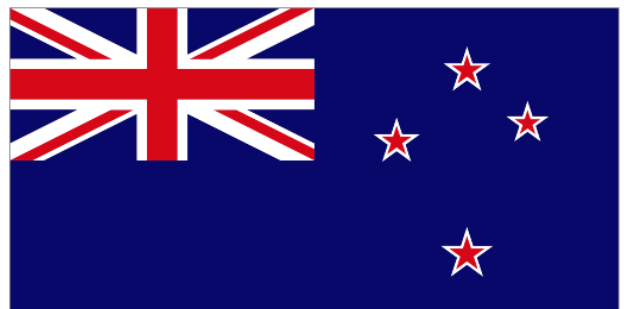


**COUNTRY
CHAPTER**

NZL

NEW ZEALAND

BY THE GOVERNMENT OF NEW ZEALAND



New Zealand Overview

Resettlement programme since: 1987	Selection Missions: Yes	Dossier Submissions: Yes
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Resettlement Admission Targets for 2011-2012: program year runs from 1 July -30 June

Admission targets for UNHCR submissions: NB, up to 300 places within New Zealand's Refugee Quota Programme are allocated for Family Reunification, both UNHCR-referred and non-UNHCR referred.	750
Total Resettlement Admission Target:	750

Regional Allocations for 2011-2012:

Africa	
Asia and Pacific:	
Middle East and North Africa	
Europe:	
Americas:	

Sub-quota features:

Designated sub-quota/acceptance for:	2011 Description, additional comments:
Emergency resettlement procedures	Up to 35 places
Medical cases	Up to 75 places (including up to 20 places for HIV/AIDS referrals)
Women-at-risk cases	At least 75 places.
Unaccompanied children	No figure specified.
Family Reunion (within programme)	Up to 300 places (including declared spouse and dependent children of previous quota refugees and UNHCR referred family-linked cases)

1. Resettlement Policy

1.1 Description of New Zealand's resettlement policy

New Zealand has been accepting refugees for resettlement since the end of the Second World War. In 1987, the Government established a formal annual quota for the resettlement of refugees.

Over time, New Zealand's refugee policy has evolved in response to changing global circumstances and needs. In recent years, a focus on refugees in need of protection - identified by the UNHCR - has resulted in the resettlement of a diverse range of nationalities.

New Zealand's refugee policy reflects the Government's commitment to fulfilling its international humanitarian obligations and responsibilities. Through refugee policy, New Zealand contributes to the global community's efforts to assist refugees in need of resettlement. The **Refugee Quota Branch (RQB)** is the branch of **Immigration New**

Zealand (INZ), which is tasked with operating the Refugee Quota Programme. INZ in turn, sits within the Department of Labour (DOL).

1.2 Ministries responsible for resettlement policy

The size and composition of the refugee resettlement quota is set by the Minister of Immigration and the Minister of Foreign Affairs and Trade, after consultation with UNHCR, relevant Government departments, nongovernmental organisations, existing refugee communities and other stakeholders. In recent years, New Zealand's annual resettlement quota has been maintained at 750 places with a focus on the needs and priorities identified by the UNHCR. The Government aims to ensure that the quota remains targeted to refugees in greatest need of resettlement, while also balancing this with New Zealand's capacity to provide good settlement outcomes to those accepted under the programme.

1.3 Process for deciding the annual resettlement quota and its composition

Beginning 2009/2010 the quota composition and resettlement plans will be set on a three year basis.

- In July and August, the Government engages with the UNHCR to specify which areas/populations they would like New Zealand to focus on in the next quota year (July to June), based on UNHCR's indications of Resettlement Needs and Priorities.
- Following indications, the Government invites stakeholders in the refugee sector in New Zealand (refugee communities, government departments, non-government organisations (NGO), individuals, local government) to contribute written submissions specifying the refugee groups they would like the quota to include.
- Stakeholder submissions refer to refugee groups/populations rather than individual cases.
- Following receipt of all submissions and indications, the Government drafts a paper outlining the proposed composition of the quota for the following financial year. As part of this process a draft paper of the proposed annual quota composition is distributed to the following government departments who then provide an indication of their associated financial costs: Ministry of Health, Ministry of Education, Ministry of Social Development, Housing New Zealand Corporation and Child Youth and Family Service.
- The financial costs indicated by the government sectors are incorporated into the final draft Annual Quota Composition paper which is presented to Cabinet.
- When the quota composition paper is passed by Cabinet, the Government releases a summary of the quota composition and selection mission plan for the quota year to the above mentioned government sectors.

2. Criteria for Recognition of Refugee Status Eligibility: Asylum and Resettlement

2.1 National legislation defining refugee status eligibility

New Zealand is a party to both the 1951 Convention Relating to the Status of Refugees and its 1967 Protocol. Persons in New Zealand who seek asylum as refugees are, therefore, assessed in accordance with the criteria for refugee status set out in article 1A (2) of the 1951 Convention. Applicants who are rejected have the right of appeal to the independent Immigration Protection Tribunal (IPT), which sits within the Ministry of Justice.

2.2 Refugee status criteria: asylum-seekers and resettled refugees

Domestic asylum-seekers are considered quite separately from, and in addition to, the UNHCR mandated refugees accepted for resettlement to New Zealand. New Zealand does not conduct Refugee Status Determination for UNHCR referred cases.

3. Criteria for Resettlement

3.1 Refugee resettlement eligibility criteria

All refugees considered for resettlement under New Zealand's annual Refugee Quota Programme (except certain applicants who are nuclear or dependent family members of the principle applicant) must be recognised as refugees under UNHCR's mandate and referred by UNHCR according to prescribed resettlement guidelines. All submissions for resettlement to New Zealand are referred by UNHCR to the RQB for consideration.

In brief, individual refugees submitted by UNHCR for resettlement to New Zealand must:

- Be recognised by UNHCR as a refugee according to the 1951 Convention Relating to the Status of Refugees, and its 1967 Protocol;
- Be submitted for resettlement by UNHCR in accordance with UNHCR resettlement guidelines and priorities;
- Fall within the regional and global priorities of UNHCR;
- Fall within the regional and global priorities of the Government of New Zealand (exceptions for emergency and family reunification cases) as set out in the Quota Composition Plan to be established on a three year basis ;
- Be assessed as admissible under the RQB policy and procedures; and, be otherwise admissible under New Zealand law.

