



Support for international students in New Zealand during COVID-19 – 1 May 2020

International students are valued members of our community. We want to ensure they stay safe and have access to the information, care and support they need.

Some international students are currently facing financial hardship for a range of reasons. Many are not able to earn additional income from part-time work because of COVID-19, while others have had unexpected disruptions to their accommodation arrangements. Changes to the economic situation in their home country will impact their financial circumstances here.

Here are some options that you can recommend to international students who are in need of assistance:

- **Their place of study.** Under the Education (Pastoral Care of International Students) Code of Practice 2016, each student's education provider (the university, polytechnic/institute of technology or school they are enrolled at) have an important responsibility for their care and well-being. Some institutions also have hardship funds and can help support their students.
- **Embassies.** Students may contact their embassy in New Zealand <https://www.mfat.govt.nz/en/embassies/>
- **Local groups.** Community, faith-based and cultural groups are providing support to those in need. To find out what is available in your area, contact Citizen's Advice Bureau: complete the form at <https://www.cab.org.nz/find-a-cab/contact-us/> or phone 0800 367 222.
- **Civil Defence Emergency Management Groups for essential supplies.** This service is intended for people who don't have any other options available to them. It operates seven days a week from 7am to 7pm. Students can find their local group on the [CDEM website](#). They can also ask to speak with a translator.
- **Foodbanks.** Students in urgent need of food or other essential items, can get food parcels from a foodbank in their region on the [New Zealand Foodbanks website](#). We suggest students have their student ID with them when they call.

Please encourage students to come forward to get the help they need. If you have any questions, please contact: Sahinde Pala, Director, Student Experience & Global Citizens, Education New Zealand P: +64 27 433 4615; response@enz.govt.nz

Education New Zealand is the government agency responsible for international education