



CONSULAR SNAPSHOT



2018/19

OUR HELP FOR NEW ZEALANDERS OVERSEAS



CONSULAR SNAPSHOT AT A GLANCE



Consular services are provided by **60 posts** around the world



Provided consular assistance to over **2700** New Zealanders overseas



Responded to over **23,600** general consular advice enquiries



11,900 notarial services



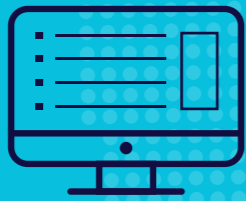
84% of survey respondents are satisfied with the quality of consular services



Responded to **37** offshore emergencies



Over **700,000** New Zealanders have used the Safe Travel system



Issued **103** travel advisories



Over **3 million** overseas trips taken by New Zealanders



Assisted with **265** bereavement cases



Responded to **269** medical cases



Supported **47** missing person cases



Responded to **108** financial difficulty cases

MOST COMMON REQUESTS FOR ASSISTANCE

- Lost property
- Local immigration difficulties
- Medical

CASES THAT TAKE THE LONGEST TIME

- Law infringement
- Death
- Local immigration difficulties

BUSIEST EMBASSY/HIGH COMMISSION

- London
- Washington
- Guangzhou

WHERE MOST CASES HAPPENED

- Australia
- The United States
- China

A key role for the Ministry of Foreign Affairs and Trade is ensuring New Zealanders are safe when traveling and living abroad, and can access consular assistance and emergency advice. Consular services help keep New Zealanders safe and informed when they live and travel overseas.

In 2018, New Zealand residents took over 3 million trips overseas, which was 7 percent more than in 2017. More than a million of those trips were to Australia. The next most popular destinations for travelling New Zealanders in 2018-2019 were the United States, Fiji, the United Kingdom and the Cook Islands.

While estimates vary, as many as one million New Zealanders are believed to live overseas.

WHERE DID NEW ZEALANDERS TRAVEL IN 2018/19?



WHAT IS CONSULAR ASSISTANCE?

Consular assistance is help provided by the New Zealand government to a New Zealander travelling or living overseas. Consular assistance is provided to New Zealand citizens who are travelling on a New Zealand passport, through 60 posts in 53 countries.

Each consular case is unique and the assistance provided will depend on the circumstances. Consular assistance can range from helping people who have been victims of crime, to assisting people in detention, to providing advice to families of New Zealanders who have died in another country.

We also provide response capability in the event of an emergency involving New Zealanders overseas, such as a terrorist incident or natural disaster; and formally validating documentation for use in other countries.

WE HAVE THREE MAIN MESSAGES FOR TRAVELLING NEW ZEALANDERS:

1 CHECK OUR TRAVEL ADVICE

2 REGISTER YOUR TRAVEL DETAILS ON SAFETRAVEL

3 TAKE OUT APPROPRIATE TRAVEL INSURANCE



1

CHECK OUR TRAVEL ADVICE

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.

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

In the 2018/19 year, we published advisories for 103 destinations around the world. We also issued 64 news features, providing information about developing events (such as a cyclone brewing) or global issues (like communicable diseases).

The SafeTravel website had over 1.4 million website views in 2018/19. Our most frequently visited pages provided information on travel to Indonesia, Turkey and Europe; SafeTravel registration; and Europe travel tips. We also regularly share updates on our Facebook page, which has around 10,000 followers

Our advice covers security and safety concerns in 137 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.

2

REGISTER YOUR TRAVEL DETAILS ON SAFETRAVEL

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

Registering means we can immediately contact people and check on their wellbeing if there is a major incident overseas. We can also provide updates about emergencies, natural disasters, or terrorist attacks. SafeTravel registration is voluntary and all information provided remains confidential.

