



Information for Refugees On Resettlement

OPPORTUNITIES FOR RESETTLEMENT ARE LIMITED

UNHCR is mandated to find durable solutions for refugees. Globally, there are three main solutions: voluntary repatriation to the country of origin, integration in the country of asylum, and resettlement to a third country. In Indonesia, only voluntary repatriation and resettlement are currently available to refugees.

Resettlement means that a refugee leaves his/her country of asylum and legally settles in another country. Resettlement is only available to persons who have been recognized as refugees.

Resettlement is not an automatic right available to all refugees. Resettlement is a solution that only applies to refugees in very specific circumstances, with priority given to those who are considered to be most vulnerable or who have the most serious protection needs. If smugglers or others told you that you would automatically be resettled from Indonesia before you came here, they were lying.

Please understand that eligibility for resettlement has nothing to do with the length of time you have been in Indonesia. UNHCR applies specific criteria when identifying refugees for resettlement that are based on vulnerability and protection needs. Please do not write to UNHCR repeatedly asking for resettlement. Identification is based on an assessment of each case based on UNHCR records, not on requests received from refugees. Such letters take a considerable amount of UNHCR staff time and only delay resettlement processing.

Resettlement countries offer only a limited number of resettlement places every year, benefitting less than 1% of the refugee population worldwide. As Indonesia hosts a relatively small number of refugees compared to other countries of asylum, the number of resettlement places provided for refugees in Indonesia is far fewer than anyone would hope. There are simply far more refugees in Indonesia than there are places for resettlement. You should therefore understand and accept that you may never be able to benefit from resettlement from Indonesia, and you should consider all other options available to you including returning to your country of origin if you can do so safely.

UNHCR understands that this situation may be frustrating for you, but under the circumstances there is nothing that can be done to meet everyone's desire to be resettled.

THE RESETTLEMENT PROCESS

If you qualify to be considered for resettlement, UNHCR will interview you and your eligible family members to collect information required to present your case to a resettlement country.

Refugees qualifying for resettlement cannot choose the country to which they are submitted, though UNHCR will identify the most appropriate country taking into account the presence of immediate family members in resettlement countries and the criteria applied by each respective country. The country of resettlement makes the final decision about who can and cannot be resettled.

In most cases, representatives from the country of resettlement will conduct at least one interview to assess your case according to the resettlement criteria of that specific country. You will be informed of the time, venue and necessary documents you must bring to such interviews.

You will be informed of the outcome of your resettlement interview by the resettlement country and/or by UNHCR. Please understand that the process can take a considerable amount of time and that UNHCR does not have a role in deciding if you are eligible to be resettled in a particular country. The decision rests solely with the country of resettlement.

If you are accepted for resettlement, the resettlement country will conduct security checks in the course of the process and will ask the International Organization for Migration (IOM) to conduct medical screening. At this stage, the resettlement country can still decide to reject your case. If you are finally accepted by a resettlement country, you will be informed of the departure details by IOM.

If you are rejected by a resettlement country UNHCR will review your case to determine if resubmission to another country is warranted. This is not an automatic process, and

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will depend on the background of your case and the criteria of each respective resettlement country.

Remember that you are responsible for advising UNHCR of any change of address or other circumstances, including changes in family composition, so that UNHCR can inform the resettlement country.

You must always tell the truth about all aspects of your case in all interviews. Committing fraud in the resettlement process may result in the permanent closure of your resettlement file. Misrepresenting facts relating to family links is a form of fraud and may result in the rejection of your case for resettlement.

All resettlement services, information and documents are free of charge. Please report anyone who offers resettlement services or travel documents in return for money or services in kind. There is a suggestion box inside the UNHCR reception area where you can report such issues. Complete confidentiality will be respected at all times.

Please understand that the resettlement process is lengthy and can take a considerable amount of time. You should therefore be patient and allow UNHCR, IOM, and the resettlement country to process your case. Please do not send repeated letters to UNHCR asking for the status of your case, as we will contact you directly

FREQUENTLY ASKED QUESTIONS

When can I expect my resettlement interview with UNHCR?

Resettlement is not an automatic right for all refugees. You will be called for resettlement interview only if you meet specific criteria. If you do not meet these criteria you will not be contacted for a resettlement interview.

If I am submitted by UNHCR, when will I be interviewed by the resettlement country?

If you are submitted for resettlement by UNHCR, the resettlement country will schedule your interview

based on their availability. You should expect to wait at least 6 months or longer to be called for interview.

If my case is accepted by a resettlement country, how long will I wait until departure?

Your travel date will depend on the results of medical examinations and security background checks by the resettlement country. If you are accepted, the resettlement country will also need to prepare for your arrival including sponsors, housing, language courses and cultural orientation. Normally, departure is within one year from acceptance but it can take longer.

My spouse and children just arrived in Indonesia, what do I do next?

Please report to the UNHCR office to register your family. UNHCR will make an appointment for them to undergo refugee status determination. Please note that this process may take many months due to the large number of cases being processed by UNHCR.

How can I join my family members who are already resettled?

If you are a new arrival, please report to UNHCR for registration. In order to be resettled to join your relatives you will need to be recognized as a refugee. Please note that the current waiting period for a refugee status determination interview is 18-24 months from the time of registration. If you are already a recognized refugee, please provide UNHCR with detailed information on your family members abroad. Note that UNHCR cannot guarantee you will be reunited with your family members, as such decisions are made by the country of resettlement. Note also that UNHCR only facilitates reunification with immediately relatives (spouses, children, parents, and in some cases siblings).

I was rejected by a resettlement country. What should I do next?

UNHCR will review your case to assess whether you are eligible for resubmission to another country. This may not be possible depending on the background of your case and the criteria of other resettlement countries. Please understand that this procedure takes time.

I have private sponsorship from someone in a resettlement country. What can UNHCR do for me?

Such programs are outside of UNHCR's mandate and we are not involved in such requests for resettlement. You should advise your sponsor to inquire with the authorities of the resettlement country. You can also approach the embassy of the resettlement country to know more about private sponsorship options that can be initiated on your behalf.

I asked to be resettled to a specific country but UNHCR submitted my case to another country. I do not want to go to the country to which UNHCR submitted my case.

Refugees cannot choose the country to which they are submitted, though UNHCR will identify the most appropriate country taking into account the presence of immediate family members in resettlement countries and the criteria applied by each respective country. While you have the right to reject an offer to be resettled to a particular country, if you do so UNHCR will normally not resubmit your case to another country.

Where can I get more information about opportunities for resettlement from Indonesia?

UNHCR provides [walk-in counselling](#) at our office in Jakarta on Tuesdays through Thursdays from 13:00 to 16:00. Please note that we cannot ensure that an appropriate interpreter will be available for your language, so if you cannot speak English or Bahasa Indonesia you should bring someone with you who can help you communicate with UNHCR.

UNHCR also provides [counselling by telephone](#) every Friday between 14:00 and 17:00. The number to contact is:

+62(21) 2964 3665

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