

COVID-19: Alert Level 4

National state of emergency declared – stay at home.
Updated information on border closure and extensions for visa holders.

State of emergency

Under the Civil Defence Emergency Management Act 2002, Wednesday 25 March's State of National Emergency declaration allows the Director Civil Defence Emergency Management to direct and coordinate personnel, material and other resources, and provides access to other extraordinary powers that will support delivery of an effective and timely response to COVID-19.

[Beehive statement | State of National Emergency declared](#)

Epidemic notices

The New Zealand Government's epidemic management notice relating to immigration matters comes into effect on Thursday 2 April 2020.

[Epidemic Management Notice information](#)

Visa holder extensions

Holders of a work, student, or visitor visa with an expiry

date of 1 April 2020 or earlier and who are unable to leave New Zealand must apply online for a new visa. An interim visa will be issued.

Holders of a work, student, visitor, limited or interim visa with an expiry date of 2 April to 9 July 2020 inclusive who are in New Zealand on 2 April 2020 will have their visas automatically extended to 25 September 2020.

Confirmation of extensions will be emailed to all visa holders.

You can find your visa expiry date in your eVisa letter.

Travel to New Zealand

The New Zealand Government has further strengthened travel restrictions, closing our border to almost all travellers from 23:59 on Thursday 19 March 2020 (NZDT). New Zealand citizens and residents (excluding those whose resident visa was granted while they were outside of New Zealand, and who haven't yet entered New Zealand to activate their visa) and their immediate family (partner or spouse, legal guardian and dependent children under the age of 24) who are travelling with them can still come to New Zealand. Immediate family who are not citizens or residents can make a request to Immigration New Zealand to undertake this travel. This process will provide this group of people with certainty that they can travel to New Zealand rather than risk being denied boarding flights to New Zealand.

[Border closures and exceptions | Making a request](#)

Australian citizens and permanent residents who normally live in New Zealand can also return to New Zealand. They can make a request to Immigration New Zealand to undertake this travel. This process will provide this group of people with certainty that they can travel to New Zealand rather than risk being denied boarding flights to New Zealand.

[Border closures and exceptions | Making a request](#)

There are a small number of further exceptions to the travel ban that may allow some people to travel to New Zealand in exceptional cases. The starting point for any consideration is that for the protection of New Zealand the border is closed. Exceptions are only in place for extreme circumstances.

All travellers must isolate themselves for 14 days upon arrival.

Entry restriction exceptions

Exceptions to the border closure can be made by Immigration New Zealand for exceptional circumstances, including:

- health and other essential workers
- citizens of Samoa and Tonga for essential travel to New Zealand

- visitor, student or work visa holders who normally live in New Zealand, and who are the partner or dependent of a temporary work or student visa holder who is currently in New Zealand
- humanitarian reasons.

If you are outside New Zealand and think you may be eligible for an exception you can make a request to Immigration New Zealand.

[Information about exceptions](#)

Anyone entering New Zealand must isolate themselves for 14 days upon arrival.

Transiting and departure from New Zealand

People whose ultimate destination is not Australia are no longer allowed to transit New Zealand.

Australian citizens, residents and immediate family (partner or spouse, legal guardian and dependent children under the age of 24) are able to transit New Zealand to Australia. **Transiting travellers must remain airside and cannot enter New Zealand.**

New Zealand citizens, residents and immediate family (partner, legal guardian and dependent children) who normally live in Australia are able to transit New Zealand to return to Australia. **If you want to transit, you need to**

remain airside and not enter New Zealand. If you enter New Zealand, you will be required to self-isolate.

New Zealand citizens, permanent residents who normally live in New Zealand and immediate family (partner, legal guardian and dependent children) are able to transit Australia to New Zealand. **Transiting travellers must remain airside and cannot enter Australia.**

Airlines will not allow unwell passengers to board.

Travellers must contact their airlines and other travel providers for the most up-to-date information about flight availability, transit and entry eligibility for areas affected by border measures.

Emergency consular assistance for New Zealanders +64 99 20 20 20 (if overseas) or 0800 30 10 30 (if in New Zealand).

[Safe Travel | New Zealand Government](#)

Travel to and from the Pacific Islands

New Zealand citizens from Tokelau, Cook Islands and Niue travelling to New Zealand must isolate themselves for 14 days upon arrival.

Travellers to the Pacific Islands must meet the entry requirements of the country they are travelling to. Check flight availability and entry requirements before starting

your journey. Health Officers are screening travellers from New Zealand to the Pacific Islands. Airlines will not allow any passenger with COVID-19 symptoms to board.

[Safe Travel | Pacific Island countries](#)

[COVID-19 countries and areas of concern | Ministry of Health](#)

[COVID-19 symptoms | Ministry of Health](#)

[COVID-19 info: Pacific languages](#)

[COVID-19 info: other languages](#)

Health measures

Health Officers are screening all travellers arriving in New Zealand. Travellers deemed high risk will be assessed.

Warning

You must obey self-isolation rules and any other government health measures.

New visa conditions: Visa holders who do not comply with instructions from a Health Officer can be detained and deported.

[0800 358 5453 | Healthline](#)

[Self-isolation guidance | Ministry of Health](#)

Visa changes to support the healthcare sector's response to COVID-19

The Government has made a number of changes to temporary work visa settings to better support the health sector response to managing COVID-19.

Visa applications will be prioritised for key roles necessary for the health response in New Zealand.

Lower skilled temporary healthcare workers that are currently in New Zealand can now work in New Zealand for an additional 12 months before they are subject to the stand down period. This will allow those health workers with lower skilled Essential Skills visas who have worked in New Zealand for three years an additional 12 months before they are subject to a stand down period where they must leave New Zealand.

This will provide additional certainty for those impacted, some of whom will be affected by the first stand down period from 28 August 2020, and it will also help maintain existing workforces at this critical time.

International Students currently employed in healthcare roles (including aged residential care) will also now be able to work full-time for three months in order to support the public health response to COVID-19.

Visa processing information

All Immigration New Zealand offices are closed for the foreseeable future as a result of the COVID-19 pandemic. We only have skeleton staff in New Zealand and their only priority is dealing with any COVID-19 requests.

Responses are being prioritised based on the direction of government e.g. health workers, and are intended only for exceptional cases. We are urgently establishing a system for dealing with these priority requests.

Residents with expired travel conditions cannot travel to New Zealand. You may apply for reinstatement of resident visa travel conditions.

Immigration New Zealand cannot extend visa durations other than under the terms of the Epidemic Management Notice. You may withdraw any undecided applications, but visa fees or levies paid for completed applications will not be refunded or deferred for another visa. Per the terms of use for NZeTA, no refunds will be given if you are no longer able to travel to New Zealand, however NZeTA are valid for two years.

Air crew and sea travel

Air and maritime crew continue to be exempt from the travel restrictions, including from the requirement to self-isolate for 14 days on arrival.

[Ministry of Health advice to airline crew](#)

Cruise ships cannot enter to New Zealand's territorial waters effective from 23:59 Saturday 14 March 2020. This will remain in place until at least 30 June 2020.

Further information

[COVID-19 \(novel coronavirus\) | New Zealand Government](#)

[Coronavirus disease \(COVID-19\) outbreak | World Health Organization \(WHO\)](#)

Contact us

Immigration Contact Centre is currently experiencing extremely high call volumes and you may face an extended delay in your call being answered.

Urgent immigration queries only:

[+64 9 952 1679 | outside New Zealand](#)

[0508 225 288 | within New Zealand](#)

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