Every day we respond to emergencies around in the world, from tourist bus crashes, to floods, to forest fires, bomb blasts and more. Anywhere there is an emergency, and an inkling New Zealanders might be affected, we can respond by:

- ✓ sending messages to SafeTravel registrants via email or SMS
- ✓ providing travel advice and crisis updates with news features on SafeTravel and Facebook
- ✓ deploying staff to affected areas
- ✓ assisting our New Zealand posts to prepare for emergencies by reviewing their contingency plans and providing any necessary guidance
- ✓ liaising with families in New Zealand
- ✓ liaising with local authorities and networks.

3

TAKE OUT APPROPRIATE TRAVEL INSURANCE

We strongly advise New Zealanders to get comprehensive travel insurance before heading away. Travellers need to make sure that it 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.

In one recent case, an uninsured Kiwi cruise ship passenger became critically ill and ultimately had to pay \$60,000 in bills, including the cost of a medical escort to accompany him on the flight home. There are many other recent cases of whānau and friends setting up Givealittle pages to fund the medical or medevac costs of people who are uninsured, or who are not covered due to an exclusion in the insurance policy.

REGISTERING ON SAFETRAVEL CAN SAVE LIVES

One recent example involved a New Zealander who had travelled overseas to meet a woman he had met online. Unfortunately, he was the victim of a scam which saw him lose tens of thousands of dollars. The man was so upset about what had happened that he left a message for his family saying that he was going to take his own life. The family contacted MFAT and asked for urgent help. While they did not know the man's whereabouts, the man had entered his hotel details on SafeTravel, which allowed us to locate him and arrange life-saving help.



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.

CONSULAR CASE BREAKDOWNS

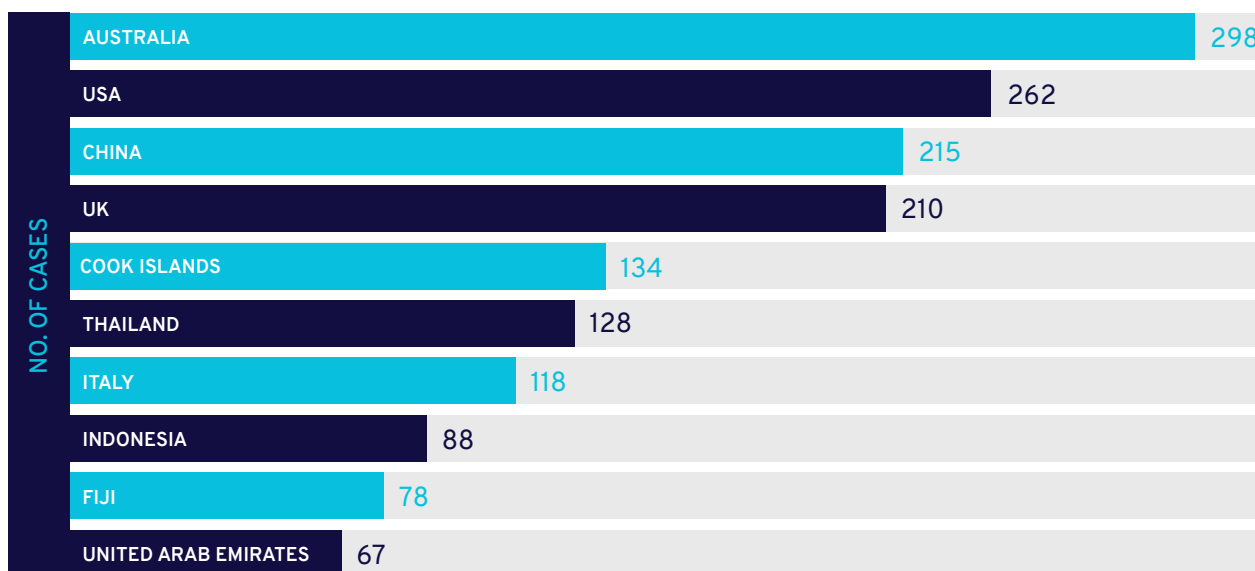
Most travelling New Zealanders never need consular assistance. Some choose not to contact New Zealand posts offshore even if they do get into difficulty. The following tables summarise the times where New Zealanders have sought assistance and we have established a new consular case.

