

Application for a certificate of identity or refugee travel document

USE THIS FORM if you are not a New Zealand citizen and you are unable to obtain a passport from your country of citizenship.

Travel documents

A certificate of identity and a refugee travel document are both travel documents that allow people who are not New Zealand citizens to leave New Zealand when they cannot obtain a passport from their country of citizenship.

What is a certificate of identity?

A certificate of identity may be issued to a person who is not a New Zealand citizen and who cannot obtain a passport from their country of citizenship. Holding a certificate of identity does not affect your nationality or citizenship status. A New Zealand certificate of identity is **valid for a maximum of 2 years**. It is valid from the date of issue until the date of expiry.

What is a refugee travel document?

A refugee travel document may be issued to a person who is not a New Zealand citizen and who has refugee status confirmed by Immigration New Zealand. A New Zealand refugee travel document is **valid for a maximum of 5 years**. It is valid from the date of issue until the date of expiry.



This icon is used when you need to take extra care. The instructions with this icon will help you to understand whether need to complete a particular section, or remind you not to miss out important details.

What you need to complete this application

- ▶ 2 identical recent colour photos of yourself
- ▶ Someone to act as a witness who is over 16 years of age and has a valid New Zealand passport
- ▶ The correct application fee and courier cost

Sending original documents

We ask you to send us original documents.



We will make it clear by using this icon when you need to send us an original document.

How to contact us

Freephone: 0800 22 50 50

Phone: 04 463 9360

Website: passports.govt.nz



Please call our helpline if you need any assistance to complete this form.



Internal Affairs
Te Tari Taiwhenua

How to complete this application form

Use this guide section to help you to fill in the form. The numbers in this guide will take you through each step in the form.



READ ALL INSTRUCTIONS CAREFULLY

Fill in this form yourself. You must use your own handwriting. If you cannot fill in this form yourself because you have a disability or cannot speak English, someone else can fill in the form for you. This person must complete the statutory declaration in section 6.

Check you have answered all the questions on this form that relate to you. We can only process your application if you complete the form accurately. If you miss out any details we may need to contact you and there may be a delay in processing your application.

This application form will be scanned and processed using computer software. We ask you to follow the instructions below to improve the accuracy and efficiency of our scanning and data capture.

- ▶ Use a BLACK or BLUE ballpoint pen and complete in your own handwriting.
- ▶ Write in CAPITAL letters inside each box like this

A	B	C
---	---	---

 1 2 3 , NOT like this

a	q	C
---	---	---

 7 8 6
- ▶ Put a line through mistakes like this

A	B	C
---	---	---
- ▶ DO NOT use correction fluid or correction paper.

1 Your personal details

Names

Write the name you want to appear in your certificate of identity or refugee travel document. This name must be a name that is officially registered, for example, a name by birth, marriage, civil union, or name changed by deed poll or statutory declaration.

Do not use nicknames or names that you are "commonly known as".

- Surname or family name is also known as your last name.
- First and middle names are also known as given names. These are any names you have apart from your surname.
- If you only have one name, write it in the space provided for surname or family name.

Height and eye colour

Height and eye colour is important information. We cannot process your application without it.

- Write your height in centimetres.
- Choose an eye colour that is closest to your own, such as brown, blue, green, grey, hazel or black.

2 Your contact and delivery details

Your home address

This is the place where you are currently living. Do not give a box or bag number, or a 'care of' (c/-) address.

Your contact details

We need your contact details in case we have questions about your application. Write in phone numbers and an email address so we can contact you.

Your delivery address

- If you want your travel document delivered to a home address, someone must be at home to sign for it. If there is no one at home to sign for it, you will need to organise a redelivery.
- If you want your travel document delivered to a business, write the name and the address of the business.

3 Your previous New Zealand travel document

If you have ever had a New Zealand travel document, you must fill in this section.

You are required to send us your New Zealand certificate of identity or refugee travel document with your application, whether it has expired or not. This travel document will be cancelled and kept by the Passport Office.

4 Passport from your country of citizenship

Explain why you cannot obtain a passport from your country of citizenship. Some countries can take a long time to issue passports to their citizens. We will not issue a travel document to you if you are from one of these countries.

If you are a refugee you do not need to explain why you cannot get a passport from your own country of citizenship.

Please send us the passport or travel document you used to enter New Zealand.

If you have held any travel documents since arriving in New Zealand, please also send these to us.

We need these to confirm your residence or refugee status.

