

before you go...

stop!

Essential information for New Zealanders travelling overseas



New Zealand Government

WWW.SAFETRAVEL.GOV.T.NZ



LOG ON BEFORE YOU TAKE OFF



If it's time to grab your passport and beach towel, it's also time to take care of your travel insurance.

Even if you have insurance in New Zealand, it won't cover a broken arm in Bondi or a scooter slide in Samoa.

Medical costs in foreign countries can be huge, even with our closest neighbours. Talk to an insurance provider about a travel policy before you take off.

www.safetravel.govt.nz

The official source of travel advice for New Zealanders travelling overseas.



DEPARTMENT OF
FOREIGN AFFAIRS & TRADE
MANATO AOTEAROA

New Zealand Government

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Important messages for New Zealand passport holders

- Check your passport details are correct and sign page three.



- Parents must not sign children's passports.
- A signature is not required if the passport holder is unable to sign or is a child aged under 10 years.
- ePassports contain a contactless integrated circuit chip. The chip contains the same information as the inside cover of your passport and your digital image.
- Please look after your ePassport like any other portable electronic device, don't let it get wet, folded or damaged. Damage may affect chip operation at border control.
- If you lose your passport or it's stolen in New Zealand, contact the Police and the Department of Internal Affairs as soon as possible.
- If you lose your passport or it's stolen overseas, report it to the local Police and contact the nearest New Zealand embassy.
- You will have to apply and pay for a new passport if you report your passport as lost or stolen.
- Anyone trying to use a passport that has been reported lost or stolen **will be** refused travel.
- Ensure your passport is kept safe and secure!



www.passports.govt.nz

Before You Go

Log on before you take off

If you're moving or travelling overseas, the Ministry of Foreign Affairs and Trade (MFAT) website **www.safetravel.govt.nz** has useful information on:

- **travel advisories** for specific destinations, with up-to-date information on security risks
- a **travel checklist** to help you plan your journey
- a **registration facility** to log your travel plans in case you need to be contacted in an emergency.

Safe travel matters!

Tens of thousands of New Zealanders travel overseas every year. It's a diverse and exciting world out there. But it's not always sun, fun and photos while you're travelling. Sometimes things can go wrong.

Your best-laid plans can be upset by any number of problems. Theft, accident or illness can affect you or those with you. Even losing or damaging your passport can spoil your trip. You might also get caught up in civil unrest, natural disasters or even acts of terrorism.

Some problems are impossible to foresee or avoid. But many problems can be avoided by planning ahead and arming yourself with the right information.

Top 10 travel tips

1 Find out about your destinations

Read travel guides. Research any travel risks, including those covered in the latest government travel advisories. See **www.safetravel.govt.nz** for further information.

2 Check for health precautions you might need to take

Ask your health professional at least eight weeks before you go for advice on health precautions needed in the area you are visiting e.g. anti-malaria medication, vaccinations.

3 Get comprehensive travel insurance from a reputable insurer

Read the policy carefully to ensure it covers your personal circumstances and planned activities (e.g. scuba diving, or riding a scooter without a helmet or without a motorcycle licence). Ask your insurance provider to ensure you have appropriate cover which may also need to cover any pre-existing medical conditions.

4 Register your travel plans online with the Ministry of Foreign Affairs and Trade—www.safetravel.govt.nz

This will help us find you in an emergency, so MFAT can check on your well-being or send you important information. If your travel plans change, remember to update your itinerary and tell your family and friends.

5 Advise family and/or friends of your travel plans

Make copies of your passport, insurance policy, 24-hour emergency numbers and ticket details. Carry one set separate from the originals and leave another set with family or friends.

6 Contact home if you are near a major disaster or incident while travelling overseas

7 Know where your nearest New Zealand Embassy is located and their contact details

8 Obey local laws

The New Zealand Government cannot intervene in other countries' judicial processes. Being a New Zealand citizen does not entitle you to any special treatment.

