



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 you need to complete a particular section, or remind you not to miss out important details.

What you need to complete this application

- ▶ Two (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

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 04 474 8100 Fax 04 382 3410

Website: www.passports.govt.nz



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



**Te Tari Taiwhenua
Internal Affairs**

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 a language difficulty, 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
---	---	---	---	---	---

► Tick options inside the boxes like this

<input checked="" type="checkbox"/>

, NOT like this

<input type="checkbox"/>

► 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 can't 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.

► *Example of how to write your phone number:*

	0	4		4	7	4	8	1	0	0	
AREA CODE			PHONE NUMBER								

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.

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.

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:

- 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:

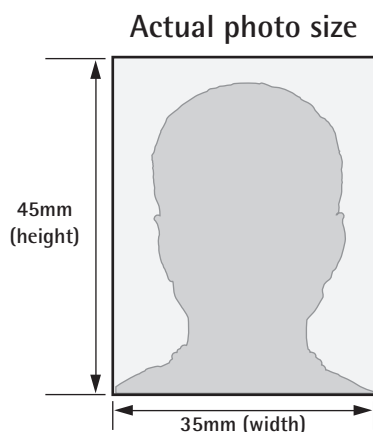
- you have filled in your application form yourself
- you have filled in this application for a child under 16 years of age
- you can sign your own name but someone else has filled in the application form for you.

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 day-time 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.

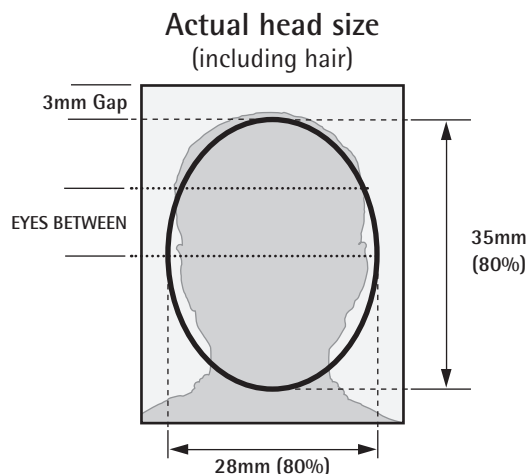
Photos – getting passport quality photos

Provide two 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 www.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 example photos are not actual size.

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 glasses lens



Tinted lenses obscuring eyes

Acceptable



Unacceptable



Scarf covering chin/edges of face



Face partially covered by religious 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 \$111.00.

How to pay

If you apply by mail you can pay your fee by credit card, cheque, or money order. **DO NOT POST CASH.**

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

If you pay by cheque or money order

- fill in all parts of the cheque or money order and make it payable to the Department of Internal Affairs
- if your cheque is dishonoured you will have to pay additional bank or debt collection charges.

If you pay by credit card

- provide all requested details in section 12 of the form
- note that Diners 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

Send us your application or take it to one of the Passport Offices.

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

NEW ZEALAND

Courier or post to:

New Zealand Passport Office Department of Internal Affairs
PO Box 1568
Level 1, 120 Victoria Street Wellington 6011
New Zealand

Office Locations:

Wellington
New Zealand Passport Office Department of Internal Affairs
Archives New Zealand
10 Mulgrave Street
Wellington

Hours: Monday to Friday 9:00am - 4:00pm

Auckland

New Zealand Passport Office Department of Internal Affairs
AA Building, Level 6
99 Albert Street
Auckland

Hours: Monday to Friday 9:00am - 4:00pm

Manukau

New Zealand Passport Office Department of Internal Affairs
7 Ronwood Avenue
Manukau City

Hours: Monday to Friday 9:00am - 4:00pm

Christchurch

New Zealand Passport Office Department of Internal Affairs
BNZ Centre
120 Hereford Street
Christchurch

Hours: Monday to Friday 9:00am - 4:00pm

Privacy statement

The information you provide helps us establish your identity and determine if you are eligible for a New Zealand travel document. We may obtain information from other sources (including, but not limited to, the Citizenship Office, Immigration New Zealand and Interpol) using an authorised information-matching programme (under Section 78A of the Births, Deaths, Marriages and Relationships Registration Act 1995 or Section 26A of the Citizenship Act 1977).

