

COVID-19
we are united

HAVE YOU LOST CONTACT?

Are you in New Zealand and have lost contact with a family member overseas due to COVID-19? Or are you overseas and have lost contact with family in New Zealand due to COVID-19?

New Zealand Red Cross can help!

We offer support to families by checking on their loved ones' health and welfare, through our Restoring Family Links service.

STEP 1

Use usual means of communications

Try to reach your family member using all means of communications, including by phone, email, social media or mutual family or other contacts in the foreign country.



STEP 2

If you are in New Zealand

Go to redcross.org.nz/RFL and request a Health and Welfare report. We will contact you to ask for some more information. We will then use our international network to report on their health and welfare.

If you are outside of New Zealand

Contact your local Red Cross or Red Crescent Society. In the event where our colleagues overseas are unable to deal with the request, people can contact New Zealand Red Cross directly at redcross.org.nz/RFL.



STEP 3

Locate news of your family member

We will then try to get in contact with the family member to report back on their health and welfare.



For more information visit
redcross.org.nz