CASE TYPE	NO. OF CASES	NO. OF CASES	NO. OF CASES	NO. OF CASES	NO. OF CASES	NO. OF CASES
	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14
Accident	41	26	30	20	24	31
Adoption	4	6	2	4	8	5
Behavioural Issues/Concerns	52	38	37	34	29	2
Child Custody	46	25	29	39	16	39
Civil Unrest	6	15	5	1	4	13
Civil/Employment Disputes	19	15	24	14	2	
Damaged Passport	18	11	10	12	14	1
Death	265	182	186	159	170	165
Domestic Incident	19	19	16	19	25	
Expired Passport/Insufficient Validity	176	160	186	200	211	6
Financial Distress	108	105	90	89	70	75
International Surrogacy	3	4	1	7	10	6
Invigilation	6	5	5	5	6	1
Law Infringement	291	215	201	158	122	159
Local Immigration Difficulties	272	228	200	215	139	180
Lost Property	591	543	548	645	535	522
Medical	269	209	179	164	148	170
Missing Person	47	58	42	37	34	65
Natural Disaster	4	23	2	8	15	11
Notarial Problems	12	12	14	15	1	
Other	107	86	78	61	32	193
Personal Safety Concerns	93	53	52	41	51	4
Scam	9	9	13	10	13	19
Terrorist Attack	1	5	1	5		2
Threat Warning	3	1		2		6
Victim of Crime	237	191	264	321	288	229
Welfare of Minors	16	7	8	5	9	
Witness Marriage	1	2	1	3	4	1
GRAND TOTAL	2716	2253	2224	2293	1980	1905

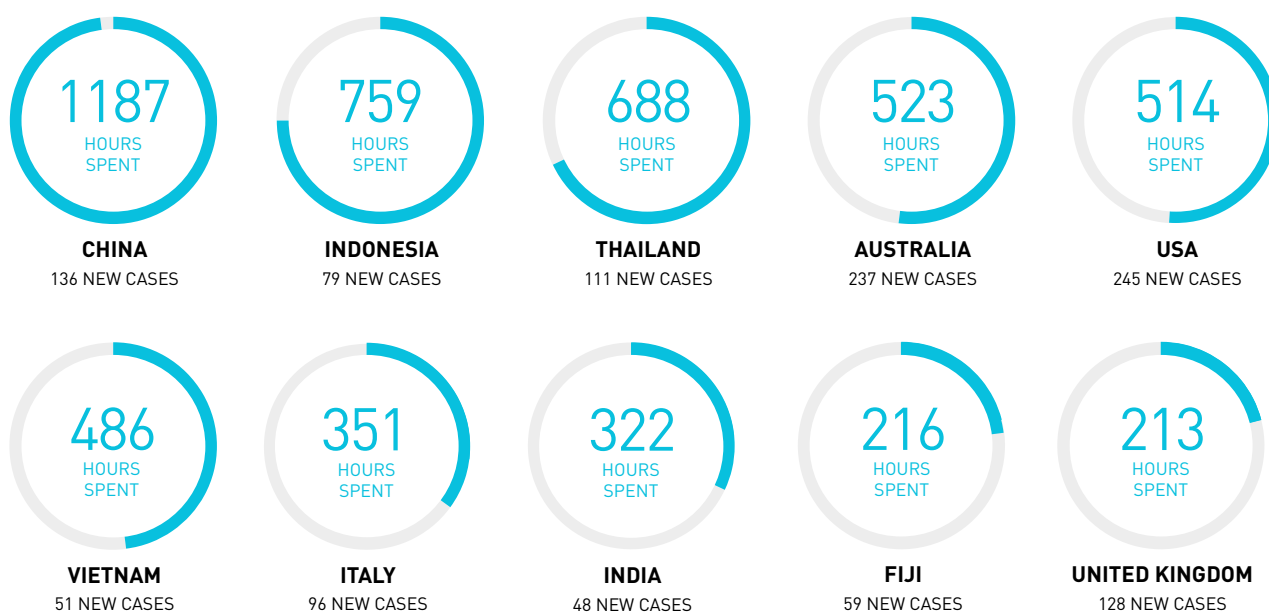
Since 2013/14, there has been a 43 percent increase in the number of new consular cases. The most significant increases were in behavioural issues/concerns and law infringement.