Please send us an original letter from Immigration New Zealand confirming your residence or refugee status and your travel document containing your:

- New Zealand residence permit
- Returning resident's visa
- Work permit
- Visitor's visa.

If applying for a certificate of identity, send us a letter from your embassy explaining why they cannot issue you with a passport.

5 Names

To confirm your identity, we need to know:

- your parents' names as they appear on your birth certificate
- the names of your wife/husband/civil union partner.

If you were legally adopted, write the names of your adoptive parents.

Please send us your original birth certificate.

If you have changed your name by marriage, civil union, or statutory declaration or deed poll, please send us the original documents.

6 Statutory declaration

What is a statutory declaration?

A statutory declaration is a written statement declaring something to be true in the presence of an authorised witness.

Will I need to complete this section?

Filling this application in yourself

If you are filling in this application yourself, complete the statutory declaration only if any of the following apply to you:

- you are wearing a head covering or headband in your photos for medical or religious reasons
- you wish to provide additional information, or an explanation, about your application.

Tick the declaration statement that applies to you.

Write your name, home address and contact details. Provide additional information as necessary.

You will need to find an authorised witness before you sign and date the declaration.

Filling in this application for someone else

If you are filling in this application for someone else, you need to complete the statutory declaration.

You will need to explain why the applicant cannot complete the form themselves.

You can only fill in this form for someone else if that person has a disability or a language difficulty preventing them from completing the form.

Tick the declaration statement "I have completed this form for someone else aged 16 years or over because they have a disability or language difficulty".

Tick any of the other declaration statements that relate to the applicant:

- the applicant is wearing a head covering or headband in their photos for medical or religious reasons
- the applicant wishes to provide additional information, or an explanation, about their application.

Write your name, home address and contact details in this section (not those of the person applying for the travel document).

You, the person filling in the form for the applicant, will need to find an authorised witness before you sign and date the declaration.

Who can be an authorised witness for a statutory declaration?

The witness for a statutory declaration must be one of the following:

- Justice of the Peace
- Member of Parliament
- Lawyer
- Registered Legal Executive (Fellow of NZILE)
- Government officer authorised to take statutory declarations.

When you have found a witness, you may need to make an appointment with them and take your application form with you.

You must sign and date the statutory declaration section in front of the witness, and then the witness must sign to confirm that you have signed the declaration in front of them.

7 Consent for issue of a travel document to a child under 16 years old

Who can give consent?

Consent to issue a travel document to a child must be given by a parent named on the child's birth record or by a legal guardian.

A legal guardian is someone who has been appointed through a court process or in a parent's will.

Legal guardianship

If you are the child's legal guardian send us the original:

- guardianship order if you are a court appointed guardian of the child, OR
- the parent's will appointing you as a testamentary guardian and the parent's death certificate.

A parenting order (also known as a custody or access order) does not give you legal guardianship. A step-parent is not a child's legal guardian unless they have been appointed through a court process or in a parent's will.

The Care of Children Act 2004 requires that, where possible, all the guardians of a child must be consulted when making decisions about important matters affecting the child.

The parent or guardian completing the application for the child is responsible for consulting with the other parents or guardians of the child.

Your name and date of birth

Write the name you currently use and your date of birth.

Your home address

This is the place where you are currently living. Do not give a box or bag number or a 'care of' (c/-) address.

Your contact details

We need your contact details in case we have questions about the child's application. Write in phone numbers or an email address so we can contact you.

Who can discuss this application with us?

We can only discuss the details of a child's application with the parent or guardian giving consent on the form, unless the parent or guardian giving consent gives us permission to talk to someone else.

Court orders

A court order can be made that prevents a child from leaving New Zealand. If the order has been made in a New Zealand court, or made overseas and registered in New Zealand, we will not issue a travel document to the child until directed by the court.

A parenting order will not prevent the other parent or guardian(s) from getting a travel document for the child. If you are unsure about court orders, you may wish to contact a lawyer for advice.

8 Your travel plans

We need to know about your travel plans.

Tell us:

- how long you will be away
- why you are leaving New Zealand
- which countries you are travelling to.

Visas

You will require a returning resident's visa or re-entry permit from Immigration New Zealand to return to New Zealand. You normally require a visa for each country you visit. It is your responsibility to obtain any visas you need.