3.2 Admissibility Criteria

The principle consideration in determining admissibility for resettlement to New Zealand has been set out in the above section. Reasons an individual may be inadmissible for resettlement to New Zealand include past criminal activity (i.e. individuals who have committed crimes of moral turpitude, drug trafficking or acts involving persecution or torture) or identity or security grounds (i.e. individuals who have been involved in, or have a close association with a group which has been involved in, terrorist activity, crimes against humanity or who would present a serious security threat to New Zealand society).

When processing and deciding cases under the Refugee Quota Programme, RQB takes into consideration four main factors:

- Credibility
- RQB & INZ Policy
- Settlement and
- Risk

Credibility – The processing officer ensures that sufficient, plausible and consistent information is provided in each particular case. If the officer is not satisfied with the quantity and quality of information available then he/she may defer the decision making process and request an additional interview through UNHCR or another international organisation;

RQB & INZ Policy – The processing officer ensures that all cases fall within the agreed annual quota composition or, in the case of family reunification cases, that relevant RQB and INZ Immigration Policy is met.

Settlement – The processing officer ensures that individuals approved under the Refugee Quota Programme do not present settlement issues which may prove to be unmanageable or an unreasonable drain upon resources. For example they will ensure that there is a community of the same ethnic background established in New Zealand, to assist with initial settlement support. They should also be aware of cultural practices that may contradict NZ laws i.e. polygamy. They need to highlight any family issues which may impact on settlement i.e., such as illness or domestic violence.

Risk – The processing officer ensures that the potential resettlement of a particular individual or family does not pose a security, health, or character, or international reputation risk to New Zealand. Risks need to be assessed for each individual over the age of 17 years.

Although New Zealand does not decline individual refugees on medical grounds alone, if appropriate medical treatment or services are not readily available in New Zealand this is taken into account in the decision-making process. Waivers of certain grounds of inadmissibility may be available in some cases for humanitarian purposes; for instance, to uphold the principle of family unity or when it is otherwise in the public interest.

3.3 Other humanitarian immigration programmes

In recognition of the fact that it is often difficult for family members of refugees to meet the eligibility requirements of normal immigration policy, Immigration New Zealand also has a special policy that allows extended family members of refugees in New Zealand to apply for Permanent Residence without the restriction of normal criteria. This Immigration category, the **Refugee Family Support Category (RFSC)**, is currently limited to 300 places per year. These places are in addition to the 750 places available under the Refugee Quota Programme.

The RFSC aims to support successful resettlement of refugees resident in NZ, by providing them with the opportunity to sponsor family members who do not qualify for residence under any other Immigration category. The RFSC has a two tier registration system. Priority is given to tier one sponsors. (See section 14 (8) below for further details)

4. Resettlement Allocations/Processing Priorities

4.1 Resettlement allocations including sub-quotas

The Refugee Quota of 750 places is comprised of the following subcategories:

- Women-at-Risk – a minimum of 75 places
- Medical/Disabled - up to 75 places (including up to 20 places for refugees with HIV/AIDS)
- UNHCR Priority Protection - 600 places (including up to 300 places for family reunification and 35 places for emergency cases)

All subcategories within the Refugee Quota Programme generally include the nuclear and dependent family members (i.e. spouse and dependent children) of the principle applicant, except the 20 places reserved for those with HIV/AIDS – nuclear family members for such refugees would be counted in the category identified in the RRF.

Women-at-Risk Subcategory

The Women-at-Risk subcategory covers refugee women who are without the support of their traditional family protectors or community and are at risk in their country of refuge. These women would usually be outside the normal criteria for acceptance by resettlement countries and are in need of protection from gender-related persecution such as abduction, sexual abuse and exploitation. This subcategory generally includes the nuclear and dependent family members of the principal applicant.

Medical/Disabled Subcategory

The Medical/Disabled subcategory provides for the resettlement of refugees with medical, physical or social disabilities which place them outside the normal criteria for acceptance by resettlement countries. Generally, applicants under this category must have a medical condition that cannot be treated in their country of refuge, and resettlement to New Zealand would be life-saving or significantly enhance their medical condition and well-being. In all cases where there is an apparent physical or psychological condition, full medical reports must be provided by UNHCR for assessment by the relevant health authorities in New Zealand. The full disclosure of the condition and its effects are essential for planning purposes. This subcategory generally includes the nuclear and dependent family members of the principle applicant.

On 4 April 2005 a new health screening policy came into force within Immigration New Zealand.¹ Under this policy, refugees provisionally accepted under the Refugee Quota Programme are required to complete health screening offshore for TB and HIV/AIDS. Those found to be TB positive are not declined for resettlement, but their travel is temporarily delayed while they receive treatment to ensure they are fit to travel.²

The policy also established that up to 20 places³ within the Medical/Disabled subcategory of the refugee resettlement programme are available for any individuals found to have HIV/AIDS. This policy was not developed with the primary aim of keeping refugees with HIV/AIDS out of the New Zealand, as New Zealand's programme has always aimed to focus on providing protection to those most in need. However, what the policy does do is provide an effective early warning process for health authorities in New Zealand to ensure they have time to plan appropriate and necessary treatment and support for those refugees arriving in New Zealand with HIV/AIDS.

UNHCR Priority Protection Subcategory

UNHCR Priority Protection subcategory applies to refugees requiring urgent legal or physical protection (i.e. refugees who face an immediate life-threatening situation, imminent refoulement, deportation or local security threat including arbitrary arrest, detention or imprisonment, which may result in a violation of their human rights). It may also include refugees for whom the international community has identified a need for resettlement as part of a comprehensive strategy to address a refugee problem. This subcategory, as with all other subcategories within the Refugee Quota Programme, generally includes the nuclear and dependent family members of the principal applicant.

Emergency Resettlement

Emergency resettlement submissions from UNHCR are considered under the Priority Protection subcategory. Emergency resettlement cases are given priority over all other refugee resettlement cases. Where possible, the RQB aims to issue its decision and undertake resettlement as soon as possible upon receipt of all the necessary documentation from UNHCR.

The Government of New Zealand offers a limited number of places for emergency resettlement each year. A notional figure of around 35 places is used (including the immediate family of the principal applicant). Emergency resettlement cases are drawn from countries worldwide and not limited to areas where global or regional priorities have been allocated.

¹ Due to the processing time between offshore screening and arrival in New Zealand, the first refugees who arrived in New Zealand who were screened for TB and HIV/AIDS under this policy arrived in November 2005.

