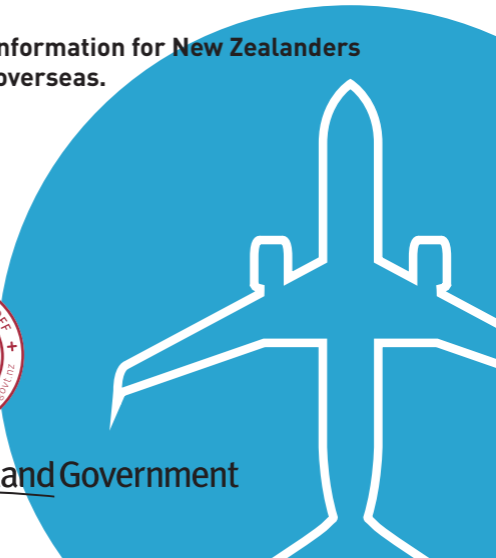


BEFORE YOU GO... STOP!

Essential information for New Zealanders
travelling overseas.



New Zealand Government

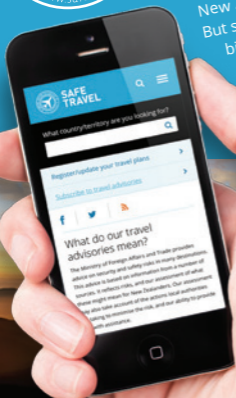


LOG ON BEFORE YOU TAKE OFF



safetravel.govt.nz

New Zealanders love to experience the thrill of travel. But sometimes travel brings nasty surprises like medical bills, natural disasters and crime. If you plan ahead, you can reduce these risks. Make sure you are prepared to tackle anything unexpected that comes your way. Whenever you travel, check our latest travel advice, register your details and remember to get travel insurance.



NEW ZEALAND
FOREIGN AFFAIRS & TRADE

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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

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.



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:

- **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.

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.



Tips for safe travel



Check the latest travel advice at www.safetravel.govt.nz. It will tell you about safety concerns or other specific risks.



Register your travel and contact details at www.safetravel.govt.nz. This information is kept confidential and only used if there is an emergency. For example, it means we can give you warning of an approaching tropical cyclone, give you advice on what to do if there's major civil unrest, and check your well-being if there's been a terrorist attack.



Take out travel insurance. Your policy needs to be comprehensive and should cover any activities you plan to undertake (from scuba diving to motorbike riding), medical treatment and any pre-existing medical conditions. Even minor medical treatment can be very expensive overseas, particularly if a medical evacuation is required. For more information on travel insurance and providers see www.icnz.org.nz.





Keep in contact with family and friends. Give them a copy of your itinerary, including details of accommodation, tickets, emergency numbers and your travel insurance policy. If you change your itinerary, let them know. If you're near or get caught up in an overseas disaster or emergency situation, let your family know you're safe.



Safeguard your passport at all times. It's a valuable document and essential for any international travel. Losing your passport can create real difficulties and could even cut your travel short. Photocopy your passport and take one copy with you and leave one at home with your family or a friend. Check your passport's expiry date before you depart: many countries require a passport be valid for at least six months beyond your intended departure from that country. More information on passports can be found at www.passports.govt.nz.





Check the visa requirements of the countries you're visiting well in advance. Your travel agent, or the embassies or high commissions of the countries you're visiting or transiting through, can tell you about visa and entry requirements. Make sure you have enough clear pages in your passport for immigration stamps and visas.



Stay healthy. Ask your doctor if any vaccinations are recommended for the areas you're travelling to. As a minimum, you should ensure all your routine immunisations are up to date (such as measles, influenza, tetanus, and whooping cough). A health professional can also provide information on how to stay well while travelling.



Check requirements for carrying medicines. If you're travelling with prescription medicine, keep the medication in its original packaging and carry a copy of the prescription or a doctor's letter. Remember, different countries have different rules about how much and what medications you can bring in.





