

## NEW ZEALAND RESETTLEMENT PROCESS

### GENERAL INFORMATION

#### WHAT IS RESETTLEMENT?

Refugee resettlement is when refugees **voluntarily** move from their country of asylum to another country that has agreed to allow them to live in that country permanently, with similar rights to its own citizens.

#### WHAT IS THE NEW ZEALAND RESETTLEMENT ARRANGEMENT?

The New Zealand Resettlement Arrangement is an agreement between New Zealand and Australia. New Zealand will resettle up to 450 refugees who were transferred offshore by Australia. This will begin in 2022 and last for three years. UNHCR will help with this process. The New Zealand Resettlement Arrangement is for refugees who are now in Nauru or Australia. UNHCR will also refer refugees transferred offshore by Australia who are now in Papua New Guinea.

#### HOW DO I START?

First, you need to complete the [Expression of Interest](#) form. This tells UNHCR that you are interested in resettlement to New Zealand. **The form is not an application to New Zealand** – it just tells UNHCR you are interested. UNHCR will review your file to see if you may be eligible.

#### WHO CAN COMPLETE AN EXPRESSION OF INTEREST (EOI)?

Anyone who was transferred by Australia to Nauru or Papua New Guinea on or after 19 July 2013 can complete this form.

### QUESTIONS & ANSWERS

#### I need an interpreter to help me complete the Expression of Interest (EOI). What do I do?

We can call you with an interpreter and help you complete the form. Email [aulcarel@unhcr.org](mailto:aulcarel@unhcr.org) or call (02) 6281 9100 for this.

#### When will my case be processed?

Resettlement cases will be processed based on needs. Submitting your EOI first will not mean your case is processed first.

#### Does submitting an EOI mean I will be referred to New Zealand?

No. An EOI is not an application for resettlement; it simply lets UNHCR know that you are interested. UNHCR will review your information to assess if your case can be referred for resettlement to New Zealand.

#### I have completed an EOI. What should I do now?

You will receive an email within a few working days confirming that we have received your EOI. You do not need to take any further action. UNHCR will contact you at each step of the process.

#### What will happen to the information in the EOI?

UNHCR will receive this information directly. It will be kept confidential. UNHCR may request your files from government authorities if you provided consent for this through the EOI. UNHCR will not share any of your information with the Australian government.

#### Should I stop working/studying in preparation for leaving once I have completed my EOI?

No. The EOI is the first step in the process. Completing an EOI does not mean that your case will be referred to New Zealand or that you will be resettled. You should continue all your normal activities. If your case is referred and is accepted by New Zealand, you will have time to prepare.

#### I have a resettlement case with another country. Can I withdraw and go to New Zealand?

If you are in a resettlement process with another country, such as the US or Canada, you should continue with that process. This is your best chance of resettlement. Completing an EOI will not impact other resettlement processes. If your case is not accepted in the other process, and you have completed an EOI for New Zealand resettlement, UNHCR can review your case.

#### I have already been determined a refugee. Why do I have to do another interview with UNHCR?

Refugee status determination and resettlement are two different processes. It is important for UNHCR to confirm that the information in your file is correct, complete and updated. The interview is also an opportunity to speak with UNHCR about any questions you have. Your refugee status will not be changed by this process.

#### I have completed an EOI, but now there is a change in my family (such as marriage, birth or death). What should I do?

You should tell UNHCR by e-mailing [aulcarel@unhcr.org](mailto:aulcarel@unhcr.org) or calling (02) 6281 9100.

# STEPS INVOLVED IN THE NEW ZEALAND RESETTLEMENT PROCESS

## 1. Refugees complete an Expression of Interest (EOI)

- Anyone who was transferred by Australia to Nauru or Papua New Guinea on or after 19 July 2013 can complete an EOI.
- Completing the EOI lets UNHCR know that you are interested in resettlement to New Zealand. It is not an application for resettlement to New Zealand.
- The form can be found on this website: <https://help.unhcr.org/australia/>.
- It is important to provide complete and honest information when completing the form.