² Usually approximately eight weeks.

³ Unlike with the other subcategories, immediate family members (i.e. spouse and dependant children, or parents and their dependant children if the refugee with HIV/AIDS is a child) are accepted in addition to the 20 places.

As with all UNHCR mandated refugee cases submitted to New Zealand for consideration, emergency resettlement cases should be submitted to the RQB via UNHCR Regional Office in Canberra.

4.2 Processing priorities

Aside from Emergency cases, all cases considered for processing must be in line with the priorities set out in the Annual Quota Composition.

4.3 Non-UNHCR allocations

While the UNHCR is the sole referral source of applications for resettlement to New Zealand under the Refugee Quota Programme, the spouses and dependent children of quota refugees may be included under the Refugee Quota Programme without a referral from UNHCR, as long as they were declared during the refugee's initial offshore interview with the RQB and they meet INZ Residence Policy.

5. Submission and Processing via Dossier Selection

5.1 Dossier submission policies

As mentioned, UNHCR is the sole referral source of applications for resettlement to New Zealand under the Refugee Quota Programme. Documentation requirements are, therefore, standard regardless of the place of origin of the resettlement submission. The UNHCR Resettlement Registration Form (RRF) is the standard form that initiates consideration of a case, by the RQB.

5.2 Case documentation

The RQB requires the following documentation in order to consider a resettlement submission:

- An RRF that has been fully and accurately completed by UNHCR;
- A completed and signed Application for Consideration for Residence in New Zealand form;
- Completed RQB general interview questions;
- A declaration signed by the applicant in agreement to participation in the on-arrival six-week orientation programme;
- Two passport-size photographs of each applicant ;
- Where appropriate, medical reports, Best Interest Determinations (BID) and special needs assessments by the UNHCR.

5.3 Routing of submissions

All cases, including emergency cases are routed to the RQB via UNHCR Regional Office in Canberra.

5.4 Processing times

The length of time required to process applications varies according to the category of referral, volume of cases involved and factors relating to the country of origin. Providing UNHCR's submission is complete and the documentation is in order, processing time ought to be approximately six to eight weeks after the applicant's interview by the RQB. Actual resettlement to New Zealand may occur sometime thereafter, depending on the urgency of the case, intake schedules and other operational factors. Resettlement usually occurs within six months of the applicant's interview with the RQB. Emergency resettlement cases are given priority over all other refugee resettlement cases.

5.5 Recourses, appeals

There is no review or appeal process for individuals whose cases have been declined by the RQB. However, the RQB would be prepared to reconsider a case submission from UNHCR provided additional information was forthcoming in support of the case and reasons were given for requesting reconsideration.

5.6. Any other issues regarding dossier submissions

All refugee resettlement applications are considered by the RQB in accordance with established policy and operational guidelines. In certain cases, the RQB may seek advice from other Government departments. Feedback from these sources is taken into consideration in the decision making process. Processes are also in place to determine whether or not an individual is inadmissible for resettlement to New Zealand on character or security grounds. Prior to issuing its final decision in each case, two immigration officers must concur as to whether or not eligibility criteria have been satisfied. In some cases, managers may be directly involved in the decision making process.

6. Submissions and Processing via In Country Selection

6.1 Selection mission policies

Selection missions are planned at the beginning of business year in accordance with the Annual Quota Composition. The RQB consults with UNHCR on the timing of its selection missions to assist with the preparation of case submissions.

6.2. Case documentation

The RQB requires the following documentation in order to consider a resettlement submission:

- An RRF that has been fully and accurately completed by the UNHCR;
- A completed and signed Application for Consideration for Residence in New Zealand form;
- Completed general RQB interview questions;
- A declaration signed by the applicant in agreement to participation in the on-arrival six-week orientation programme;
- Two passport-size photographs of each applicant ;
- Where appropriate, medical reports, BIDs and special needs assessments by UNHCR.

6.3 Routing of Submissions

All submissions to be interviewed as part of a selection mission must be referred by the UNHCR in accordance with UNHCR resettlement guidelines and priorities. Submissions are forwarded to the RQB via UNHCR Regional Office in Canberra for consideration in the lead-up to a selection mission. New Zealand prefers to receive case submissions at least six to eight weeks prior to mission, to enable preliminary assessments and necessary planning to be completed.

6.4 Processing times

The length of time in processing applications varies according to the category of referral, volume of cases involved and factors relating to the country of origin. Providing the submission is complete and the documentation is in order, processing time ought to be approximately six to eight weeks after the applicant's interview with the RQB. Actual resettlement to New Zealand may occur sometime thereafter, depending on the urgency of

the case, intake schedules and other operational factors. Resettlement normally occurs within six months of the applicant's interview by the RQB. Emergency resettlement cases are given priority over all other refugee resettlement cases.

6.5 Recourses, appeals

There is no review or appeal process for individuals whose cases have been declined by the RQB. However, the RQB would be prepared to reconsider a case submission from UNHCR provided additional information was forthcoming in support of the case and reasons were given for requesting reconsideration.

6.6 Other details regarding selection missions

All refugee resettlement applications are considered by the RQB in accordance with established policy and operational guidelines. In certain cases, the RQB may seek advice from other Government departments. Feedback from these sources is taken into consideration in the decision making process. Processes are also in place to determine whether or not an individual is inadmissible for resettlement to New Zealand on character or security grounds. Prior to issuing its final decision in each case, two immigration officers must concur as to whether or not eligibility criteria have been satisfied. In some cases, managers may be directly involved in the decision making process.

7. Emergency Cases/Urgent Cases

7.1 Policies for receiving emergency and/or urgent cases

Emergency and/or Urgent resettlement submissions from the UNHCR are considered under the Priority Protection subcategory. Emergency and/or Urgent resettlement cases are given priority over all other refugee resettlement cases. The degree of urgency is assessed to determine the response time required. Where possible, the RQB aims to issue its decision and undertake resettlement as soon as possible upon receipt of all the necessary documentation from the UNHCR.

The Government of New Zealand offers a limited number of places for emergency resettlement each year. Emergency cases are considered for refugees who are facing imminent life threatening situations, where it is assessed the New Zealand may offer immediate protection. A notional figure of around 35 places is used (including the immediate family of the principal applicant). Emergency resettlement cases are drawn from countries worldwide and not limited to areas where global or regional priorities have been allocated.