Take a mixture of money. Check with your bank or credit card company what they recommend and whether ATM facilities are available where you're going. Have some cash already exchanged, for your transit and arrival. Before you leave New Zealand, decide how you'll get emergency funds if you need them.



Obey local laws. The penalties for breaking the law are the same for a tourist as for a local. Being a New Zealander does not equal a 'get out of jail free' card.



Don't carry baggage or items for other people. Unless you're absolutely sure of the contents, it's safer not to carry anyone else's packages or baggage.



Know where to get help. Know the location and how to contact your nearest New Zealand embassy, high commission or consulate in the countries you will be visiting. You can find these at www.safetravel.govt.nz



Your passport

A passport is required for travel to all countries, including Australia. If you're 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 has at least six months' validity remaining after your intended departure date from the country. Check with the embassies of all the countries you're planning to visit for validity requirements. You should also make sure you have enough clear pages in your passport for immigration stamps and visas.

How do I get a passport in New Zealand?

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



How do I get a passport overseas?

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

In the event you need to travel urgently, and you're 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 at MFAT embassies/consulates in Austria, Niue, New Caledonia, Afghanistan, Myanmar, Timor-Leste, United Arab Emirates, Ethiopia or Poland. People requiring help 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 of America

New Zealanders travelling to the United States without a visa must obtain online authorisation to travel at least 72 hours before departure.

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



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 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.

Your money matters

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 the Ministry of Justice 24 hours a day, 7 days a week on **0800 PAYORSTAY (0800 729 677)**

Travelling overseas soon or already overseas?

Pay your fines online at www.fines.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?

Before travelling overseas no matter which benefit or pension you receive, you must let Work and Income know your travel plans and your reasons for travel before you leave New Zealand. This could include New Zealand Superannuation or the Veteran's Pension, benefit payments from Work and Income, compensation from ACC, or a student allowance or student loan.

This is because your benefit or pension will automatically stop from the day after you leave New Zealand unless you've told Work and Income before you go and they've agreed there are special reasons why your payments can continue. Partners travelling must also let Work and Income know.



Contact Work and Income

Phone

General Enquiries 0800 559 009

Collections 0800 558 008

Online You must have My Account with Work and Income

Website www.workandincome.govt.nz

Contact Senior Services *(if you are over 65)*

Phone 0800 552 002

Website www.seniors.msd.govt.nz

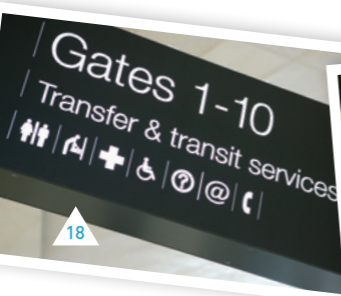
Do you currently owe money to a government agency or organisation?

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. See contact details on the inside back cover of this brochure.

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. Have a plan in place for your due dates and how you'll make your payments from overseas.
- Inland Revenue matches information with New Zealand Customs and the Department of Internal Affairs to locate and contact individuals and discuss their overdue student loan or child support debt.



- Those who are significantly behind on their student loan or child support payments may be prevented from leaving New Zealand next time they come home for a visit.

Paying from overseas

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

- Fee-free online money transfer services are available for New Zealand student loan or child support payments from overseas. You can access payment providers such as HiFX, NZ Forex, OrbitRemit and Western Union on the Inland Revenue website. See www.ird.govt.nz for more details or to make a payment.
- 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.
- Nominate someone in New Zealand to make the payments on your behalf while you're away.

Student loans

- 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 after 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 377 778 *(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 obbteam@ird.govt.nz or through Secure Mail in Inland Revenue's myIR online services – you need to register for this

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 before 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 9 984 2537 *(international charges apply)*

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

Website www.ird.govt.nz/childsupport

Going to Australia?

Before you go

Special Category Visa

Generally, most New Zealanders will get a Special Category Visa on arrival in Australia. This is a temporary visa that allows you to enter, stay and work in Australia as long as you remain a New Zealand citizen.

