

## Information on Voluntary Repatriation

*UNHCR has been entrusted by the UN General Assembly with the mandate to provide international protection to refugees and together with Governments, to seek durable for refugees which includes Voluntary repatriation.*

To receive counselling on voluntary repatriation contact UNHCR via our Helpline or our partners.

*"ReFUGees are JUST like you and me, they COULD in fact be any of US. I believe as an African COMMUNITY we have a responsibility to invoke the spirit of UBUNTU." UNHCR Goodwill Ambassador— Mercy Masika.*

*Millions of refugees dream of going back to their home countries. As the durable solution of choice for the largest number of refugees and asylum seekers, voluntary repatriation in safety and dignity requires the full commitment of the country of origin to help receive and to reunite refugees with their family members.*

*UNHCR facilitates voluntary repatriation to countries of origin through various means, including compiling updated information on the country and region of origin, engaging in peace building and reconciliation activities, and providing return assistance packages and legal aid to returnees.*

*Voluntary repatriation of refugees and asylum seekers to their country of origin is based on the free and informed decision of applicants.*

*Voluntary repatriation is only possible to countries where refugees and asylum seekers can return in safety and dignity.*

*Refugees and asylum seekers from the following countries are eligible for voluntary repatriation and assessment: DRC, Somalia, Burundi, and Rwanda.*

**UNHCR Helpline when  
calling from abroad:**

**Phone: +27 800 100 030**

UNHCR South Africa Representation Office.  
Website: [www.unhcr.org](http://www.unhcr.org)

## INFORMATION ON VOLUNTARY REPATRIATION FOR REFUGEES AND ASYLUM SEEKERS IN SOUTH AFRICA

## INFORMATIONS SUR LE RAPATRIEMENT VOLONTAIRE DES RÉFUGIÉS ET DES DEMANDEURS D'ASILE EN AFRIQUE DU SUD

**UNHCR Toll  
Free Helpline**  
for Refugees and  
Asylum Seekers



**Helpline 0800 100 030**

OPERATING HOURS: Mon-Thurs: 9am - 4pm; Fri: 9am - 1pm

All UNHCR services are FREE of charge

 **UNHCR** South Africa  
The UN Refugee Agency



IOM International Organization for Migration  
OIM Organisation Internationale pour les Migrations  
OIM Organización Internacional para las Migraciones

LAWYERS FOR  
HUMAN RIGHTS



## UNHCR'S ROLE INVOLUNTARY REPATRIATION

### What is voluntary repatriation?

Voluntary repatriation is the return of any refugees and asylum-seekers to their country of origin based on a free and informed choice.

UNHCR facilitates voluntary repatriation for refugees and asylum seekers in South Africa to go home in safety and dignity.

**ALL SERVICES AT UNHCR ARE FREE OF CHARGE**

### What is the process of voluntary repatriation?

- ◆ Applicants can contact the UNHCR toll free Helpline on 0800 100 030 / +27 800 100 030 and request voluntary repatriation.
- ◆ Applicants will receive an appointment for registration and assessment.
- ◆ The following documents are required for registration and assessment:
  - ⇒ *Refugees status permits/ Asylum status permits*
  - ⇒ *Birth certificates*
  - ⇒ *Affidavits (For lone parents travelling with children)*
  - ⇒ *Affidavits are required for withdrawal of permits*
  - ⇒ *2 passport size photos of each family member*
  - ⇒ *Contact number and address of family member willing and able to receive returning refugees in the country of origin*
- ◆ IOM will process the following: travel documents
- ◆ IOM will facilitate travel to the country of origin and distributing reintegration grants upon arrival in country of origin.

### Quel est le processus de rapatriement librement consenti?

- ◆ Les candidats peuvent contacter le numéro d'assistance téléphonique gratuit du HCR - 0800 100 030 / +27 800 100 030 et demander un rapatriement librement consenti.
- ◆ Les candidats devront prendre rendez-vous pour l'inscription et l'évaluation.
- ◆ Les candidats devront apporter les documents suivants:
  - ◆ Permis de statut de réfugié / Permis de statut d'asile.
  - ◆ Certificats de naissance,
  - ◆ Affidavits (parents voyageant avec des enfants sans l'autre parent).
  - ◆ Des affidavits sont requis pour l'annulation des permis.
  - ◆ 2 photos format passeport de chaque membre de la famille.
  - ◆ Numéro de téléphone et adresse du membre de la famille désireux de vous recevoir dans votre pays d'origine.
  - ◆ Le OIM traitera les documents tels que: les documents de voyage.
  - ◆ Avec l'aide de l'OIM, la logistique des voyages est facilitée vers le pays d'origine Et distribuer les bourses pour faciliter la réintégration à l'arrivée dans le pays d'origine..



*Refugees return to their country of origin.  
Les réfugiés retournent dans leur pays d'origine.*