7.2 Case documentation for Emergency and/or Urgent cases

Emergency and Urgent submissions from the UNHCR are considered by the RQB on a dossier basis. As with all dossier cases, the RQB requires the following documentation in order to consider a resettlement submission:

- an RRF that has been fully and accurately completed by the UNHCR;
- a completed and signed Application for Consideration for Residence in New Zealand form;
- completed RQB interview questions;
- a declaration signed by the applicant in agreement to participation in the on-arrival six-week orientation programme;
- two passport-size photographs of each applicant ;
- where appropriate, medical reports, BIDs and special needs assessments by the UNHCR.

7.3 Routing of submissions for Emergency and/or Urgent cases

As with all UNHCR mandated refugee cases submitted to New Zealand for consideration, Emergency and/or Urgent resettlement cases should be submitted to the RQB via the UNHCR Regional Office in Canberra.

7.4 Processing times for Emergency cases

The RQB advises the UNHCR in Canberra of its decision on cases prioritized as Emergency within 48 hours. The decision may be to reject the case or accept pending health and character checks.

The RQB requires the assistance of the UNHCR with processing Emergency cases by interviewing the applicant with questions provided by the RQB and facilitating completion by applicants of required immigration forms. The UNHCR may also, where necessary, assist with obtaining exit permits and/or obtaining further information relevant to the case as appropriate.

Where only one accepted Emergency resettlement case is current at a given time, the RQB will endeavour to evacuate that case from the country of asylum within three working days, or on the next available flight, after the date when UNHCR is notified that the case is accepted pending health and character checks.

Where more than one accepted Emergency resettlement case is current at a given time, UNHCR will prioritise all such current emergency cases, in consultation with the RQB. The RQB will endeavour to evacuate those cases from the countries of asylum in order of that priority. The RQB will endeavour to evacuate each such case from the country of asylum within three working days of the resettlement of the Emergency case immediately preceding it.

7.5 Processing times for Urgent cases

The RQB will advise the UNHCR in Canberra of its decision on cases prioritized as Urgent within one week. The decision may be to reject the case or accept pending health and character checks.

The RQB requires the assistance of the UNHCR with processing Urgent cases by interviewing the applicant with questions provided by the RQB and facilitating completion by applicants of required RQB forms. The UNHCR may also, where necessary, assist with obtaining exit permits and/or obtaining further information relevant to the case as appropriate.

The RQB will use its best endeavours to resettle any Urgent cases at latest by inclusion in whichever of the six annual Quota intakes next follows the date of acceptance of that case.

7.6 Special considerations regarding Emergency and/or Urgent cases

The RQB will inform the UNHCR as quickly as possible if issues arise that are likely to prevent a decision being made within the relevant timeframe.

8. Special Categories/Special Needs

New Zealand does not have any further quotas for cases with specific needs, beyond those outlined in section 4 above.

9. Medical Requirements

9.1 Screening procedures

New Zealand does not complete full medical screening offshore prior to decision stage. Instead, full and comprehensive medical screening is completed for all Quota refugees following their arrival in New Zealand, during the six-week orientation programme.

9.2 Health criteria and exclusion factors

New Zealand offers a sub-quota category of up to 75 places for Medical/Disabled cases. Within that, 20 places are available for those found to have HIV/AIDS. Also, in all cases where there is an apparent physical or mental health condition the RQB requires that medical reports be provided. The disclosure of the condition and its effects are essential for planning purposes. Although individual refugees are not declined on medical grounds alone, if appropriate medical treatment or services are not readily available in New Zealand this is taken into account in the decision-making process.

9.3 Recourse and waivers

Waivers on certain grounds of inadmissibility for cases with medical conditions may be available for humanitarian reasons; for instance, to uphold the principle of family unity or when it is otherwise in the public interest.

9.4 Pre-departure examination and treatment

Refugees provisionally accepted under the refugee resettlement programme are required to complete health screening offshore for TB and HIV/AIDS. Those found to be TB positive are not declined for resettlement, but their travel is temporarily delayed while they receive treatment to ensure they are fit to travel.⁴

The New Zealand Government covers all costs related to TB and HIV/AIDS screening.

10. Orientation (pre-departure)

10.1 Orientation sessions

Newly arrived refugees undergo a comprehensive six-week onshore orientation programme at the **Mangere Refugee Resettlement Centre (MRRC)**. The orientation programme is conducted in the refugees' own languages and provides general information about life in New Zealand, including the relevant institutions and services integral to their successful settlement into New Zealand society. As such, New Zealand does not provide pre-departure orientation sessions offshore.

10.2 Other pre-departure preparation

During selection mission interviews Immigration Officers counsel refugee applicants, offering basic information about New Zealand.

Applicants are also provided with a booklet called '*Welcome to New Zealand*' which has been translated into the languages most commonly used by New Zealand's most recent refugee cohorts. The aim of the booklet is to provide basic practical information to prepare refugees for what to expect following their arrival in New Zealand. The booklet covers aspects of New Zealand such as location, climate, languages spoken, government, laws and law enforcement, food and drink, money, travel to New Zealand, the six-week orientation programme, housing, employment, health services, education and family reunification.

⁴ Usually approximately eight weeks.

11. Travel

11.1 Travel booking procedures

Upon acceptance of a case for resettlement the RQB notifies the relevant UNHCR Field Office (copied to UNHCR Canberra).

The Government of New Zealand has a Memorandum of Understanding (MoU) with the International Organization for Migration (IOM), under which the IOM undertakes to make all travel bookings and complete all necessary pre-departure arrangements for refugees travelling as part of New Zealand's Refugee Quota Programme, including pre-flight medical assessments and exit permission formalities. Under the MoU, IOM arranges for travelling refugees to be safely boarded on flights from countries of refuge and assisted with making connecting flights in transit points.

With the agreement of RQB, the IOM may also arrange escorts where required for medical or other reasons. Where possible and necessary, the RQB may send an escort officer to accompany the refugees on their journey to New Zealand. This is usually only possible when sizeable numbers of refugees are travelling from the same country of refuge.

11.2 Payment

The Government of New Zealand pays for the travel of refugees accepted under the Refugee Quota Programme. This includes travel from the country of refuge to New Zealand and to centres within New Zealand where the refugees will settle following their initial on-arrival orientation in Auckland. Refugees are not required to repay the costs associated with their travel.