Some New Zealand citizens may not be eligible for the grant of a Special Category Visa. You should contact the Australian Visa Office in Auckland before you travel if you have ever:

- been convicted of a crime
- been excluded from a country
- been deported or removed from Australia or another country
- had tuberculosis.

If you have been convicted of one or more crimes resulting in prison sentences that add up to 12 months or more, you won't be entitled to a Special Category Visa and might be refused entry into Australia. Contact the Australian Visa Office to find out whether you need to obtain a different visa before travelling to Australia.

The Special Category Visa expires when you leave Australia and a new one is granted on each arrival into Australia. Further information is available at www.immi.gov.au

Permanent residency and eligibility for benefits

Some New Zealand citizens who moved to Australia before 26 February 2001 may be treated like permanent residents. New Zealand citizens who arrived after this date can only become permanent residents by applying for a permanent visa. Each visa has legislated criteria that must be met. Not all New Zealand citizens will be eligible for an Australian permanent visa.

Without permanent residency you aren't 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.

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

Non-protected Special Category Visa holders who have lived in Australia for at least 10 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).



Medical care

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 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.

Proof of identity

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.



More information

For information about New Zealand assistance go to the Work and Income website:

www.workandincome.govt.nz

For information on Australian visas contact the Australian Visa Office in Auckland:

www.ttsaustralia.com

For information about Australian help available check the Centrelink website:

www.humanservices.gov.au/customer/dhs/centrelink

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

www.immi.gov.au

After you arrive in Australia

Medical care

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.humanservices.gov.au/customer/dhs/medicare

Benefits

If you receive New Zealand Superannuation, Supported Living Payment, 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

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 29 of this booklet and

www.safetravel.govt.nz for more information.

New Zealand Government offices in Australia have no funds to help New Zealanders in financial difficulty. New Zealand agencies such as Work and Income are unable to pay emergency benefits to help 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're 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 at MFAT embassies/consulates in Austria, Niue, New Caledonia, Afghanistan, Myanmar, Timor-Leste, United Arab Emirates, Ethiopia or Poland. People requiring help 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 you have reported your passport as lost/stolen to the Police, the Department of Internal Affairs or the New Zealand embassy, your passport is 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's 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. Depending on your 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 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 help, 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're detained or arrested
- help you contact family and friends if you're 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 help, 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



500 Fine

FOR THE DISPOSE
THE FOR THE FINE

Be safe when it comes
to your dog through the
airport. The dog is not
allowed to enter the
airport.

Whenever
traveling, it
to know

Coming home

Coming home



Before you arrive back in New Zealand, you will receive a New Zealand Passenger Arrival Card. Read it carefully and fill it out, declaring any risk goods.

You must tick 'yes' in the Customs section of your arrival card if you're bringing into New Zealand:

- goods that may be prohibited or restricted, such as weapons, objectionable (indecent) material, 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 don't 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 visit the Customs website: www.customs.govt.nz

Declare or dispose

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

What are risk goods?

Risk goods include:

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

For more information about risk goods that must be declared visit www.biosecurity.govt.nz/enter/declare



If you have risk goods

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

If you declare rather than dispose of risk goods, most will be returned to you after they have been inspected. 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.

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

DECLARE OR DISPOSE. IT'S NEW ZEALAND LAW.





More information:

Aviation security www.avsec.govt.nz

Customs www.customs.govt.nz

Fines www.fines.govt.nz

Biosecurity www.mpi.govt.nz

Passports www.passports.govt.nz

Safe travel www.safetravel.govt.nz

Benefit payments www.workandincome.govt.nz

Pensions & Super www.seniors.ms.govt.nz

PAS815 01-14

Fill out this box, cut out and store separately to your passport



I am:

.....

Passport Number:

.....

Insurance Policy Number:

.....

In an emergency, I want to contact:

.....

.....



Contributing government departments



Safe Travel

Lost or stolen passport?

W. www.passports.govt.nz/Lost-or-stolen-passports

Consular information:

W. www.safetravel.govt.nz



Scan this QR code with your Smartphone and it will take you to this brochure online