

VISA PAK ISSUE 580— 24 MAY 2024

## **ADVICE ON PROCESSING APPLICATIONS FROM PEOPLE AFFECTED BY RECENT EVENTS IN NEW CALEDONIA AND VANUATU**

Introduction — Reminder on further temporary visas for people who are unable to return home due to circumstances in their home country

In light of the current situation in New Caledonia and the collapse of Air Vanuatu, staff are reminded of previous guidance (Issue [248](#)), which provides advice for immigration officers who are considering a visa application from any person whose home country is currently experiencing civil disturbances or natural disasters. That advice is focused on assisting those on temporary visas in New Zealand who may need to stay longer in New Zealand.

In the case of New Caledonia, it is understandable that clients may wish to stay longer in New Zealand, and we should be empathetic to such requests. In the case of Vanuatu, it is currently very difficult for clients to return, and we should therefore be empathetic to requests for further visas until clients are able to return home.

The advice does not cover what to do when the situation in a person's country means they are not currently able to obtain documentation we would normally seek in support of an application for a visa. In extreme situations, it may not be possible to obtain any new documentation, so we can only ask applicants to submit what information they currently have access to, and then make a decision based on that information.

In these situations, staff should take the following approach:

- Use common sense and apply an empathetic approach to applications from affected people. If unsure, talk to your manager.
- Consider the use of discretion in the absence of supporting documents. For example, the provision to waive police clearances is set out in the Operational Manual at [A5.10.1](#).