11.3 Travel documents issued

For those refugees who do not hold national passports, the RQB issues travel documents (New Zealand Certificates of Identity (COI)) endorsed with permanent residence visas as well as Passport Exemption Letters. The RQB dispatches the COIs, along with Passport Exemption Letters, to either UNHCR or IOM in countries of refuge and liaises with them to ensure that the documents are received in time for all travel arrangements and exit formalities to be completed.

12. Status on Arrival and the Path to Citizenship

12.1 Immigration status on arrival

Persons accepted for resettlement to New Zealand under the Refugee Quota Programme are granted a Permanent Resident status on arrival. As New Zealand Permanent Residents, they are entitled to live in New Zealand permanently and enjoy the rights extended to other New Zealand Permanent Residents and citizens, in terms of access to education, health care, employment and social welfare.

12.2 Documentation issued, including travel documents

Persons accepted for resettlement to New Zealand under the Refugee Quota Programme may use their COI (the document with which they travelled to and entered New Zealand) as a form of ID for two years from their date of entry into New Zealand. Thereafter, until such time as they qualify to apply for citizenship they are required to obtain other forms of identification, which may include a New Zealand Driver's License or Refugee Travel Document.

12.3 Documents issued to children born after arrival but before naturalization of their parents

As resettled Quota refugees gain Permanent Resident status upon arrival, any children born after arrival, automatically gain New Zealand citizenship.

12.4 Requirements for citizenship

After a qualifying period of five years as Permanent Residents, resettled refugees are eligible to apply for New Zealand citizenship. As of January 2011 the cost for adults is NZD470.20 and for children, NZD235.10.

13. Domestic Settlement and Community Services

13.1 Overview of Services for Resettled Refugees

The reception and integration of resettled refugees is effected through partnerships between Government and Non-Governmental Organisations (NGOs), whereby Government funding purchases settlement outcomes from community-based organisations. The Government and NGO sectors work in close partnership with the voluntary sector to provide support and settlement assistance to refugees. There are many service providers involved in settlement assistance, each with varying lengths of eligibility.

13.2 Reception and Orientation

Refugees who arrive in New Zealand under the Refugee Quota Programme spend their first six weeks at the Mangere Refugee Resettlement Centre, based in Auckland. The Centre can accommodate approximately 150-160 quota programme refugees at any time. The facilities at the Centre include accommodation blocks, an early childhood learning centre, classrooms, medical and dental clinics, a mental health clinic and general living and recreation areas. Here the RQB works in partnership with both Government and NGOs to implement a variety of programmes to assist the refugees during their initial phase of settlement.

The six-week orientation programme aims to build basic social and coping skills required for refugees' new lives in New Zealand. The Auckland University of Technology (AUT) coordinates the English language and socio-cultural components of the orientation programme. AUT provides adult education, early childhood learning and care, special education support and primary and secondary classes, which prepare students for the New Zealand education system.

Health and social services are important components of the orientation programme. The Auckland Regional Public Health Service of the Ministry of Health provides comprehensive medical and dental check-ups. The Refugees as Survivors Centre has a multidisciplinary team that provides a trauma counselling service as well as therapeutic activities for adults and children. Refugee Services Aotearoa New Zealand (Refugee Services), a non-government organisation primarily funded by the Department of Labour, provides social services (including bilingual / cross-cultural workers) settlement planning and support, training and support for volunteer support workers to assist resettled refugees with on-going settlement needs and accessing mainstream services to achieve good settlement outcomes.

An Early Intervention Protocol (EIP) has been developed at the Centre to assist with the identification of refugees who are in special need of assistance upon arrival in New Zealand. The EIP links together key agencies to identify and assist "at-risk" individuals (e.g. severely traumatised refugees). The EIP aims to address the particular post-arrival settlement needs of individual refugees. These are brought to the attention of relevant

government and non-government agencies to ensure informed decisions are made with regard to appropriate service delivery following refugees' resettlement into the community.

13.3 Housing

Refugee Services liaises with the Housing New Zealand Corporation (HCNZ) so that resettled refugees may have access to Government subsidised accommodation, where required and available, on leaving the Centre. However, as Government subsidized accommodation is not always available when and where required, Refugee Services also assists by sourcing accommodation for refugees in the private market practical. Refugee Services also assists with providing new Quota refugees with furnishings for their new homes.

13.4 Physical and Mental Health

The Ministry of Health (MoH) operates a medical clinic (including dentistry) at MRRC, which medically assesses all refugees during their stay and treats or refers on to health specialists, as appropriate. Access to specialised medical services outside the clinic is also facilitated. In addition, resettled refugees, like other New Zealander on low incomes, are eligible for a Community Services Card, which entitles them to free outpatient treatment at hospitals and the maximum subsidy for General Practitioner visits and prescriptions.

Health funding authorities also support refugee-specific mental health counselling services, for survivors of torture and trauma, through non-government agencies in Auckland, Wellington and Christchurch. In addition, some refugee specific community education and health programmes are funded by the Government, as well as community liaison and co-ordinator positions that assist refugees with gaining access to health services in the community.

13.5 Language Training and education

During the six week orientation, the MoE - through the AUT - funds and delivers the language and cultural orientation programme for refugees at the MRRC. AUT also funds a community liaison and co-ordinator service to assist refugees with gaining access to ongoing education opportunities in the community and to support the studies of refugee students in secondary schools.

Refugees aged 13-17 years attend secondary classes where goals and skills are assessed by bilingual tutors for placement in the education system.

All adults attend classes and refugees aged 18 years and older who have had an interrupted education may also attend secondary classes.

Refugee children are also prepared for their introduction into the New Zealand classroom. The primary classes they attend at the Centre aim to prepare them for the national curriculum and to learn and understand basic English in a variety of contexts. Preschool children may also attend the Early Childhood Learning Centre. In addition, Refugee Education Coordinators are employed by the Ministry of Education (MoE) to work with refugee families, agencies and schools throughout the country.

For the period following the six-week orientation, the Government provides supplementary funding to enable schools to develop programmes that best meet the identified needs of students from non-English speaking backgrounds. Funding for "English for Speakers of Other Languages" (ESOL) is provided to schools, upon application and distributed on a pro-rata basis, for each identified student of non-English speaking background. This ESOL funding for school-aged refugees is available for up to five years following their enrolment. English Language Partners (formerly the National Association of ESOL Home Tutor Schemes) an NGO, whose English language and support services are prioritised for adult refugees, also receive Government funding for its services.