The statistics in this snapshot reflect the consular cases managed by the Ministry of Foreign Affairs and Trade from 1 July 2018 to 30 June 2019.

WHERE CONSULAR CASES HAPPENED

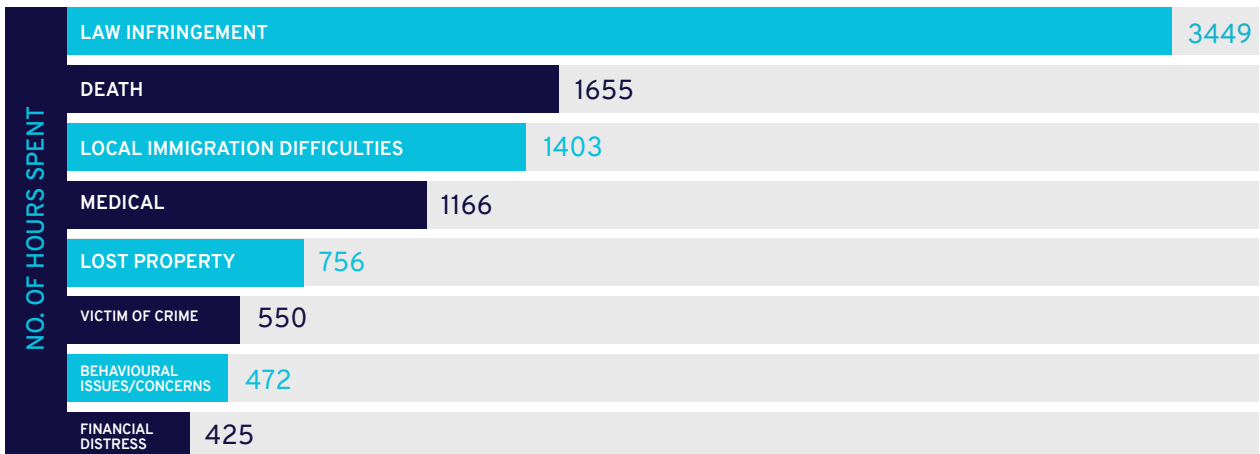


TOTAL HOURS SPENT ON CONSULAR CASES



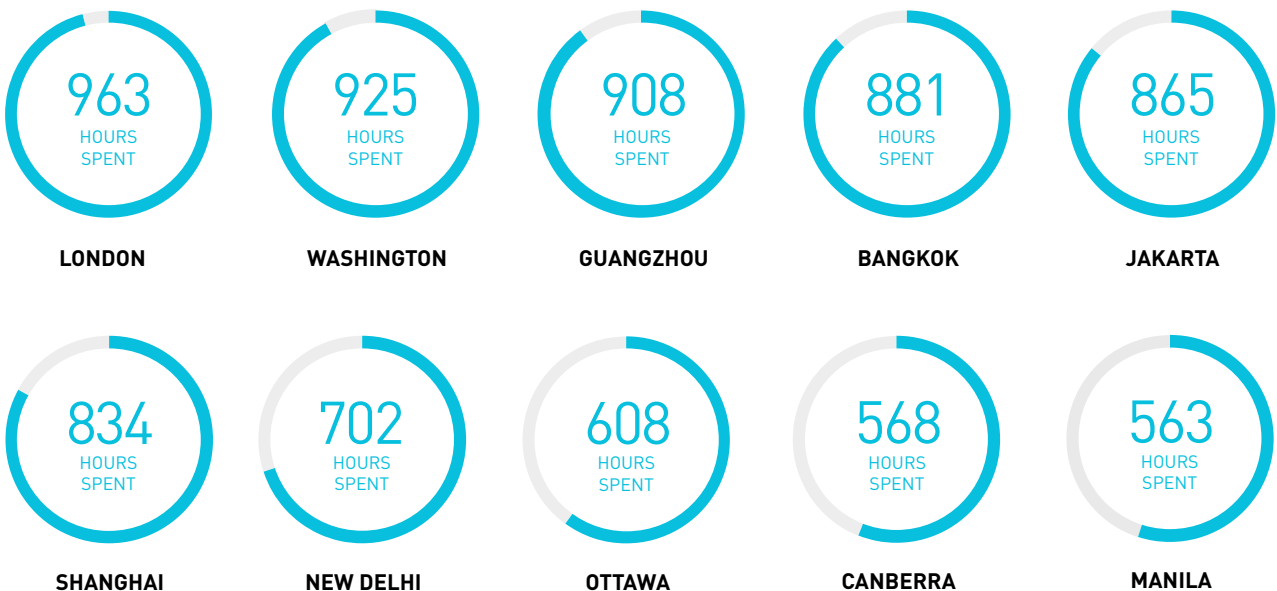
 = HOURS SPENT ON CONSULAR CASES (NEW AND ONGOING CASES)

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. For example, our post in Bangkok looks