9 Safeguard your passport at all times

It can be difficult to replace your passport while overseas. Ensure it will remain valid for at least six months after your planned travel ends or you may not be allowed into the country you want to visit until you get a replacement. More information about passports can be found at

www.passports.govt.nz

10 Take a mixture of money with you

Don't rely on a single form of money—for example, take cash, travellers' cheques and a credit card. Allow enough to cover emergencies. Don't keep all your money in one place.

Log on before you take off: register your travel plans online

Why register?

So the Ministry of Foreign Affairs and Trade can contact and assist you in case of an emergency overseas or advise you about an emergency at home.

Who should register?

All New Zealanders travelling or living overseas.

How do I register?

You can register online at **www.safetravel.govt.nz**

** Information obtained through registration is confidential and used in accordance with the provisions of the Privacy Act.*



Passport

A passport is required for travel to all countries, including Australia. If you are planning to travel and your passport is due to expire in less than a year, you may need to renew your passport. Some countries require that your passport needs to have at least six months validity remaining after your intended departure date from the country you're visiting. Check with the embassies of the countries you're planning to visit, for validity requirements. You should also make sure you have at least one clear visa page in your passport for immigration stamps.

How do I get a passport in New Zealand?

The Department of Internal Affairs issues passports. Their website provides information about passports, and application forms, **www.passports.govt.nz**

How do I get a passport overseas?

Only the Department of Internal Affairs passport offices in London, Sydney or New Zealand can issue a passport.

In the event you need to travel urgently, and you are not in New Zealand, Australia, or the United Kingdom, a New Zealand Embassy or High Commission may be able to issue an Emergency Travel Document. Please note this service is not available through our offices in Niue, New Caledonia (Noumea) or Poland (Warsaw). People requiring assistance in those countries should go to **www.passports.govt.nz** for further information.

Tips for keeping your passport secure

Make a note of your passport number, take a photocopy of the personal details page, and keep this separately from the passport.

- Keep your passport in a secure place.
- Don't carry your passport in your pocket.
- Have an additional means of photo identification to carry with you.
- Never hand your passport over as a guarantee.
- Don't leave your passport in your car.

How do I get a visa for another country?

For information on entry/visa requirements for the countries you plan to visit or transit through you should check with the embassies of those countries.

Many countries require a passport to be valid for six months beyond the passenger's intended date of departure from their country.

Online authorisation needed for travellers to the United States

New Zealanders travelling to the United States without a visa must obtain online authorisation to travel at least 72 hours before departure, under a new automated system, which became mandatory from 12 January 2009.

Applicants must complete an online form accessible from <https://esta.cbp.dhs.gov>

SmartGate

All holders of a New Zealand ePassport aged 16 and over can use SmartGate in Australia and New Zealand.

Unpaid fines

Unpaid fines could stop you leaving New Zealand. If you have outstanding fines or reparation, you could be stopped from travelling at any New Zealand international airport. So pay what you owe immediately and then you can travel just like everyone else.

Travelling overseas in the next 48 hours?

It's best to pay any overdue fines with your credit card. Call us 24 hours a day, 7 days a week.

0800 PAYORSTAY (0800 729 677)

Travelling overseas soon?

Pay your fines online at **www.payorstay.govt.nz**

Even if you're not stopped at the airport, information about your current contact details may be collected when you arrive in or depart New Zealand.

Benefits and payments

Do you currently receive any benefits or payments from a government agency or organisation?

This could include NZ Superannuation or the Veteran's Pension, benefit payments from Work and Income, compensation from ACC, Student Allowance or Loans.

If you are receiving benefits or payments from a government agency or organisation you need to contact the agency or organisation and let them know you are travelling outside New Zealand. This is important so that you receive the right payments while you are away and don't end up with an overpayment.

Do you currently owe money to a government agency or organisation?

If you owe any money to Government agencies and organisations you should contact them before you go and pay it back or arrange to pay it from overseas.

Student loans or child support

Before you go

- Let Inland Revenue know when you're leaving and update your contact details.
- Register for Inland Revenue's myIR online services so you can check on your student loan or child support account anytime, anywhere.
- Make sure your student loan or child support payments are up to date.