9 Your applicant declaration

You must sign this declaration if:

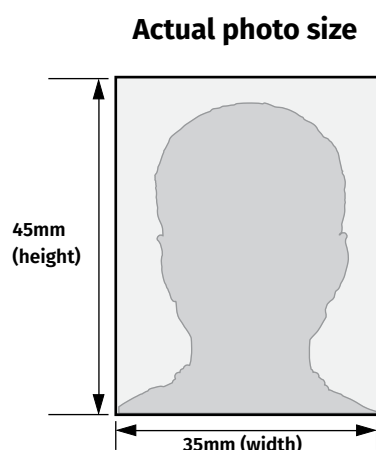
- you have filled in your application form yourself
- you have filled in this application for a child under 16 years of age
- you can sign your own name but someone else has filled in the application form for you.

If you cannot sign your own name, then you should leave the applicant declaration section unsigned.

The person who filled in the application form for you should complete and sign the statutory declaration in section 6 stating that you are unable to sign.

10 Your name for the witness to confirm

Write your name as it appears in section 1 of this form so the witness can confirm your identity.



11 Witness section

Your witness

Your witness must fill in this section in their own handwriting and write your name on the back of one photo and sign and date the back of the photo.

Who can be your witness?

Your witness must:

- have a valid New Zealand passport
- have known you for 1 year or more
- be 16 years of age or older
- not be related to you, for example, your witness cannot be your parent, child, brother, sister, aunt, uncle or cousin
- not be your spouse or partner
- not live at the same address as you.

Your witness needs to provide their New Zealand passport number, name, date of birth and contact details, including a daytime phone number.

Your witness writes on the back of one photo

Your witness must write **your** full name, their own signature and the date on the back of one photo. A business that takes passport photos will usually supply one photo with a pre-printed label on the back.

Witness declaration

Your witness must sign and date the declaration to show they understand their obligations under the law.

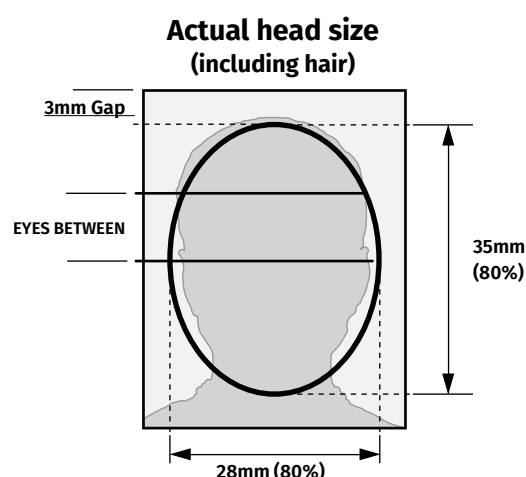
Photos — getting passport quality photos

Provide 2 identical colour photos that are less than 6 months old.

New technology has been introduced to scan your photos and ensure that they meet international travel standards. We strongly recommend that you obtain your photos from a business that provides a passport photo service, as the business will help ensure that your photos meet our requirements.

Photographs that do not meet our requirements will NOT be accepted and this will delay the issue of your new travel document.

To help you avoid some of the most common problems with photo quality, we have summarised the main requirements below and provided some sample photos.



If you need more detailed information about photos, visit our website passports.govt.nz or phone us at the contact numbers listed on the front cover of these guide notes.

Photographic image requirements

Photo age

- photos must be less than 6 months old.

Photo size

- standard size 35mm x 45mm.

Head size

- head, including hair, should fit within the oval shown in the template below
- maximum size of head, including hair, must be 80% of photo
- head must be centred, with a clear gap around the sides and top of the head, including hair.

Paper quality

- use high quality, high resolution photo paper
- you can also use colour film or low gloss coated thermal papers as long as the printer is high resolution
- DO NOT use matt paper, heavy-backed thermal paper or an ink-jet printer.

Photo quality

- photo must be a true image, not altered in any way
- photo must be in focus, with no red-eye and no reflected light on the face.

Background

- the background must be plain and light, but not white
- there must be strong contrast between image and background, with no shadows.

Pose

- face the camera straight on, with your head straight, eyes open and mouth closed
- maintain a neutral expression, not smiling or frowning
- ensure you have no hair across your face or eyes as eyes must be clearly visible.

Glasses

- eyes must be clearly showing through glasses, with no reflection
- remove glasses with heavy-rimmed frames
- do not wear sunglasses, or glasses with tinted lenses that obscure your eyes.

Head covering or headband

- no head covering or headband should be worn in the photo, unless you must wear either for religious or medical reasons. In this case you must complete the statutory declaration at section 6 of the form.