after Cambodia and Laos as well as Thailand. The below graph includes new and ongoing cases, notarial services, general enquiries and other consular work.



 = HOURS SPENT AT BUSIEST POSTS

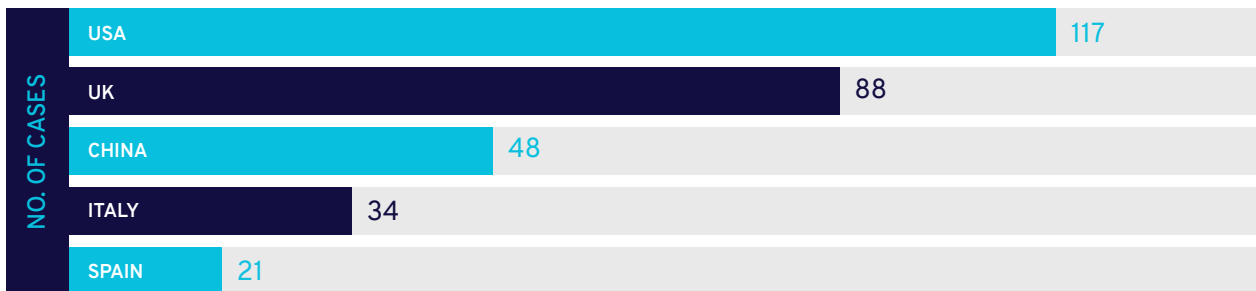
MEDICAL CASES OVERSEAS

In 2018/19 we provided consular assistance to New Zealanders in need of medical help or their families in 269 cases. This was a 29 percent increase on the 2017/18 year. Top five shown below.



