



**NEW ZEALAND**  
FOREIGN AFFAIRS & TRADE



New Zealand Ministry of  
Foreign Affairs and Trade  
Manatū Aorere

29 April 2020

P Mittal  
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Dear P Mittal

I refer to your email of 28 March 2020 in which you request the following under the Official Information Act 1982 (OIA):

*"Request you to please provide country /location wise details and numbers of New Zealand citizens and permanent residents travelling overseas currently registered on safe travel website that are stranded overseas due to closure of borders due to covid-19 pandemic."*

Please note that many Ministry of Foreign Affairs and Trade staff are now working remotely and still deeply involved with issues relating to COVID-19, which is putting continuing pressure on business as usual work; however we are doing our best to process all of our requests where possible.

The Ministry is providing advice and support to a large number of New Zealanders overseas. The support differs depending on their individual circumstances and where in the world they are. The situation around the world is very complex as many countries have closed their borders and restricted the ability for travellers to transit through their countries, and commercial airlines have greatly reduced their flight schedules.

All New Zealanders overseas are urged to follow the advice of local authorities and the World Health Organization, register on [Safetravel.govt.nz](http://Safetravel.govt.nz), and contact their nearest New Zealand Embassy, High Commission or Consulate if they require consular assistance.

Anyone needing assistance can also call the consular emergency line on +64 99 2020 20 (if overseas) or 0800 30 10 30. More information and advice is on the SafeTravel website: [www.safetravel.govt.nz](http://www.safetravel.govt.nz).

I have been advised that, as at 7 April 2020, 22,832 individuals were registered on SafeTravel. Of this, 5252 were travelling and 17,580 were residing overseas. You do not need to be a New Zealand Citizen to register on SafeTravel.

A breakdown of SafeTravel registrants by region is shown below:

Region	Travelling	Residing	Total
Africa	339	340	679
Antarctica	5	-	5
Australia	375	2464	2839
Caribbean	16	43	59
Central Asia	14	34	48
South America	301	153	454
Europe	1245	5598	6843
Middle East	132	1568	1700
North America	504	2210	2714
North Asia	373	2191	2564
Pacific	328	820	1148
South Asia	853	352	1205
Southeast Asia	767	1807	2574
TOTAL	5252	17580	22832

As at 7 April 2020, we have records of 2940 calls or enquiries regarding COVID-19. Of these, 697 have been identified as from travellers wishing to return to New Zealand.

Please note that this letter (with your personal details redacted) may be published on the Ministry's website.

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

Yours sincerely



Wendy Adams  
for Secretary of Foreign Affairs and Trade