



Resettlement Country: New Zealand

Last updated: [21 02 2023]

1. Resettlement Policy and Programme Description

1.1 Programme Year/Cycle:

- Start date: 01-Jul-22 End Date: 30-Jun-23

1.2 Resettlement Policy and Programme

New Zealand's refugee policy reflects the Government's commitment to fulfilling its international humanitarian commitments, obligations and responsibilities. Through refugee policy, New Zealand contributes to the global community's efforts to assist refugees in need of resettlement.

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. This has resulted in the resettlement of a diverse range of nationalities.

New Zealand's Refugee Quota Programme is 1,500 places annually. Through this programme, New Zealand resettles refugees who have priority protection needs requiring resettlement as a durable protection solution.

Refugees who enter New Zealand under the Refugee Quota Programme are granted permanent residency on arrival. They spend their first 5 weeks at Te Āhuru Mōwai o Aotearoa, New Zealand Refugee Resettlement Centre Mangere.

After five years of residing as permanent residents in New Zealand former refugees are entitled to apply for New Zealand Residency with Department of Internal Affairs.

1.3 Ministries and Departments

The Refugee Quota Programme (RQP) is the unit within Immigration New Zealand (INZ), which is tasked with delivering the Refugee Quota Programme. INZ is a business group within the Ministry of Business, Innovation and Employment (MBIE).

New Zealand's Refugee Quota Programme including the priorities, size and international regional allocation of places is decided by the New Zealand Government in three-year cycles. The Quota Programme is targeted to refugees in greatest need of resettlement, while also recognising New Zealand's capacity to provide good settlement outcomes for refugees resettled under the programme.

New Zealand provides a whole of government approach for resettlement with a range of government agencies directly supporting the delivery of New Zealand's Refugee Quota



Programme including the following: Ministry of Social Development, Ministry of Health, Ministry of Education, Ministry of Housing and Urban Development, Oranga Tamariki (Ministry for Children), Kāinga Ora (Housing New Zealand Corporation) and the Ministry of Foreign Affairs and Trade.

1.4 Process for Determining the Resettlement Admission Targets

The New Zealand's Refugee Quota Programme is informed by UNHCR's submission outlining the UNHCR's Global Resettlement Needs and Priorities. Following receipt of the UNHCR submission, a paper is drafted for Cabinet agreement to New Zealand's three-year Refugee Quota Programme.

Within the Cabinet-agreed three-year Refugee Quota Programme, the composition of the Refugee Quota is agreed to annually by the Minister of Immigration and the Minister of Foreign Affairs.

2. Eligibility for Refugee Status and other forms of International Protection

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 (Refugee Conventions). New Zealand also has protection obligations under the 1984 Convention Against Torture (Cat) and 1966 Covenant on Civil and Political Rights (ICCPR).

New Zealand's Immigration Act 2009 provides the statutory basis for the system by which New Zealand. Part 5 Section 126 of the Immigration Act 2009 provides the basis for recognition of refugees selected outside of New Zealand (that is selected for resettlement in New Zealand under the Refugee Quota Programme). New Zealand does not conduct Refugee Status Determination for mandated refugee cases being considered under the Refugee Quota Programme.

2.2 Additional Information

Refugee and Protection claims made in New Zealand

Persons in New Zealand who claim Refugee or Protected Person status are determined at first instance by the INZ Refugee and Protection Unit. Claimants who are declined at first instance have the right of appeal to the independent Immigration and Protection Tribunal (IPT), which sits within the Ministry of Justice.

Community Organisation Refugee Sponsorship Category

New Zealand is piloting a Community Organisation Refugee Sponsorship Category which will enable a total of 150 sponsored refugees to be resettled in New Zealand over three financial years (1 July 2021 to 30 June 2024). The key objectives of the pilot category include:



- Providing an opportunity for community organisations to be actively engaged in refugee resettlement and to build local communities that welcome refugees; this includes the former refugee communities themselves.
- Enabling sponsored refugees to quickly become independent and self-sufficient in New Zealand.
- Providing an additional and alternative form of admission for refugees, to complement to New Zealand's Refugee Quota Programme.

3. Resettlement Decision-Making

3.1 Resettlement Admissibility and Public Interest Criteria

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

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

- Be recognized as a refugee according to the Refugee Conventions;
- 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 as set out in the agreed three-year Refugee Quota Programme;
- Be assessed as admissible under New Zealand's immigration policy and procedures; and, be otherwise admissible under New Zealand law.