Photographic image requirements — examples

Please note that these photo examples are not actual sizes.

Head size and facial expression

Acceptable



Unacceptable



Head too big



Expression not neutral

Glasses, head covering, scarves and hair

Acceptable



Unacceptable



Frames too heavy



Frames obscuring eyes

Acceptable



Unacceptable



Light reflection on lenses



Tinted lenses obscuring eyes

Acceptable



Unacceptable



Scarf covering chin/edges of face



Face partially covered by head covering

Contrast and lighting

Acceptable



Unacceptable



Shadows on background



Contrast too dark

12 Application fees and payment

When we have all the information we need and the correct payment, we will process your application. It will take a minimum of 20 working days.

Remember to add on delivery time to and from the Passport Office.

Cost of your application

A certificate of identity or refugee travel document costs \$144.00 plus \$5.30 for courier delivery.

How to pay

If you apply by mail you can pay your fee by credit card. DO NOT POST CASH.

If you apply in person at a Passport Office counter, you can pay by EFTPOS.

If you pay by credit card

- provide all requested details in section 12 of the form
- note that Diners Club card is not accepted.

No refund

The payment for a certificate of identity or refugee travel document is not refundable under the Passport (Fees) Regulations 2015 if your application is declined.

Delivery details

Your travel document will be delivered by courier.

13 Send your application to us

We recommend you send your application to us **by courier** so you can track delivery.

NEW ZEALAND

Post to:

New Zealand Passport Office
Department of Internal Affairs
PO Box 1568
Wellington 6140
New Zealand

Courier only to:

New Zealand Passport Office
Department of Internal Affairs
Level 2, 7 Waterloo Quay
Pipitea
Wellington 6011
New Zealand

Privacy statement

The information we ask for as part of your New Zealand passport application is needed to confirm your identity and eligibility to be issued a New Zealand passport. The information collected is required to process your application for a New Zealand passport under the Passports Act 1992.

We may use information sharing agreements, authorised by law, to obtain information from other sources (such as the Citizenship Office and Births, Deaths and Marriages) to establish your identity and confirm your eligibility for a New Zealand passport.

Depending on where your New Zealand passport is being delivered, we will provide your email address and contact phone number to our trusted courier providers. This will allow them to provide you with your tracking number and contact you if there are any issues with delivery. You can find a current list of our courier providers at passports.govt.nz.

For delivery within the United Kingdom your email address and contact phone number will only be used if there are any issues with delivery. You will not receive a tracking number.

The Department may, under a written agreement between the Secretary of Internal Affairs and the Chief Executive of the organisation requesting the information, share information from your passport records with an organisation that requires the information to facilitate the processing of passengers, verify the identity of a holder of a travel document, or determine whether a person is a New Zealand citizen. This information sharing is authorised under the Passports Act 1992 and the Privacy Act 2020. More information can be found at dia.govt.nz.

The information that may be shared includes, but is not limited to, the information recorded in your passport, the status of your passport, the Department's passport database key number, and other information relating to your passport that may be required.

You have a right to access and request a correction of any personal information collected under the Privacy Act 2020.

Facial recognition

The Department uses facial recognition to protect your identity, prevent fraud and process applications for travel documents more efficiently. As part of applying for a New Zealand travel document, you must provide a photo with your application.

Your application photo may be used to carry out the following checks using facial recognition algorithms:

- A one to many check – to determine whether a travel document record held by the Department already exists in your details
- A one to many check – to identify if you are an individual recorded on a watchlist
- A one to one check – to provide assurance that you match an existing travel document record held by the Department, such as a previous passport or a citizenship record.

We store a biometric template of the photo provided in your most recent application in our database for future comparisons. We do this to deliver services to you more efficiently, protect your identity, and maintain the integrity of our identity services. This information may be used in photo matching for other DIA services, such as citizenship by grant and RealMe.

The checks we perform across services are authorised under the Identity Services AISA and Customer Nominated Services AISA.

New Zealand refugee travel documents are an Electronic Machine Readable Travel Document (eMRTD). A biometric template of the photo you provide with your application is stored on the chip contained in the travel document that is issued to you.

You have a right to complain to the Privacy Commissioner about any action that the Biometric Processing Privacy Code 2025 applies to.