13.6 Employment-related training

Resettled refugees are recognised as having special needs and are given priority consideration for government-funded work placement and training programmes. For example, Tertiary Education Commission purchases training opportunities for those disadvantaged in the labour market, including refugees. Such training opportunities can include English language courses as well as vocational and life skills training. Similar vocational training and income generating initiatives that focus on the refugees' traditional skills and occupations are funded by some city councils.

13.7 Employment

Refugee Services, which is contracted to the DOL has recently launched a new initiative to development Individual Settlement and Employment Plans known as 'Pathways'. These pathways provide incoming families and individuals with a framework to guide them through the initial stages of resettlement in New Zealand and into the longer term aspects of their settlement journey.

With a focus on the hopes and aspirations of both families and individuals, the aim of Pathways is to help clients set goals that will enable them to identify and celebrate their progress and achievements. The Pathways initiative incorporates a Pathway to Settlement and a Pathway to Employment and is designed to remain flexible enough to respond to individual needs whilst providing realistic goals based on services and support available to clients in their settlement location.

13.8 Financial Assistance

For the duration of their six-week stay at the MRRC, Quota refugees receive a weekly allowance provided by the Ministry of Social Development (MSD). On leaving the Centre, they are eligible to receive an Emergency Benefit at the same rate as benefits provided to unemployed New Zealanders.

In addition, resettled refugees may be eligible for additional assistance such as a Disability Allowance or Accommodation Supplements. A special settlement grant for re-establishment costs is also provided to assist with acquiring household items such as furniture and white-ware. As with other persons requiring employment and social welfare in New Zealand, refugees may be entitled to additional allowances and recoverable grants to assist with finding employment.

13.9 Supplemental Supports for Refugees with Special Needs

The MSD funds a number of services specifically to meet the needs of refugees. It funds community based organisations to provide family and social support and counselling services for refugees in their first year of resettlement. A national contract between MSD and RS supports the provision of social work support, including the employment of cross-cultural workers to assist with the settlement and integration of resettled refugees.

13.10 Mechanisms to share information with service providers

Individual cases are discussed weekly (and as required) at inter-agency meetings held on site at the MRRC during the six-week orientation programme. These meetings are attended by representatives from each of the service providers on site. In addition, several Government departments, including the INZ, the MoE, HCNZ and MoH have their own Refugee Coordinators, through which information can be shared.

The New Zealand Settlement Strategy

The New Zealand Settlement Strategy (NZSS) was launched in 2004, and revised in 2007, to provide an integrated framework that focuses on proactively supporting migrants, refugees and their families to settle in New Zealand. The NZSS provides the basis for a

'whole of government' approach to ensuring good settlement outcomes. The Settlement National Action Plan (SNAP), also launched in 2007, sets out what will be done at a national level under each of the NZSS's seven goals. The SNAP includes a range of initiatives including funding for resettlement of refugees, assessment of refugee qualifications, English for school children and adults, careers advice and support for unemployed, and the development of a network of resource services. Regional strategies and action plans in Auckland and Wellington are also in place to support the responsiveness of settlement activities in these regions.

Coordination of Settlement Support and Consultation

The DoL convenes an Interdepartmental Committee for Migrant and Refugee Settlement (IDC) as a part of the DoL's leadership role in coordinating settlement outcomes for Government. Those Government agencies with areas of responsibility associated with refugee resettlement meet quarterly to ensure information-sharing and coordination, and monitor responsiveness of policies and service delivery.

Refugee community engagement is supported by Government through the funding of *Strengthening Refugee Voices (SRV)* initiatives in the four centres - Auckland, Hamilton, Wellington and Christchurch. These four initiatives are aimed at providing opportunities for refugees to provide input into any Government consultations affecting refugees and contribute to the development of improved policy and services across government that support refugee resettlement.

The Settlement Division of DOL, in collaboration with Refugee Services, organises Regional Refugee Resettlement Forums that provide refugee communities the opportunity to discuss and resolve issues of local and/or regional significance. These forums are modeled on the UNHCR Working Groups (WGR) and the Annual Tripartite Consultations on Refugees (ATCR). Any outstanding issues that could have national implications are addressed through the National Refugee Resettlement Forum (NRRF), formerly known as the Tripartite Consultations on Refugee Resettlement.

The NRRF, also modeled on the WGR and ATCR, is held annually and provides stakeholders in the refugee sector with an opportunity to raise and address issues that are recognised as having national policy implications. The agenda for the NRRF includes issues identified through the four regional forums in Auckland, Hamilton, Wellington and Christchurch. The NRRF enables international agencies including UNHCR, central government agencies, non-government organisations and refugee community representatives to discuss aspects of refugee resettlement in New Zealand, and plan for future refugee resettlement.

13.11 Additional settlement-related information

The Role of Volunteers

Government agencies and NGOs work in partnership with the voluntary sector to provide support and settlement assistance to refugees in New Zealand. Refugee Services is the lead NGO that supports refugee resettlement. Refugee Services provides settlement planning and in consultation with relevant service providers and refugee communities, makes decisions about where refugees are settled throughout New Zealand. To supplement their social work, cross-cultural and settlement support, they provide local volunteer support workers who are trained to support new refugees, both individuals and families, for their first six-months in the community. The role of volunteers is to provide practical advice, support and assistance to refugees. Volunteers introduce the refugee, or refugee family, to local services such as public transport, the shopping centre, doctor, dentist and schools. It is also expected that volunteers will recognise when a refugee family may need more support than they are able to provide and will refer the issue to Refugee Services social workers for intervention and case management.

English Language Partners also delivers its services through trained volunteers. These home tutors invariably provide more than just English language support to refugees in their homes. The medium for language development is often around the practical challenges faced by refugees in their everyday lives. English Language Partners draws its tutors from a wide section of the community, many of whom are in full-time employment.

Settlement Support Services

Settlement Support New Zealand (SSNZ) is a national network set up to direct newcomers and their families to services they might need during their first years in New Zealand, and is delivered in 19 locations around the country. The SSNZ services are provided through a collaborative approach involving central Government (through the DOL), local authorities and NGOs as appropriate to each location. The initiative focuses on better co-ordinated delivery of settlement advice and information at a local level, and on improving the responsiveness of local services to the needs of newcomers. After support from Refugee Services ceases, refugees and their families can access the *Settlement Support New Zealand* local point of contact that refers them on to the relevant settlement support services.