The principal consideration in determining admissibility for resettlement to New Zealand has been set out as above. 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, the following factors are considered:

- INZ policy
- Credibility
- Settlement
- Risk, and
- Health



Credibility – Issues considered include sufficient, plausibility and consistency of information provided.

Settlement – Issues considered include whether there is any reasons to believe New Zealand is not the right resettlement country for the applicant/s Quota Programme or possible resettlement to New Zealand would not lead to improvement of individual(s) circumstances.

Risk – Issues considered include whether 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 are assessed for each individual over the age of 17 years.

Health – All refugees under consideration for inclusion in the Refugee Quota Programme are required to undergo limited medical assessments to identify whether they have certain conditions or treatment needs that are considered inadmissible.

Mandated refugees who have been put forward for consideration to be resettled in New Zealand under the Refugee Quota Programme can be considered for a residence class visa unless they:

- require dialysis treatment, or have an Immigration New Zealand medical assessor indicate that they will require such treatment within a period of five years from the date of the medical assessment; or
- have severe haemophilia; or
- have a physical, intellectual, cognitive and/or sensory incapacity that requires full time care, including care in the community; or
- currently have tuberculosis (TB) (any form including pulmonary and non-pulmonary TB, Multidrug-Resistant (MDR)-TB and Extensively Drug-Resistant (XDR)-TB) and have not completed full treatment for TB as outlined in the New Zealand Guidelines for TB Treatment; or
- have had a history, diagnostic findings or treatment for MDR-TB or XDR-TB, unless they have been cleared by a New Zealand Respiratory or Infectious Diseases specialist upon review of their file or review of the applicant as outlined in the New Zealand Guidelines for TB.

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.¹

3.2 Requests for Reconsideration

There is no review or appeal process for individuals whose cases have been declined by INZ. However, INZ 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.

¹ Usually approximately eight weeks.



3.3. Dependency

New Zealand can consider submissions that include dependent family members that are not individually in need of international protection as long as they are immediate family members and included in the same resettlement submission.

4. Legal Status on Arrival and Citizenship

4.1 Legal Status on Arrival

Persons accepted for resettlement to New Zealand under the Refugee Quota Programme are granted 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, housing, health care, employment and social welfare.

4.2 Eligibility for Citizenship

After a qualifying period of five years as Permanent Residents, quota refugees are eligible to apply for New Zealand citizenship.

5. Processing Priorities

Aside from Emergency cases, all cases considered for processing under the Refugee Quota Programme are assessed as decided in line with the priorities as agreed in the annual plan.

The annual Refugee Quota is comprised of the following subcategories:

- Women-at-Risk – a minimum of 10%
- Medical/Disabled – up to 75 places
- UNHCR Priority Protection (including urgent and emergency priority)

All subcategories within the Refugee Quota generally include the nuclear and dependent family members (i.e. spouse and dependent children) of the principal applicant

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.

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 principal applicant.

6. Special Considerations

6.1 Unaccompanied and Separated Children

New Zealand does not currently have provision under the Refugee Quota Programme to consider unaccompanied minor submissions.

In cases where children under the age of 16 are submitted with only one biological parent, documents relating to the custody of the child must be provided. If documents relating to the custody of any child under the age of 16 included in the application are unavailable, a declaration confirming the legal custody of children must be submitted and/or a UNHCR Best Interest Determination (BID). Where the child is an unaccompanied minor or separated child, a UNHCR BID must be submitted.

Separated children of refugees already resettled to New Zealand may be eligible to be sponsored to reunite with parent/s in New Zealand under the Refugee Quota Family Reunification Category.

6.2 Minor Marriage

The minimum legal age of marriage is 18 years. However, a person aged 16 or 17 can be married with consent from a Family Court judge. New Zealand is unable to consider submissions where children under the age of 16 years old are married. Children between 16 and 18 years old that are married can be included if the marriage is with the consent of the parents and they are submitted by UNHCR as a resettlement referral on their own merit rather than included as dependent children.