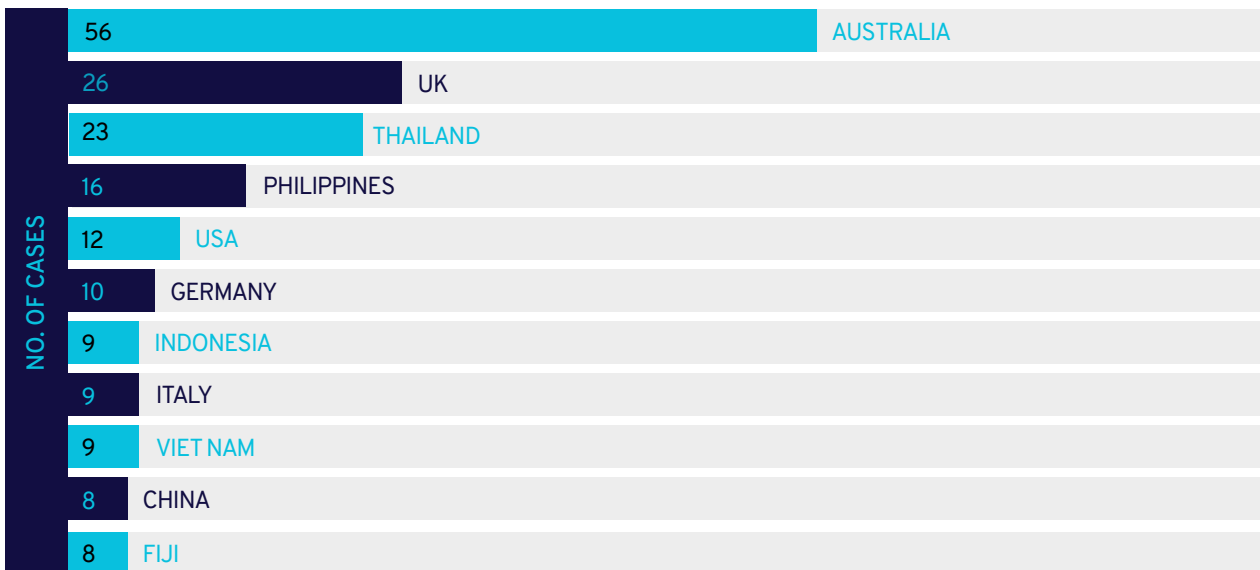
LOST PROPERTY

Losing personal property (wallet, credit card, passport) continues to be the most common reason for New Zealanders to seek consular assistance. In 2018/19, there were 591 lost property cases. Top five below.



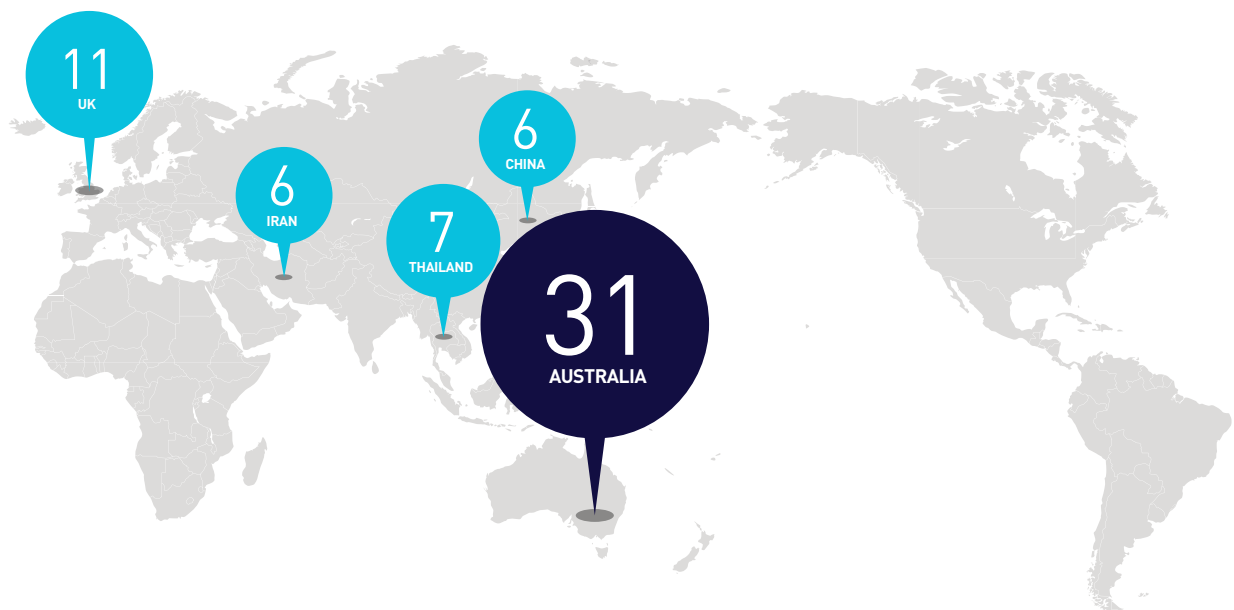
DEATHS OVERSEAS

In 2018/19, we provided consular assistance in 265 new cases involving the deaths of New Zealanders overseas. This was a 46 percent increase on the 2017/18 year.