Building New Communities

The Office of Ethnic Affairs (OEA) supports refugee resettlement by providing a referral and information service for ethnic communities, and policy advice to government. The OEA also operates Language Line, a telephone interpreting service with 41 languages that is available for key Government departments to use when communicating with speakers of other languages. Similarly, Government and NGO support multicultural festivals and promote community awareness as part of their on-going programmes.

"Settling In" is a community development programme established by the MSD in 2003. The programme works directly with refugee and migrant communities to develop and deliver social services as identified by the communities themselves. The Settling In vision, is of a New Zealand which welcomes and celebrates diversity, where refugees and migrants settle well and are able to contribute to New Zealand in all aspects of life – social, economic, civil and cultural.

Cultural Diversity

The constitutional framework of New Zealand places great importance on respect for peoples' cultural, ethnic, racial and religious differences and their right to participate equally in society. The rights of resettled refugees are protected by New Zealand law, which covers all forms of discrimination and racism and upholds peoples' rights and freedoms of speech, religious belief and political opinion. Specific bodies such as the Human Rights Commission, Office of the Race Relations Conciliator, refugee councils and incorporated associations also support the rights and interests of resettled refugees. Increasingly, local councils are appointing ethnic community co-ordinators to facilitate understanding of ethnic and racial diversity and to provide assistance and support to ethnic communities on a range of matters.

New Zealand is experiencing significant demographic change, with increasing ethnic, cultural and religious diversity over the last fifteen years. At around 20%, New Zealand has one of the highest rates in the OECD of people born overseas. A long-term work programme to strengthen relations between the different ethnic, cultural and religious communities that are part of New Zealand is being developed.

14. Family Reunification of Refugees

Family reunification is recognised as an important part of New Zealand's refugee resettlement activities. However, it is acknowledged that there is a consistently high level of demand for family reunification from resettled refugees that cannot be met through the Refugee Quota Programme alone.

14.1 National definition of family

Under the Refugee Quota Programme, immediate family is defined as 'spouse and dependent children' and these are the only members which may be considered for inclusion in the Refugee Quota Programme without a referral from UNHCR – providing they were declared during the refugee's initial offshore interview with the RQB.

14.2 Legislation regarding rights and restrictions to family reunification

Eligibility of family members of resettled refugees

Resettled Quota refugees who declare their spouse and/or children during their initial offshore interview with the RQB can usually sponsor them through the Refugee Quota Programme. Their cases must be considered in line with INZ and RQB Immigration policy.

Resettled Quota refugees who have non-immediate family members that they would like included in the Refugee Quota Programme are unable to sponsor them through the Refugee Quota Programme. The RQB does not advocate or solicit referrals from the UNHCR on behalf of non-immediate family in New Zealand. The final decision with regard to referral for resettlement to New Zealand lies with the UNHCR office in their relative's country of asylum.

As Permanent Residents of New Zealand resettled Quota refugees who wish to sponsor other relatives (parents, fiancés, siblings, adult children etc.) to come to New Zealand have several options under other Immigration categories. They may apply to sponsor family through the RFSC, or other non-refugee specific categories.

Eligibility of family members of persons granted asylum

Once they have been granted Permanent Residence in New Zealand approved asylum seekers who wish to sponsor relatives (immediate family, parents, fiancés, siblings, adult children etc.) to come to New Zealand have several options under a number of Immigration categories. They may apply to sponsor family through the RFSC, or other non-refugee specific categories.

Approved asylum seekers may not sponsor family through the Refugee Quota Programme, but their family members may be considered for inclusion in that Quota if their cases are referred to New Zealand by UNHCR.

14.3 Family reunification cases and the resettlement quotas

Immediate family of Quota refugees (i.e., spouse and dependent children) approved for inclusion in the Refugee Quota Programme are counted within New Zealand's resettlement quota of 750 persons. Family members approved under all other Immigration categories are not.

14.4 Routing of submissions

As with all RRFs submitted to New Zealand, UNHCR referrals for cases of non-immediate family members should be routed through the UNHCR Regional Office in Canberra.

14.5 Case documentation

For cases which are referred by UNHCR and being considered for inclusion in the Refugee Quota Programme, RQB requires the following documentation in order to consider a resettlement submission:

- An RRF that has been fully and accurately completed by UNHCR;
- A completed and signed Application for Consideration for Residence in New Zealand form;
- Completed RQB general interview questions;
- A declaration signed by the applicants in agreement to participating in the six week on-arrival orientation programme;
- Two passport-size photographs of each applicant ;
- Where appropriate, medical reports, Best Interest Determinations and special needs assessments by UNHCR.

In cases of immediate family (non-UNHCR referred) being considered for inclusion in the Refugee Quota Programme, RQB requires the following documentation in order to consider a resettlement submission:

- A completed and signed Application for Consideration for Residence in New Zealand form;
- Completed RQB interview questions;
- A declaration signed by the applicants in agreement to participation in the six week on-arrival orientation programme;
- Two passport-size photographs of each applicant ;
- Where appropriate, medical reports, evidence of identity and evidence of legal custody

14.6 Processing times

Each family reunification case is considered individually, and every effort is made to reunite separated family members; however, due to the individual circumstances of each case no generic timeframe can be given.

14.7 Entitlements for family members

Family members approved for resettlement through the Refugee Quota Programme have the same entitlements as other Quota refugees i.e., their travel is paid for and they gain Permanent Residence status upon arrival.

Family members approved as Permanent Residents under all other Immigration categories must fund their own travel, but also gain Permanent Residence status upon arrival.

14.8 Other immigration channels available for family reunification

Generally, refugees who have relatives in New Zealand and who do not qualify for resettlement in accordance with the UNHCR resettlement criteria must apply for residence under standard Immigration categories, which include:

- Partnership Category
- Parent Category
- Dependent Child Category
- Sibling and Adult Child Category

To sponsor relatives under the Parent and Sibling and Adult Child category sponsors must have been a New Zealand resident or citizen for a period of three years and in some cases, applicants must provide INZ with genuine offers of employment in New Zealand.

Under each of the four categories, applicants must meet health and character requirements, applicants/sponsors are responsible for funding the application process and travel and sponsors must undertake to ensure that financial support and accommodation is provided to, if necessary, for the applicants' first 24 months as a resident in New Zealand.