6.3 Refugees with psychosocial, intellectual, sensory or physical disabilities or a serious medical condition

All refugees under consideration for inclusion in the Refugee Quota Programme are required to undergo medical assessments to identify whether they have certain conditions or treatment needs that are considered inadmissible which includes whether they have a physical, intellectual, cognitive and/or sensory incapacity that requires full time care, including care in the community. Refer to health section above at section 3.

6.4 Large families and single adults

- New Zealand has no cap on single refugees or large families; however, consideration is given to whether any barriers exist in terms of whether New Zealand can offer appropriate and affordable housing for both cohorts due to limitations in housing availability in both these areas.
- Single refugees referred to New Zealand for resettlement are counseled about whether they are willing to share accommodation on arrival where appropriate to their particular circumstances.
- New Zealand has very limited housing available where larger than five bedrooms is required. Large families submitted to New Zealand are counseled their willingness for adult children to be housed separately but within the same city where appropriate to their particular circumstances.

6.5 Polygamous Marriage

Polygamous marriage is considered unlawful in New Zealand and New Zealand is unable to consider submissions that include applicants who are married to more than one spouse at the same time.

6.6 Other

Non-UNHCR allocations

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 INZ and they meet New Zealand's immigration policy. This application can be made under the Refugee Quota Family Reunification (RQFR) category after the UNHCR referred refugee has been resettled to New Zealand.

7. Dossier Selection Processing

The RRF is the standard form that initiates consideration of a dossier case by INZ.

7.1 Dossier Selection Policies



New Zealand can accept dossier submissions for consideration under the Refugee Quota Programme where the case is submitted under the Emergency priority or if there is a strong family link to New Zealand (immediate family). If a case within the above criteria is accepted for consideration on a dossier basis, a Refugee Quota Selection Officer completes a virtual interview with the applicants.

7.2 Additional Information

8. Interview Selection Processing

All refugee resettlement applications are required to attend an interview with a Refugee Quota Selection Officer from Immigration New Zealand. The majority of cases will be interviewed in person as part of an Immigration New Zealand selection mission. In a limited number of cases where in person interviews are not viable, Immigration New Zealand can complete the interview process virtually.

8.1 Interview Selection Policies

Immigration New Zealand requires the following documentation in order to assess a resettlement submission for permanent residence in New Zealand under the Mandated Refugee category:

- An RRF that has been fully and accurately completed by UNHCR;
- A completed and signed Residence Application for Mandated Refugees (completed at interview with Immigration New Zealand);
- Completed INZ resettlement interview;
- Birth Certificate or identity document or declaration regarding identity if birth certificate or identity document cannot be provided;
- Police clearance certificate for all applicants aged 17 years and over for all countries in which the applicant has lived for 12 months or more or declaration confirming criminal convictions if police clearance certificates cannot be provided;
- Completed Limited Medical Certificate and Chest X Ray
- A declaration signed by the applicant in agreement for participation in the on-arrival five-week reception programme;
- One passport-size photographs of each applicant (taken at interview with Immigration New Zealand);
- Where appropriate, medical reports, Best Interests Determinations (BID), custody documentation and special needs assessments by the UNHCR.
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- Following the interview with Immigration New Zealand, the application for residence in New Zealand is assessed in accordance with established New Zealand immigration policy and operational guidelines. In certain cases, INZ may seek advice from other Government departments. Feedback from these sources is taken into consideration in the decision-making



8.2 Additional Information

9. Processing Timeframes

9.1 Policies for receiving emergency and/or urgent submissions

New Zealand can consider up to 100 places annually under the Refugee Quota for emergency / urgent resettlement. Emergency cases are considered for refugees who are facing imminent life-threatening situations, where it is assessed the New Zealand may offer immediate protection. Emergency resettlement cases are drawn from countries worldwide and not limited to areas where global or regional priorities have been allocated.

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, INZ aims to issue its decision and undertake resettlement as soon as possible upon receipt of the necessary documentation from the UNHCR and completion of the INZ interview and case assessment process.

9.2 Average Processing Times for Emergency Cases

INZ advises the UNHCR in Canberra of its decision to proceed with consideration of cases prioritized as Emergency within two working days.

For emergency cases, INZ will endeavour to interview the applicant by secure video conference; or request IOM complete interviews on behalf of INZ as well as completing medical certificates and travel logistics. Where IOM is unable to access Emergency cases, INZ requires the assistance of the UNHCR with processing these cases by interviewing the applicant using questions provided by the INZ 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.