Payments from overseas

There's a range of options for making student loan or child support payments from overseas.

- Online money transfer services are available for New Zealand student loan or child support payments from overseas – check out the Inland Revenue website for details.
- Debit/credit card payments can be made online for both student loans and child support, or over the phone for student loans only. Inland Revenue pays the convenience fee for student loan and child support payments made from overseas.
- BPAY is available for student loan borrowers in Australia. Please contact Inland Revenue so they can set it up for you.

Student loans

What you need to know

- You can apply for a one-year repayment holiday, either before you go or within six months of being overseas. You also need to provide a New Zealand-based contact person when you apply.
- If you're overseas for 184 days (6 months) or more, interest will be charged on your loan balance from the date you left New Zealand, even if you're on a repayment holiday.

- Your repayments are based on your loan amount, and are due in two equal instalments on 30 September and 31 March. You can pay this either as a lump sum or through smaller repayments, as long as you've paid the required amount by the due dates.
- If you miss any repayments, you'll be charged late payment interest every month, until you pay the full amount owing.

Contact Inland Revenue

Phone

New Zealand	0800 600 012 (toll-free from landline or mobile)
Australia	1800 559 653 (toll-free from landline or mobile)
United Kingdom	0808 234 0098 (toll-free from landline or mobile)
Elsewhere	+64 4 916 7114 (international charges apply)

Email overseasborrowersupport@ird.govt.nz
or through Inland Revenue's online services

Website www.ird.govt.nz/studentloans

Child support

Paying parent

- Penalties are added to any outstanding child support payment.
- You're generally required to make monthly payments.
- Your international travel could be disrupted if you haven't discussed your outstanding Child Support with Inland Revenue prior to travelling.

Receiving parent

- Your entitlement may be affected if you emigrate to Australia.
- If you receive child support you must contact Inland Revenue before you leave or while you're away or your payments could be affected.

Contact Inland Revenue

Phone

New Zealand	0800 151 570 (toll-free from landline or mobile)
Australia	1800 504 042 (toll-free from landline or mobile)
Elsewhere	+64 9 985 2537 (international charges apply)

Email through Secure Mail in Inland Revenue's online services – you need to register for this

Website www.ird.govt.nz/childsupport

Aviation Security

New Zealand has similar aviation security measures to those of other countries—including specific restrictions on what you can take in your hand luggage into the cabin of an aircraft and also what can travel in your checked-in luggage. For detailed information on dangerous goods, prohibited items and the 'liquids, aerosols and gels' regime go to New Zealand's Aviation Security Service website:

www.avsec.govt.nz

For information on other countries' requirements contact your airline.

Going to Australia?

Before you go

New Zealanders making short term visits to Australia should buy comprehensive travel insurance to cover non-emergency health care costs, including repatriation and ambulance costs.

You automatically get a Special Category Visa when you arrive in Australia provided you meet certain security, character and health requirements. Getting an arrival stamp in your passport is the only evidence that you hold this visa. If you use SmartGate (an automated border processing system that allows you to self-process through passport control) you are granted a Special Category Visa but you do not get an arrival stamp in your passport. If you wish to obtain a stamp you can do so by asking a Customs and Border Protection Officer.

You can then stay and work in Australia indefinitely as long as you remain of good character.

Make sure you have proof of identity in addition to your passport, such as a birth certificate or driver's licence, so you can open a bank account and other set up activities.

If you receive New Zealand Superannuation, Invalid's Benefit, or a Veteran's Pension you may qualify for payment in Australia. You must advise Work and Income of your plans.

Information about New Zealand assistance is available from the Work and Income website:

www.workandincome.govt.nz/individuals/travelling-or-migrating

For information about Australian assistance check the Centrelink website: **www.centrelink.gov.au**

You can get free emergency hospital treatment but New Zealanders without a Medicare card have to pay the full cost of any non-hospital treatment such as visits to the doctor or pharmaceuticals.