Checklist

- ☐ Have you checked your application form and ensured it has been correctly completed?
- ☐ Have you included the correct payment for your application?
- ☐ Have you signed the declarations in sections 6 and 7 if applicable?
- ☐ Have you signed the applicant declaration in section 9?
- ☐ Have you supplied 2 identical recent colour photos of yourself?
- ☐ Has your witness completed section 11 and signed the back of one photo?
- ☐ Have you supplied all required documents where asked?

Will you need to send any documents with this application?

Please check the following table to see whether you need to send any original documents with your application form. DO NOT send photocopies or certified photocopies. All original documents will be returned to you with your passport.

Previous New Zealand travel document

If you hold a New Zealand certificate of identity or refugee travel document	☐	Your New Zealand certificate of identity or refugee travel document
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Passport from your country of citizenship

If you have a passport from your country of citizenship (valid or expired)	☐	Your passport
Travel document you used to enter New Zealand	☐	Your travel document
If you have refugee status	☐	Original letter from Immigration New Zealand confirming your refugee status
If you have New Zealand residence	☐	Original letter from Immigration New Zealand confirming your residence status
If you have a New Zealand residence permit, returning resident's visa, work permit or visitor's visa	☐	Your travel document containing your original New Zealand residence permit, returning resident's visa, work permit or visitor's visa
If you cannot get a passport from your country of citizenship	☐	A letter from your embassy explaining why they cannot issue you with a passport

Names

Birth	☐	Your original birth certificate
Marriage or civil union	☐	Your original marriage certificate or original civil union certificate
Name changed by statutory declaration or deed poll	☐	Your original statutory name change declaration or deed poll

Consent for issue of a travel document to a child under 16 years old

Court appointed guardian or additional guardian	☐	The original guardianship order issued by a New Zealand court or issued by an overseas court and registered in New Zealand
Testamentary guardian	☐	The parent's original will appointing you a testamentary guardian and the parent's original death certificate

Please note that in some circumstances we may need to contact you for further information or original documents if we are unable to verify your details by computer.

Application for a certificate of identity or refugee travel document



Please use a BLACK or BLUE ballpoint pen and write in CAPITAL letters in the centre of each box so that our computer software can accurately capture your information.

1 Your personal details

Send us your original birth certificate with this application.

Write your full name

Surname or family name

First and middle names

Write your place of birth

City or town you were born in

Country you were born in

Write your present citizenship or nationality

Write your date of birth

 / /

► e.g.

 / /

Tick your gender

☐

Male

☐

Female

Write your height

(centimetres)

Write your eye colour

► e.g. BROWN, BLUE, GREEN, GREY, HAZEL, BLACK

2 Your contact and delivery details

Write your home address

Unit and/or house number

Street name

Suburb

City or town

Postcode

State

Country



4 Passport from your country of citizenship

Write why you cannot obtain a passport from your country of citizenship

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Send us

- your passport
- the travel document you used to enter New Zealand
- any travel documents you have been issued
- an original letter from Immigration New Zealand confirming your residence or refugee status AND
- your travel document with your New Zealand residence permit, returning resident's visa, work permit or visitor's visa
- a letter from your embassy explaining why they cannot issue you with a passport

5 Names

Write your mother's name at **your** birth (If you have been legally adopted, write the names after adoption.)

Surname or family name

--

First and middle names

--

Write your father's name at **your** birth

Surname or family name

--

First and middle names

--

Write the full name of your wife/husband/civil union partner

Surname or family name

--

First and middle names

--

Write your wife's/husband's/civil union partner's surname or family name at their birth

Surname or family name

--



Send us your original marriage certificate, civil union certificate or original name change by statutory declaration or deed poll with this application if applicable.

6 Statutory declaration

Read section 6 of the guide notes before you complete this section.



Fill in this section only if one of the following is applicable. Otherwise leave this page blank.

- You are completing this application on behalf of someone else aged 16 years or over
- You wear a head covering or headband in your passport photos for religious or medical reasons
- You wish to provide, or have been requested to provide, additional information.

This statutory declaration must be signed in the presence of either a Justice of the Peace, a lawyer, a Legal Executive (fellow of NZILE), a Member of Parliament or a government officer who has authority to take statutory declarations.

Statutory declaration

If you are completing this application on your own behalf, tick any boxes that apply.

I declare that

- ☐ I have completed this application form for someone else aged 16 years or over because they have a disability or language difficulty
- ☐ The applicant wears a head covering or headband in the supplied photo for
☐ medical or ☐ religious reasons
- ☐ The applicant wishes to provide additional information to the Department of Internal Affairs

Provide additional information or explanations for your selected declarations here

If you do not have enough space, write further details on a separate piece of paper and send it to us with this application. Ensure that both you and your authorised witness sign each separate piece of paper.