INZ will endeavour to arrange the departure for Emergency priority cases from the country of asylum as soon as possible after the case has been approved for inclusion under the Refugee Quota Programme.

9.3 Average Processing Times for Urgent Cases

Unless there is a life-threatening situation, in which case RQP would request UNHCR to re-prioritise the case, urgent cases will be interviewed as part of the next selection mission to the applicants country of asylum and if approved, the case will be included in the first intake available, for departure to New Zealand.

9.4 Average Processing Times for Normal Cases

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 twelve months after the applicant's offshore interview with the INZ. Actual resettlement to New Zealand may occur sometime thereafter, depending on the urgency of the case, intake schedules and other operational factors

9.5 Additional Information

10. Pre-departure Arrangements

10.1 Pre-departure Medical Screening

- Following approval for resettlement under the Refugee Quota Programme, refugees are offered a full health assessment offshore known as the Settlement Health Assessment (SHA) This assessment is offered once visa approved and does not affect visa status. It includes:
 - Full History/ Full Physical Examination/ Pregnancy / Laboratory and vaccinations.
 - Enables planning of Health services in NZ
 - Can consent to parts or all of assessment.
 - Vaccinations are offered as per NZ schedule
 - Treatment may be offered whilst awaiting departure

Health information identified through the settlement health assessments is being used to understand the need for offshore health services and for health services in New Zealand communities.

The **Pre-departure Health check (949)** offered once intake is selected - 21 days prior to departure. This requests a health information update, including TB Screening, travel and post-arrival health requirements, personal requirements and settlement medications.

10.2 Required Pre-departure Treatment

Where active TB infection is identified on pre-departure screening, travel will be delayed to obtain treatment of active TB offshore prior to arrival in New Zealand.

10.3 Pre-departure Orientation

Pre-departure preparation: Refugees being considered for resettlement to New Zealand under the Refugee Quota participate in an offshore resettlement interview with a Resettlement Case Officer. The information session provides an opportunity to discuss healthcare, employment opportunities, education system, housing and resettlement support in New Zealand.

10.4 Health



The Ministry of Health Te Whatu Ora – Health New Zealand funds Counties Manukau District Health Board (CMDHB, deliver mental health and addiction services to refugees during their stay at Te Āhuru Mōwai o Aotearoa (aka Mangere Refugee Resettlement Centre). This service is subcontracted by CMDHB to Refugees as Survivors NZ Trust, a non-government organisation specialising in delivering mental health treatment to refugees. The services include clinical screening, assessment, clinical interventions (i.e., counselling and therapy) and psychoeducation (e.g., educational workshops to share information about mental health and normalise mental health and mental distress amongst refugees).

Former refugees are also eligible for publicly funded health and disability services, including mental health services, which are provided by DHBs and their primary healthcare services when refugees settle in their settlement location. They may also be eligible for a range of lower cost primary healthcare services that some general practices provide, as well as other local DHB contracted mental health services specifically for refugees.

Once in New Zealand, as part of the reception programme at Te Āhuru Mōwai o Aotearoa (Māngere Refugee Resettlement Centre), quota refugees are offered vaccinations in-line with the vaccination schedule in New Zealand, including COVID-19 vaccinations.

10.5 Travel Arrangements and Documents

Persons accepted for resettlement to New Zealand under the Refugee Quota Programme who are unable to obtain national passports, are issued with a travel documents (Immigration New Zealand Certificates of Identity (COI)) endorsed with permanent residence visas as well as Passport Exemption Letters. INZ 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.

Refugees granted residence in New Zealand under the Refugee Quota may use their COI as a form of identification in New Zealand 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.

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, medical screening, transit costs, exit permit fees and other associated costs. New Zealand also pays all travel costs to centres within New Zealand where the refugees will settle following the completion of the five week reception programme in Auckland. Quota refugees are not required to repay the costs associated with their travel.

11. Reception and Integration



11.1 Overview

New Zealand's Refugee Quota Programme provides for the settlement of 1,500 refugees per annum through seven intakes of approximately 215 individuals each financial year.

Each refugee quota intake participates in a five-week Reception programme at Te Āhuru Mōwai o Aotearoa (Māngere Refugee Resettlement Centre) in Auckland, before transitioning into the communities across New Zealand. Government agencies and NGOs work in partnership to implement the Reception programme.

