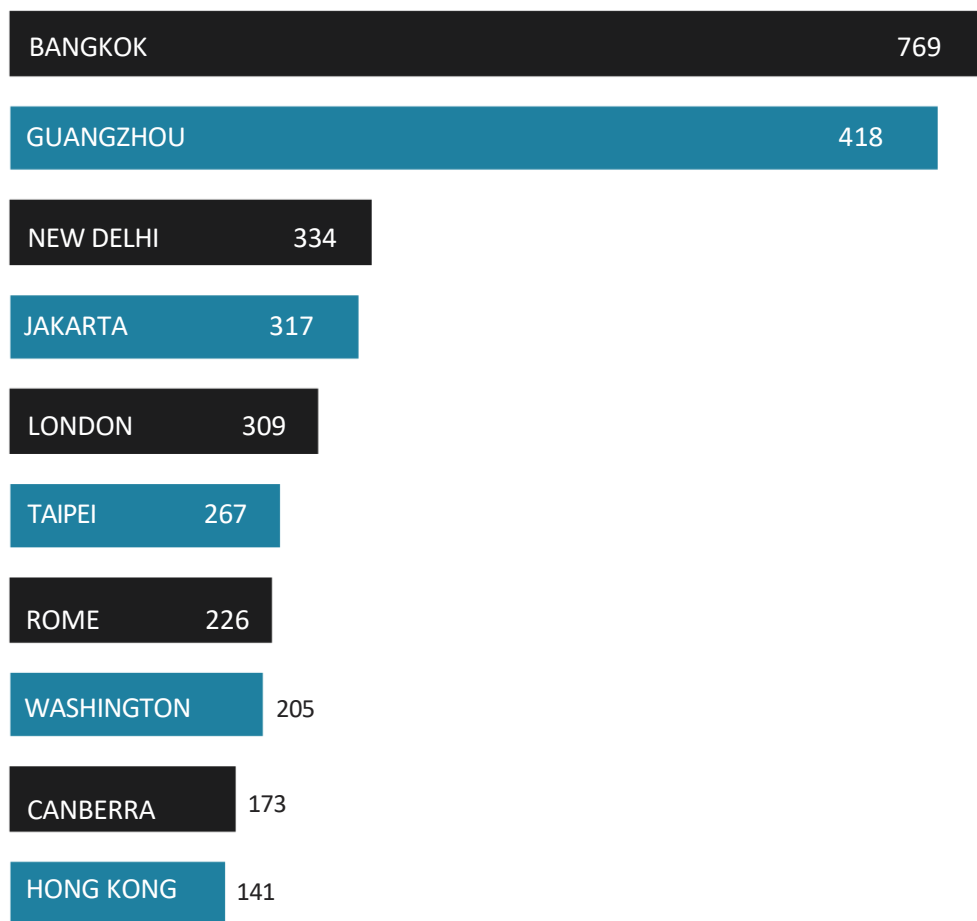
Our busiest posts

Many of New Zealand’s embassies and high commissions are accredited to more than one country, which means consular staff may need to travel across borders to help New Zealanders in difficulty. Dealing with complex and ongoing cases does require significant work by posts, while other cases can be closed quickly. Some posts may receive more enquiries than others and some posts experience high demands for notarial services.

Our busiest posts over the last year were:



Hours spent on consular cases by



Hours spent by case



LAW INFRINGEMENT
1867 HOURS



FINANCIAL DISTRESS
1014 HOURS



BEREAVEMENT
979 HOURS



LOST PROPERTY
502 HOURS



MEDICAL
732 HOURS



LOCAL IMMIGRATION
DIFFICULTIES
598 HOURS



VICTIMS OF CRIME
312 HOURS



PERSONAL SAFETY
CONCERNS
266 HOURS



MENTAL WELL-BEING
181 HOURS



OTHER
126 HOURS



HOW TO FIND US

Our consular staff in Wellington and around the world provide consular advice and assistance to New Zealanders 24/7.



Register your plans and contact details so we can send you travel updates about the places you're travelling to.

**REGISTER YOUR
TRAVEL**

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

- At one of our posts: www.mfat.govt.nz/embassies or by searching for the country you are travelling here: www.safetravel.govt.nz
- 24/7 emergency consular assistance: 0800 30 10 30 (within New Zealand) or +64 99 20 20 20 (outside New Zealand)
- By emailing consular@mfat.govt.nz
- On Facebook www.facebook.com/SafeTravel.govt.nz



PRIVACY

We value the privacy of the people we provide consular advice and assistance to. Any personal information provided to the Ministry is protected by law, including the Privacy Act 2020. Information we hold is only used for the provision of consular services. We may need to share the information we hold with other New Zealand and host government agencies or service providers, such as hospitals, for the purpose of providing consular services to you, or as required by law.

If we need to share the information for reasons other than providing consular services to you, we will only do so with your consent, or in accordance with the law.





**Te Kāwanatanga
o Aotearoa**
New Zealand Government

