

Voluntary Return & IOM

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Who is this Infosheet for?

This Infosheet provides a brief overview of the Assisted Voluntary Return (AVR) program run by the International Organization for Migration (IOM) for migrants in Australia wanting or needing (e.g. because of a visa cancellation or refusal) to return to their country of origin.

IMPORTANT

- **Contacting or getting help from the IOM is entirely voluntary. Any interactions you have with the IOM will be confidential, unless you consent to the IOM contacting the Department of Home Affairs (DHA) to arrange for your voluntary return.**
- **All IOM services are provided for free. The IOM may be able to provide you with ongoing assistance once you arrive in your country of origin or other country.**
- **To contact the IOM:**
 - Phone: 1300 116 986
 - Online Form: <https://australia.iom.int/contact-us> (check the box titled 'Assisted Voluntary Return')

What is the International Organization for Migration (IOM)?

The IOM is a global organisation that works to help provide assistance and support to migrants, asylum seekers, and other displaced peoples. The IOM is not connected to the Australian or any other government. **The IOM will not share your information with any other organisation or person unless and until you consent to them doing so.** The IOM may need your consent to share information about your case with the DHA in order to arrange for your voluntary return.

How can the IOM help me?

The IOM operates **two separate programs** to help migrants voluntarily return to their country of origin or other country:

What is the Assisted Voluntary Return (AVR) program?

The AVR program is an international migration service operated by the IOM to help migrants return to their country of origin or other country.

You may be eligible for the AVR program if:

- You are currently living in Australia on a bridging visa or other temporary visa;
- You are currently living in Australia without a visa or your visa has expired;
- You are a non-refugee being held at the Nauru Regional Processing Centre.

The DHA will determine your eligibility for the AVR program. The IOM will then help to facilitate that program to support your voluntary return.

The support you receive from the IOM will vary depending on your individual circumstances. Some examples of the assistance they provide are:

- Information and counselling about voluntarily returning to your country of origin;
- Assistance in obtaining passports or other travel documents;
- Assist with arranging for transport to your country of origin, such as booking flights;
- Provide ongoing support and monitoring once you return to your country of origin.

What is the Reintegration Assistance program?

The Reintegration Assistance program (also referred to as the Assisted Voluntary Return and Reintegration (AVRR) program) provides reintegration assistance to **Irregular Maritime Arrivals (IMAs)**. **You must be an IMA in order to receive Reintegration Assistance.**

The support you receive from the IOM will vary depending on your individual circumstances. Some examples of the reintegration assistance they provide are:

- Reception assistance once you return to your country of origin;
- Reintegration planning, which may involve small cash assistance or other support to pursue or establish a small business, or obtain vocational training or schooling;
- Provide ongoing support and monitoring once you return to your country of origin.

How can I contact the IOM?

If you would like to receive information about the AVR or Reintegration Assistance programs, you can contact the IOM by:

- **Phone: 1300 116 986**
- **Online Form: <https://australia.iom.int/contact-us> (check the box titled 'Assisted Voluntary Return')**

You may also ask the DHA to refer you to the IOM. Your communications or consultations with the IOM will still be kept confidential.

Disclaimer: This fact sheet provides general information to people seeking asylum in Australia through the onshore protection visa application process according to the law in July 2021. This fact sheet is not legal advice. You should not rely on this fact sheet to make decisions about your immigration matter. We strongly recommend that you get independent advice from a qualified legal practitioner or a registered migration agent. For information please visit: <https://www.mara.gov.au>.

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