Automatic permanent residence for New Zealanders stopped in 2001. New Zealanders who arrived in Australia after 26 February 2001 are generally considered to be non-protected Special Category Visa holders and are considered to be on a 'temporary visa' unless they apply for a permanent visa/residency.

Without permanent residency you are not entitled to receive the full range of Australian social security benefits including the unemployment benefit ('Newstart Allowance/Youth Allowance'), the parenting payment, the special benefit and the sickness allowance. Non-protected Special Category Visa holders who have lived in Australia for at least ten continuous years since 26 February 2001, may be eligible to receive a one-off payment of Newstart Allowance, Youth Allowance or Sickness Allowance for up to six months (see www.centrelink.gov.au for more information).

For information on the Special Category Visa or applying for permanent residence in Australia:

www.immi.gov.au

After you arrive in Australia

New Zealand citizens who intend to live in Australia long term should apply for a Medicare card on arrival. For more information go to

www.medicareaustralia.gov.au

If you receive New Zealand Superannuation, Invalid's Benefit or Veteran's Pension and intend to live in Australia you must apply to Centrelink within a set time of arrival. For more information go to:

www.workandincome.govt.nz/individuals/travelling-or-migrating

What the New Zealand Government can do

New Zealanders who get into difficulties overseas, including in Australia, are eligible for consular assistance but there are limitations. See page 20 of this booklet and **www.safetravel.govt.nz** for more information.

New Zealand Government offices in Australia have no funds to assist New Zealanders in financial difficulty. New Zealand agencies such as Work and Income New Zealand are unable to pay emergency benefits to assist people outside New Zealand.

Further information for New Zealanders in Australia is available from the New Zealand High Commission Canberra website: **www.nzembassy.com**

On Your Way

Lost, stolen or damaged passport

The loss or theft of a passport is a serious matter. The replacement of a passport may take some time while enquiries are made.

Standard New Zealand passports are only available through the Department of Internal Affairs passport offices in Sydney, London and New Zealand.

In the event you need to travel urgently, and you are not in New Zealand, Australia, or the United Kingdom, a New Zealand Embassy or High Commission may be able to issue an Emergency Travel Document. Please note this service is not available through our offices in Niue, New Caledonia (Noumea) or Poland (Warsaw). People requiring assistance in those countries should go to **www.passports.govt.nz** for further information.

If your passport has been lost or stolen overseas, you should:

- obtain a police report, **then**
- decide whether to apply for a replacement passport or an Emergency Travel Document.

Once reported lost/stolen to the Police, Department of Internal Affairs or New Zealand Embassy, a passport is

18 invalid and cannot be used for travel.

What is an Emergency Travel Document?

As its name indicates, an Emergency Travel Document is for emergencies. You will need to decide whether it is better for you to wait a little longer for a standard passport, or whether you need an Emergency Travel Document.

You need to be aware of the following.

- An Emergency Travel Document is valid for a period of one month. Dependent on travel circumstances validity may be extended at the time of application.
- Problems can occur if an Emergency Travel Document is used for anything other than returning to your place of residence. If you plan to travel through several countries, it may be better to obtain a standard passport.
- You need to return your Emergency Travel Document when you apply for a standard passport. This, as well as any visas in the document, will be destroyed. Therefore, if you need a long term visa (e.g. a residence visa), it may be better to obtain a standard passport.
- Multiple entry visas, residence permits and other “long-life” endorsements should not be entered into Emergency Travel Documents.
- A visa is required for transiting or travelling to the United States.

Consular services overseas

Staff at New Zealand embassies can help you in several ways if you get into difficulties overseas but there are limitations.

Who can receive help?

Consular services are available to New Zealand citizens outside New Zealand (whether or not they normally live in New Zealand). New Zealand citizens who also hold citizenship of another country (“dual nationals”) may not be entitled to assistance, for example if they have entered a country on their non-New Zealand passport, or if they are in the country of their other nationality.