Quotas

In recognition of the fact that it is often difficult for family members of refugees to meet the eligibility requirements of normal immigration policy, Immigration New Zealand also has a special policy that allows extended family members of refugees in New Zealand to apply for Permanent Residence without the restriction of normal criteria. This Immigration category, RFSC, is limited to 300 places per year.

The RFSC aims to support successful resettlement of refugees resident in New Zealand, by providing them with the opportunity to sponsor family members who do not qualify for residence under any other Immigration category. The RFSC has a two tier registration system. Priority is given to tier one sponsors.

Eligibility requirements and restrictions

For resettled refugees to qualify as a tier one sponsor they must have no 'immediate family' (partner, parent, non-dependent child) living lawfully and permanently in New Zealand, or, they must be the 'sole-carer' of a 'dependent relative' in New Zealand; and have no other 'family member' eligible to be sponsored for residence under any other Immigration residence category.

Tier one sponsors may register to sponsor their parents, grandparent, grandchild, uncle, aunt, nephew, niece, adult sibling, or adult child, and their immediate family (spouse and dependent children).

Under Tier two, which is not currently operational, sponsors need not be alone in New Zealand nor prove that they are a sole-carer of a dependent relative.

Processing Times

Each application is considered individually, and every effort is made to reunite separated family members. However, due to the individual circumstances of each case no generic timeframe can be given.

Status of family members on arrival

Persons approved as Permanent Residents under any of the above Immigration categories are granted Permanent Resident status upon arrival. As New Zealand Permanent Residents, they are entitled to live in New Zealand permanently and enjoy similar rights to New Zealand citizens in terms of access to education, health care, employment and social welfare. They may also access the services noted previously, from Settlement Support Services and the Office of Ethnic Affairs.

Support provided to family members on arrival

Under the RFSC sponsors/applicants are responsible for funding the application process and travel. They are exempt however, from providing evidence of funds for maintenance and accommodation upon arrival. Instead, sponsors must undertake to ensure that accommodation is provided, if necessary, for the applicants' first 24 months as a resident in New Zealand, and those approved Permanent Resident Status may, where necessary, apply for financial assistance upon arrival.

15. References/Resources

Government Support for Refugee Resettlement in New Zealand – A Co-ordinated Approach (A New Life in New Zealand) published in June 2009 by the Department of Labour

[Quota Refugees in New Zealand: Approvals and Movements \(1999-2008\)](#) published in late 2009 by the Department of Labour

[Long-Term Settlement of Refugees: An Annotated Bibliography of New Zealand and International Literature](#) by Natasha McMillan and Alison Gray published in early 2009 by the Department of Labour.

[Looking Back and Building Futures: Former Refugees' Views on Settling in New Zealand – Summary Report](#) published in 2009 by the Department of Labour.

[Refugee Resettlement – A Literature Review](#) by Alison Gray, published by the Department of Labour in 2008.

Refugee Voices: A Journey Towards Resettlement published in June 2004 by the Department of Labour

Migrant and Refugee Youth in New Zealand: Statistical Profile, 1996 to 2007 by Philippa Shorland published in 2009 by the Department of Labour.

[Annotated Bibliography of New Zealand Literature on Migrant and Refugee Youth](#) by Jane Higgins published in 2008 by the Department of Labour.

Research

IMSED Research, a service of the Department of Labour, has the lead role within the New Zealand government for research and evaluation regarding International Migration, Settlement and Employment Dynamics (IMSED), including refugee-related research. The current research work programme incorporates a number of projects, including:

- *Quota Refugees Ten Years On: Perspectives on Integration, Community and Identity* – this is a three year multi-method study to explore the perspectives of refugees who arrived in New Zealand 10 or more years ago. A key component of this study is a nation-wide survey of 500-750 refugees who arrived in New Zealand between 1993 and 1999 to gain an in-depth understanding of their long-term settlement experiences and outcomes. The study commenced 2008 and results from the survey will be available in 2011. Details of this research programme can be found at: www.immigration.govt.nz/migrant/general/generalinformation/research/Refugees/quotarefugees
- An annotated bibliography and thematic review of New Zealand and international literature on long-term refugee integration has been published as part of the Quota Refugees Ten Years On research programme. This review brings together New Zealand and international literature on the long-term settlement of refugees and provides an insight into the factors that facilitate or act as barriers to integration. The bibliography contains close to 200 annotations on a wide variety of topics relating to the long-term settlement of refugees. It can be accessed at: <http://DoL.govt.nz/publications/research/abltsr/abltsr-1-2.asp>
- The second report from the Quota Refugees Ten Years On research programme is the summary of an exploratory study that aimed to explore some of the views

and experiences of former quota refugees who have lived in New Zealand for many years. The findings from the study fed into the development of questions for the nationwide survey of people who had arrived in New Zealand through the Refugee Quota Programme between 1993 and 1999. The summary report can be found at: www.DoL.govt.nz/publications/research/looking-back

- IMSED Research has also recently released *Quota Refugees in New Zealand: Approvals and Movements (1999-2008)*. This report contains a summary of the analysis on quota refugee approvals in New Zealand over the 1999-2008 period. It also looks at the subsequent movement patterns of quota refugees to gain an understanding of their mobility. These are analysed by breaking down the quota refugee populations by nationality, gender, age and application type. For the full report go to: <http://DoL.govt.nz/publications/research/publication-view.asp?ID=326>
- *Migrant and Refugee Youth Settlement and Social Inclusion Research* – this programme of research aims to build a picture of migrant and refugee youth in New Zealand and identify factors which facilitate or act as barriers to settlement and social inclusion. Reports in this series, including an annotated bibliography and statistical profile of migrant and refugee youth in New Zealand, can be found at: www.immigration.govt.nz/migrant/general/generalinformation/research/migrantrefugeeyouth
- *Study of Bhutanese Refugee Resettlement Needs* is a unique prospective cohort study. A group of 33 Bhutanese in refugee camps in Nepal were interviewed at the point of selection for resettlement in New Zealand about their knowledge and expectations for life in New Zealand. They have been interviewed again at the point of exit from the Mangere Refugee Resettlement Centre in New Zealand and will be contacted for a third time after they have been living in New Zealand for 12-18 months. A report on the findings from the first two phases of the research is expected to be released in 2010. Further information on this research can be found at: www.immigration.govt.nz/migrant/general/generalinformation/research/Refugees/bhutanese/refugees

Further publications and details of IMSED Research can be found at: www.immigration.govt.nz/migrant/general/generalinformation/research