Reception Programme

The five-week Reception programme at Te Āhuru Mōwai o Aotearoa focuses on living and working in New Zealand to support quota refugees' settlement and integration and support them to develop a strong sense of belonging to their community and to New Zealand.

Prior to arrival in New Zealand refugees are provided with information on working and living in New Zealand and an assessment is completed for each refugee to identify needs and services required once refugees arrive at the Centre. Settlement health assessments are also completed outside of New Zealand before arrival and any followed up by the medical team at the Centre. Key focus areas for the reception programme are:

- Health and mental health assessments, initial treatment and health promotion, and
- Settlement planning, including orientation to working and living in New Zealand, and
- Education – early childhood, primary, secondary and tertiary, including English language. Refugee children are also prepared for their introduction into the New Zealand classroom and national curriculum.
- Bank accounts, social welfare assessments, Inland Revenue information for taxation, employment in New Zealand, health, safety and wellbeing including emergency services – Police, Fire, Ambulance, parenting support, group work for men, women, adolescent and children to orient to life in New Zealand

11.2 Housing

Immigration New Zealand (INZ) manages the process of securing housing for quota refugees, whether they are public or private rental properties. Quota refugee families do not depart from Te Āhuru Mōwai o Aotearoa without a property being secured in their settlement location. As permanent residents, quota refugees are eligible to access government-funded services and supports including housing supports.

The Ministry of Social Development assess the housing needs of all quota refugees and place them on the public housing register, and Kāinga Ora and Community Housing Providers match eligible refugees from the public housing register to public houses – according to their needs and housing availability. Refugees are given consideration the same as all other permanent residents. They are not prioritised over others. The majority of refugees (around 90 per cent) are housed in private rental accommodation.

The rights and responsibilities of a New Zealand tenant are explained to quota refugees prior to arrival, during the reception programme and through into their new settlement location.



11.3 Language

English language training is provided and supports the employment focus for working-age refugees. Refugee children are also prepared for their introduction into the New Zealand classroom and national curriculum in the resettlement communities. Refugees aged 13-17 years attend secondary classes where their goals and skills are assessed by bilingual tutors for placement in the education system. Refugees aged 65 or older will receive additional English language support with a focus on conversational English and living independently.

English language learners from a refugee background qualify for English for Speakers of Other Languages (ESOL) funding in the same way as other English language learners. Refugees receive more intensive funding support for the first two years at school in New Zealand, followed by three years of standard funding.

All resettled refugees are provided with interpreting services in their preferred language throughout the resettlement process.

Settlement Communities

11.4 Placement

After completing the reception programme, quota refugees are settled throughout New Zealand in: the Auckland region, Hamilton, Palmerston North, Masterton, Levin, Wellington, Nelson, Blenheim, Christchurch, Ashburton, Timaru, Dunedin and Invercargill. Suitable housing is located for refugees prior to completion of the reception programme – either public housing or private rentals.

11.5 Orientation

In the settlement locations, quota refugees are provided 12-24 months of support from community settlement support service providers. The settlement support services include a community orientation programme that complements the reception programme and support to link to services newly arrived refugees require to support their settlement in communities.

The orientation programme covers a range of topics, including:

- Introduction to the New Zealand Police/Keeping safe in New Zealand (including important laws);
- Understanding the New Zealand tax system;
- Understanding your rights and obligations as a tenant and what you should expect of your landlord;
- Understanding the New Zealand health system, and access to mental health/wellbeing services;
- Civil defence and emergency preparedness;
- Parenting in New Zealand/family violence laws;
- Nutrition and cooking on a budget;



- Safety around water in New Zealand;
- Services provided by the Citizens' Advice Bureau and Community Law Centres; and
- Accessing different types of transport in the local community.

There are currently 13 refugee quota settlement locations where the delivery of refugee quota settlement support services is contracted to provide the needed support and services.

11.6 Support Services

Quota refugees receive up to 24 months of community support in their settlement location. Current services have a strong focus on addressing refugee's early settlement needs, encouraging independence and providing linkages to mainstream services. This includes practical support for daily living and a community orientation programme in preparation for independent living within New Zealand communities.

As permanent residents, quota refugees are eligible to access government-funded services and supports including social and employment support from Ministry of Social Development (MSD) (e.g. resettlement grant, benefit, etc.), which varies depending on their needs.