Write your name and contact details here

Full name

Residential address

Home phone +

Mobile phone +

I make this declaration believing it to be true by virtue of the Oaths and Declarations Act 1957.

Sign your declaration in front of an authorised witness



Declared at

Date signed



WARNING: It is an offence to make a statement which is false in any particular for the purpose of gaining a New Zealand passport. If a New Zealand passport is obtained by fraud, false representation or the concealment of any material fact, it can be cancelled and the person concerned can, by law, be fined or imprisoned, or both.

Authorised witness sign here



OFFICIAL STAMP

Please tick your title

- ☐ Justice of the Peace
- ☐ Legal Executive (NZILE) ☐ Lawyer
- ☐ Member of Parliament ☐ Government officer

7 Consent for issue of a travel document to a child under 16 years old



Fill in this section only if this application is for someone who is under 16 years old. Otherwise leave this page blank.

Consent can only be given by a parent named on the child's birth record or by a legal guardian.
Read section 7 of the guide notes before you complete this section.

Tick the box below that shows your relationship to the child named in section 1

☐

Mother

☐

Father

☐

Other parent

☐

Legal guardian

Send us the original Guardianship Order if you are a **court appointed guardian** of the child.

OR

Send us the original copy of the parent's will appointing you as a **testamentary guardian** and the parent's death certificate.

Write your current name

Surname or family name

First and middle names

Write your date of birth

/

/

► e.g.

/

/

Write your home address

Unit and/or house number

Street name

Suburb

City or town

Postcode

State

Country

Home +
phone

COUNTRY CODE AREA CODE PHONE NUMBER

Work
phone +

COUNTRY CODE AREA CODE PHONE NUMBER

Mobile
phone +

COUNTRY CODE CARRIER CODE PHONE NUMBER

► e.g. +

Please write your email address in CAPITAL letters so that our computer software can accurately capture your information.

Email

@

Your declaration of consent

I give my consent for a travel document to be issued to the child named in section 1 of this application.

Sign your consent here



Date signed

WARNING: It is an offence against the Passports Act 1992 to knowingly or recklessly make a statement that is false or misleading in a material particular for the purposes of gaining a New Zealand passport.

8

Your travel plansWrite how long you will be away for

▶ weeks ▶ months

Write your reason for leaving New Zealand
Write where you are travelling to (include countries you will pass through)

9

Your applicant declaration

I declare that

- ☐ I am 16 years of age or older and have completed this application in my own handwriting
- ☐ I have completed this application for a child who is under 16 years of age
- ☐ I have completed this application form for someone else aged 16 years or over because they have a disability or language difficulty.



If someone else has filled in this application for you but you can sign your own name, you must sign this section. If you cannot sign your own name, the signature box in this section must be left blank. The person who filled in the application form for you must not sign this section but must sign the statutory declaration in section 6 explaining why you are unable to sign.

- I agree that if I obtain a passport or citizenship of any country (including New Zealand), I must return my New Zealand travel document to the Department of Internal Affairs.
- I declare that the information I have given in this application is, to the best of my knowledge, true, complete and correct.
- I understand that if I have provided false information my New Zealand travel document can be cancelled and I can, by law, be fined or imprisoned.
- I confirm that I have read the section relating to privacy in the guide notes for this application.
- I agree that, for the purposes of this application, other government agencies may release personal information about myself which will assist the Passport Office in determining my entitlement to be issued with, or continue to hold, a New Zealand travel document.
- I understand that if I use, or have possession of, a forged or false New Zealand travel document, I may be liable on conviction to imprisonment for a term not exceeding 10 years, a fine not exceeding NZ\$250,000, or both.

WARNING: It is an offence against the Passports Act 1992 to knowingly or recklessly make a statement that is false or misleading in a material particular for the purposes of gaining a New Zealand passport.

Sign your applicant declaration here

Date signed

 / /

Payment card details

Funds must be available in your account when your application arrives or it will be delayed.

Tick card type ►

☐ Visa ☐ MasterCard ☐ AMEX ☐ Debit card

Card number

				-					-					-				
--	--	--	--	---	--	--	--	--	---	--	--	--	--	---	--	--	--	--

Card expiry date

		/		
--	--	---	--	--

Name as it appears on card

--

Cardholder's signature



--

I authorise the Department of Internal Affairs to charge the total amount across to my credit or debit card.