

2 October 2018

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I refer to your email of 4 September 2018 in which you request the following under the Official Information Act 1982 (OIA):

*"Statistics on the number of New Zealand citizens who ask the NZ Government for assistance while overseas each year."*

The document attached (Annex A) contains information on the number of requests received from New Zealanders seeking consular assistance for the calendar years from 1 January 2009 – 31 December 2017. Figures for 2018 cover the period 1 January until 6 September. The figures are broken down by the country where the matter occurred and the type of request.

The figures in Annex A reflect the number of new cases each year. Many of these cases take longer than a year to be resolved. For that reason the number of cases the Ministry is managing is slightly higher than the number of new cases in that year. In the 12 months to 6 September the Ministry of Foreign Affairs and Trade has managed 3019 ongoing and new consular cases.

A small number of cases are recorded in Annex A as taking place in New Zealand. While our systems record that action as taking place here, I am advised that the services provided were to New Zealanders situated offshore. The New Zealand Government does not provide consular assistance to people in New Zealand.

The attached annex is not a complete record of all New Zealanders needing assistance overseas. The Ministry holds information on New Zealanders only when we are notified of these circumstances and only for the purpose of providing consular assistance. Many New Zealanders choose not to seek consular assistance from us.

Information on the consular services we provide to New Zealanders travelling or living overseas is detailed on [www.safetravel.govt.nz](http://www.safetravel.govt.nz).

You have the right under section 28(3) of the OIA to seek a review of this response by the Ombudsman.

Yours sincerely

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Wendy Adams  
for Secretary of Foreign Affairs and Trade



















Table with columns: Country (2017), Accident, Adoption, Behavioural Issues Concerns, Child Custody, Civil Employment Disputes, Civil Unrest, Damaged Passport, Death, Domestic Incident, Expired Passport Insufficient Validity, Financial Distress, International Surrogacy, Immigration, Law Infringement, Local Immigration Difficulties, Lost Property, Medical, Missing Person, Natural Disaster, Notarial Problems, Other, Personal Safety Concerns, Scam, Seeking first NZ passport, Terrorist Attack, Threat Warning, Victim of Crime, Welfare of Minors, Witness Marriage, Total