11.7 Education

The Ministry of Education employs Refugee Education Coordinators to work with refugee families, agencies and schools throughout New Zealand. Government funding is available to enable schools to develop programmes that best meet the identified needs of students from non-English speaking backgrounds. The Government also provides funding to NGOs to provide English language and support services to adult refugees.

The Ministry of Education's Senior Advisors: Refugee and Migrant Support.

The Ministry of Education's Senior Advisors: are based in regional offices in the main regions, Christchurch, Wellington, Hamilton and Auckland, and provide national coverage support. The senior advisors provide support and liaison between refugee communities, agencies and schools to help with education and resettlement. They also help schools with Special Education Services to support students with high and complex needs.

Refugee Handbook for Schools

The Ministry of Education's Refugee Handbook for Schools has detailed information to help schools support students from a refugee background, to help them learn and feel part of the school community and New Zealand society. The handbook includes sections on:

- welcoming students
- enrolment, placement and monitoring
- planning and delivering effective teaching programmes
- using bilingual support workers



- providing pastoral care
- supporting students at transition points.

11.8 Employment

Employment Strategy

In August 2019, the Government launched its Employment Strategy to foster inclusive employment outcomes.

The Former Refugees, Recent Migrants and Ethnic Communities Employment Action Plan - released in March 2022. The Plan is one of seven population-specific employment action plans that support the government's wider Employment Strategy.

The Plan brings together current and planned programmes of work across government to support former refugees, recent migrants and ethnic communities. The plan aims to remove barriers to accessing and participating in the labour market in a way that is satisfying and contributes to people's wellbeing. By providing better support for former refugees, recent migrants and ethnic communities to gain higher skills and work experience, the government can assist these groups to move into more sustainable and rewarding work while reducing their chances of experiencing negative employment outcomes.

Former refugees receive an introduction to the New Zealand work and employment context during offshore interviews prior to their arrival and at Te Āhuru Mōwai o Aotearoa (Mangere Refugee Resettlement Centre) and during their initial five-week orientation period. They are referred to the Pathways to Employment (P2E) program from Te Āhuru Mōwai o Aotearoa and Work and Income New Zealand.

Work readiness workshops, assistance with job applications, and information on work rights are also available from multiple NGOs and ESOL providers in the community, such as the Citizens Advice Bureau (CAB), ELP, Ara Institute of Canterbury and KiwiClass – Multicultural Support Services. Some of these organisations also provide workshops covering topics such as interview training, networking and workplace culture.

Immigration New Zealand and the New Zealand Transport Authority (NZTA) co-fund the Open Road initiative, which helps former refugees learn to drive and pass their restricted driver's license. Driving licences are very important for increasing independence and opening up employment opportunities which may require them or are hard to access by public transport.

11.9 Financial Assistance

In New Zealand, budgets for supporting refugee settlement services and supports are spread over various agencies and ministries depending on the service provision. For example, health service funding sits with the Ministry of Health; employment supports with the Ministry of



Social Development; education with the Ministry of Education and Tertiary Education Commission; and housing supports with Kāinga Ora (Housing New Zealand).

As quota refugees arrive in New Zealand as Permanent Residents they are eligible to access government-funded services and supports and have the same rights and responsibilities as other New Zealand Residents and Citizens.

11.10 Supporting Specific Needs

Immigration New Zealand (INZ) works closely with the refugee settlement support service providers and communities to ensure quota refugees are provided the support they need in the first 12-24 months as they settle into settlement locations across New Zealand. In each of the 13 settlement locations, service providers are contracted will provide quota refugees with settlement support in the community that is appropriate to their needs and with a focus on self-developed, specific, realistic, adaptive goals that address individual and family/whanau needs in their initial settlement journey.

This includes helping quota refugees to navigate access to government services and connect to health and education services (including English language classes). The service providers are expected to provide support with tenancy issues, where they arise, as well as employment through referral to the Ministry of Social Development-funded Pathways to Employment programme.

The Ministry of Health supporting the Refugee Health Liaison Team to deliver Refugee Health National Leadership and Co-ordination Services. These services aim to assist New Zealand health care providers to provide holistic care for former refugees.