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.
- 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, investigate a crime or get you out of prison.
- get you better conditions in prison or hospital than a local citizen would receive.
- provide you with financial assistance, except in a real emergency and subject to strict conditions.
- operate a personal mail service for you or store your belongings.
- become involved in civil disputes.

There is a full list of New Zealand embassies at
www.safetravel.govt.nz

Coming Home

Customs

Be aware and declare. Before you arrive back in New Zealand, you will receive a New Zealand Passenger Arrival Card. You must tick 'yes' in the Customs section of your arrival card if you are bringing into New Zealand:

- goods that may be prohibited or restricted, such as weapons, objectionable (indecent) articles, or illicit drugs.
- goods in excess of the \$700 allowance and the tobacco and alcoholic beverages allowance.
- goods for commercial, business, or trade purposes.
- goods carried on behalf of another person.
- NZ\$10,000 or more, or the equivalent in foreign currency.

You do not have to declare your clothing, footwear, jewellery, and toiletries—these are regarded as “personal effects” if intended solely for your own use.

You can use Customs' online duty estimator at www.whatsmyduty.org.nz to estimate how much duty

and GST you may need to pay on any goods you bring into New Zealand above your personal concession.

Please have any purchase receipts readily available.

For further information, please read the New Zealand Customs Service Advice to Travellers booklet available in hard copy at Customs offices or at

www.customs.govt.nz

Ministry for Primary Industries

When you fly to New Zealand from overseas, you might have goods with you that could be carrying pests and diseases. These pests and diseases could cause millions of dollars in damage to our country's environment and economy. It is New Zealand law to declare or dispose of risk goods at our international borders.

Declare or Dispose

Every traveller to New Zealand receives a Passenger Arrival Card. Read it carefully and fill it out, declaring any and all risk goods. After inspection most goods will be returned to you however some may require treatment and you may have to pay for this service.

If you fail to declare risk goods on your Passenger Arrival Card you could face a **\$400 instant fine** or be prosecuted.

Amnesty bins are provided at our borders for you to dispose of risk goods before you go through the biosecurity process.

If you want a quick trip through our airports and other borders, don't bring risk goods with you. If you are unsure if items you are carrying are risk goods, declare them.

Risk goods

Risk goods include food (fruit and vegetables, any meat, fish and poultry, ingredients used in cooking, and all dairy products), plants, wooden items, seeds, animal products, traditional/herbal medicines, and outdoor or sports equipment.

For a full list of risk goods that must be declared visit **www.biosecurity.govt.nz/enter/declare**

DECLARE OR DISPOSE. IT IS NEW ZEALAND LAW.

More information:

aviation security

www.avsec.govt.nz

customs

www.customs.govt.nz

finest

www.payorstay.govt.nz

MAF Biosecurity New Zealand

www.biosecurity.govt.nz

passports

www.passports.govt.nz

safe travel

www.safetravel.govt.nz



SPENDING UP BIG WHILE YOU'RE AWAY?

Some overseas purchases may be liable for import duty and GST when you come home. Check out www.whatsmyduty.org.nz or download the **What's My Duty?** app to estimate how much you may have to pay.

You can also use **What's My Duty?** for online purchases too.

More information about charges, duties, and allowances is at www.customs.govt.nz

Available for Apple and Android



NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

PROTECTING
NEW ZEALAND'S BORDER

[New Zealand Government](http://www.customs.govt.nz)

Contributing Government Departments

INTERNAL AFFAIRS

Te Tari Taiwhenua

NEW ZEALAND MINISTRY OF
FOREIGN AFFAIRS & TRADE
MANATŪ AORERE

 **MINISTRY OF
JUSTICE**
Tāhū o te Ture

 **NEW ZEALAND
CUSTOMS SERVICE**
TE MANA ARAI O AOTEAROA

Ministry for Primary Industries
Manatū Ahu Matua



**MINISTRY OF
SOCIAL DEVELOPMENT**

Te Manatū Whakahiato Ora



Aviation Security Service
Kaitiwhakamau Koronangi

 **Inland Revenue**
Te Tari Taake

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