FINANCIAL DIFFICULTIES

New Zealanders sometimes contact us after they lose money or credit cards overseas or get into other financial difficulties.



MISSING PERSONS CASES

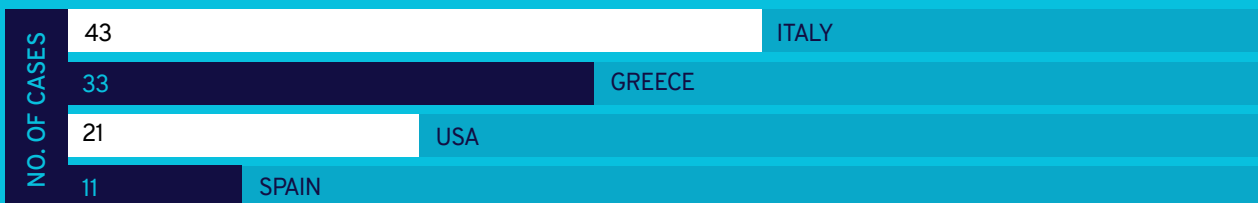


Whereabouts and missing persons: New Zealanders concerned about the whereabouts or welfare of a family member or friends overseas should use all possible means to contact them (phone, text, email, social media, last known address, including other family members, and friends, banks, travel agents, tour companies or employers.) If that is unsuccessful, they should contact their local police to report a missing person.

We may be able to provide advice and support, but we do not carry out searches for missing people. That is a job for local authorities and police.

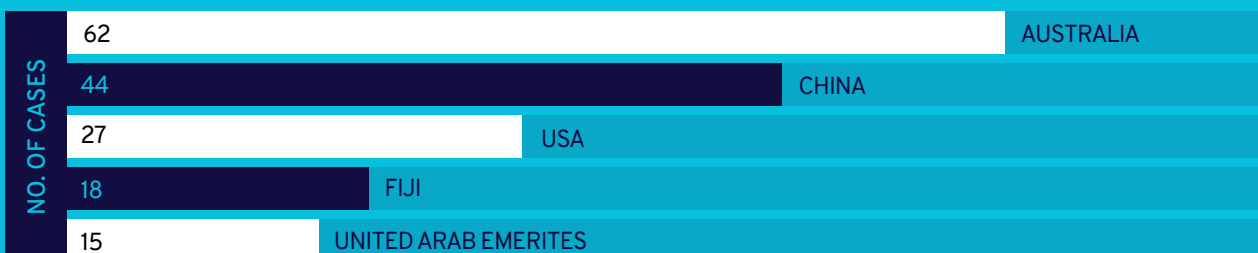
VICTIMS OF CRIME

If New Zealanders are the victims of crimes overseas, consular staff may be able to help them report the crime to the local police, find an English-speaking lawyer or locate appropriate medical care or counselling options.



ARREST AND DETENTIONS

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 compared with local people. The New Zealand government cannot interfere in the judicial process of another country.



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 60 Embassies, High Commissions and other offices in 53 countries around the world. Contact details for our posts are available here: www.mfat.govt.nz/embassies
- 24/7 Consular emergency call: **0800 30 10 30** (within NZ) or **+64 99 20 20** (outside of NZ)
- 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

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 1993. 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.



MFAT

MINISTRY OF FOREIGN AFFAIRS AND TRADE

New Zealand Government

safetravel.govt.nz