## 2. Initial review by UNHCR

- UNHCR will review your files to see if your case may meet the requirements for referral to New Zealand.
- UNHCR may request your files from government authorities if you provided consent for this.
- UNHCR will inform you if your case will not proceed further from this stage.
- UNHCR will prioritize people who are not in any other resettlement process. If you are in another resettlement process, you can still complete an EOI, but you will not be contacted right away.

## 3. Scheduling the UNHCR interview

- UNHCR will contact you if your case can be considered for resettlement to New Zealand. We will ask if you are still interested and invite you for an interview.

## 4. UNHCR resettlement interview

- UNHCR will talk with you about resettlement to New Zealand. Then UNHCR will interview you to collect, confirm and update information in your file. UNHCR may ask questions about why you left your home country, your current situation and your family members.
- Most interviews will be conducted by phone. Some may be conducted in person. Interpreters will be available.
- It is important to share honest and complete information with UNHCR during the interview.
- This is an important opportunity to share any information you would like UNHCR to consider and to correct or update any information.

## 5. Final UNHCR assessment

- UNHCR will use the information in your file and collected during the interview to assess if you are eligible for referral to New Zealand.
- If you are eligible, UNHCR will prepare a referral document and will ask for your consent to share the information with New Zealand.
- UNHCR will inform you, if you are not to be eligible to be referred to New Zealand.

## 6. Referral to New Zealand

- UNHCR will send a referral document with information about your case to New Zealand.

## 7. Initial file review by New Zealand

- New Zealand will review the information provided by UNHCR and decide if they will consider your case for resettlement.

## 8. New Zealand schedules an interview

- If New Zealand decides to consider your case, they will contact you (possibly through IOM) to schedule a resettlement interview.
- UNHCR will inform you if New Zealand decides that they will not consider your case.

## 9. Resettlement interview with New Zealand

- New Zealand will conduct an interview with you. This may be online or in-person.
- The interview will last for about 2 - 4 hours and will be split into two parts. The first part will focus on why you left your home country and cannot return. The second part will focus on resettlement in New Zealand and any questions you want to ask.
- To confirm your identity, New Zealand officials will collect your biometrics (fingerprints). They will do this during (or after) the interview, or will ask for your consent to get this information from the Australian government.

## 10. Medical Exam

- After the interview, you will be invited for a medical exam as part of your case assessment. You will be informed by New Zealand officials or IOM where and when to go for the medical exam.

## 11. New Zealand assessment and decision

- New Zealand officials will review the information in your file, including security checks that they will conduct during the process. They will use this information to decide if your case will be accepted for resettlement.
- The average processing time between the New Zealand resettlement interview (Step 9) and the decision (Step 11) is 6 - 12 months.
- Once New Zealand makes a decision on your case, they will send a letter to UNHCR with the decision. UNHCR will inform you of the decision and give you the letter.

## 12. Additional health assessments

- If New Zealand has accepted your case for resettlement, you will be invited for three more health assessments.
- These health assessments are voluntary. They will help New Zealand prepare for any medical care you may need upon arrival.

## 13. Scheduling of departure

- New Zealand, together with IOM, will then arrange for your departure and tell you when you will depart.
- If you do not have a valid passport or Convention Travel Document, you will be given a travel document which allows you to travel to New Zealand.

## 14. Arrival to New Zealand

- You will travel to New Zealand by plane. New Zealand officials will meet you at the airport and guide you through the airport processes.
- You will have a five-week orientation session at Mangere Centre. You will stay at Mangere Centre during this time. Afterwards, you will live in a rented house in the community.
- When you arrive in New Zealand, you will be a permanent resident. This means you can live in New Zealand for as long as you would like. You will have the same rights and responsibilities as all New Zealand permanent residents. After you have lived in New Zealand for five years, you can apply for citizenship.