New Zealand Refugee Resettlement Strategy

The New Zealand Refugee Resettlement Strategy (NZRRS) was agreed by Cabinet in 2012, the NZRRS provides a whole of government approach to the successful settlement of former refugees in New Zealand through participating fully in the economy and community and building a strong sense of belonging.

<https://www.immigration.govt.nz/about-us/what-we-do/our-strategies-and-projects/refugee-resettlement-strategy>

11.13 Family reunification

Immediate family of quota refugees (i.e., spouse and dependent children) approved for inclusion in the Refugee Quota Programme are counted within the quota of 1500 persons.

Family members approved for resettlement through the Refugee Quota Programme have the same entitlements as other quota refugees

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

- Refugee Family Support Category
- Partnership Category



- Dependant children of Quota Refugees qualify Refugee Quota Family Reunification (RQFR) Category

Under each of the categories above, applicants must meet generic immigration instructions including health and character requirements.

Refugee Family Support Category

The Refugee Family Support Category (RFSC) enables eligible former refugees in New Zealand to sponsor immediate or extended family members, who normally do not qualify for residence in New Zealand under any other Immigration New Zealand (INZ) categories, to join them through the Refugee Family Support Resident Visa.

The purpose of family reunification is to support their settlement and integration into their new country and restoring the family unit. Each year, 600 places are available under tier one and tier two with priority being given to tier one applications.

In 2020, the New Zealand government approved changes to this category, with the purpose of improving the system for refugee family reunification. The three main areas of change are:

- Increased RFSC places from 300 people per year to 600 people per year
- Increased the settlement support provided to sponsored family members (includes government funding international/domestic and offshore medical check and immigration application fees waived)
- Evaluate settlement support outcomes for the sponsored family members of former refugees

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. The same applies for persons admitted under Refugee Family Support Category.

12. References & Resources on resettlement

New Zealand Refugee Quota Programme

<https://www.immigration.govt.nz/about-us/what-we-do/our-strategies-and-projects/supporting-refugees-and-asylum-seekers/refugee-and-protection-unit/new-zealand-refugee-quota-programme>

Sponsoring family members if you are a refugee

<https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/tools-and-information/general-information/sponsorship-refugee-family-support-category>



Community Organisation Refugee Sponsorship visa category

<https://www.immigration.govt.nz/about-us/media-centre/media-releases/community-organisation-refugee-sponsorship-visa-category-now-open>

Welcoming Communities Te Waharoa ki ngā Hapori

Welcoming Communities is a settlement programme led by Immigration NZ that supports local councils and their communities to create welcoming and inclusive environments for newcomers – recent migrants, former refugees and international students. It involves local residents in developing, delivering and participating in welcoming activities. This approach creates communities where everyone can belong, participate, contribute and thrive.

<https://www.immigration.govt.nz/about-us/what-we-do/welcoming-communities>

Refugee Advisory Panel

The Refugee Advisory Panel is an initiative established in partnership with Immigration New Zealand, Refugees Seeking Equal Access at the Table ([R-SEAT](#)) and the Centre for Asia Pacific Refugee Studies ([CAPRS](#)). The aim of the advisory panel is to provide former refugees with an opportunity to participate in the development of refugee resettlement strategies and policies and ensure decision-making is informed by former refugee interests, perspectives and knowledge.

<https://www.immigration.govt.nz/about-us/media-centre/news-notifications/refugee-advisory-panel>

Social Cohesion

The Ministry of Social Development (MSD) is leading a programme of work on strengthening social cohesion in Aotearoa New Zealand. In a cohesive society, all people need to share a sense of belonging, inclusion, participation and legitimacy. It's about how we are, together. [The Royal Commission of Inquiry into the terrorist attack on Christchurch masjidain on 15 March 2019 report Ko tō tātou kāinga tēnei \(RCOI\)](#) made a number of recommendations to improve social cohesion.

<https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/journals-and-magazines/social-policy-journal/spj24/24-social-cohesion-a-policy-and-indicator-framework-for-assessing-immigrant-and-host-outcomes-p85-110.html>

Immigration New Zealand Act 2009

<http://www.legislation.govt.nz/act/public/2009/0051/latest/DLM1440303.html>

Addendum on complementary pathways

Immigration New Zealand website

<http://www.immigration.govt.nz/>

Immigration New Zealand's guide to living, working & moving to New Zealand

<http://www.newzealandnow.govt.nz/>