How is your privacy protected?

All relevant information about you is collected in line with the Passports Act 1992 and is held securely by the New Zealand Passport Office, Department of Internal Affairs, 120 Victoria Street (PO Box 10-526), Wellington.

Under the Privacy Act 1993 you may access and request a correction of any of that personal information.


When may information from your passport records be disclosed? Under the Passports Act 1992 and the Privacy Act 1993, this information may be disclosed, subject to agreement in writing between the Secretary of Internal Affairs and the Chief Executive of the organisation requesting the information, to any appropriate agency, body, or person to aid border security, 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. For more information visit www.dia.govt.nz.

The information that may be disclosed includes the information recorded in your travel document; your eye colour; your height; the status of your travel document; our passport database key number; and any other information relating to your travel document that may be required.

Depending on where your New Zealand travel document 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 www.passports.govt.nz.

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** of your application form?
- Have you supplied two (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?

Documents you need to send with this application

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

3 Previous New Zealand travel document

If you hold a New Zealand certificate of identity or refugee travel document	<input type="checkbox"/>	Your New Zealand certificate of identity or refugee travel document
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4 Passport from your country of citizenship

If you have a passport from your country of citizenship (valid or expired)	<input type="checkbox"/>	Your passport
Travel document you used to enter New Zealand	<input type="checkbox"/>	Your travel document
If you have refugee status	<input type="checkbox"/>	Original letter from Immigration New Zealand confirming your refugee status
If you have New Zealand residence	<input type="checkbox"/>	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	<input type="checkbox"/>	Your travel document containing your original New Zealand Residence Permit, Returning Resident's Visa, Work Permit or Visitor's Visa
Cannot get a passport from your country of citizenship	<input type="checkbox"/>	A letter from your embassy explaining why they cannot issue you with a passport

5 Names

Birth	<input type="checkbox"/>	Your original Birth Certificate
Marriage or civil union	<input type="checkbox"/>	Your original Marriage Certificate or original Civil Union Certificate
Name changed by Statutory Declaration or Deed Poll	<input type="checkbox"/>	Your original Statutory Name Change Declaration or Deed Poll


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


Court appointed guardian or additional guardian	<input type="checkbox"/>	The original guardianship order issued by a New Zealand court or issued by an overseas court and registered in New Zealand
Testamentary guardian	<input type="checkbox"/>	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.

4 Passport from your country of citizenship

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

 Send us any travel documents you have been issued, including Immigration New Zealand Certificates of Identity or foreign passports.

 Send us documentation issued by Immigration New Zealand showing your client number, full name and date of birth. This can be a visa in a travel document or an original letter.

5 Names

Write your mother's full 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 full name at **your** birth

Surname or family name

First and middle names

 Send us your original birth certificate with this application.


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.

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

Write your current name

Surname or family name

First and middle names

Write your date of birth

/ / ▶ e.g. / /

Write your address and contact details if different from section **2**

Unit and/or house number

Street name

Suburb

City or town

Post code

Home phone +

AREA CODE

PHONE NUMBER

Work phone +

AREA CODE

PHONE NUMBER

Mobile phone +

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



SIGN HERE

Date signed

/ /

8 Your travel plans

Write 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

Tick one box

- 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 am 16 years of age or older and someone else has filled in this application for me because I 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 travel document.

Sign your Applicant Declaration here



APPLICANT SIGN HERE

Date signed

/ /

10 Your name for your witness to confirm

Write your name again, as you wrote it in section **1**, so that your witness can confirm your identity

Surname or family name

First and middle names

11 Witness section



Before completing this section the witness must read section **11** of the Guide Notes. The witness must fill in this section in their own handwriting and complete the details on the back of one photo.

Tick this box to make sure you can be a witness

I hold a valid New Zealand Passport AND the applicant is not related to me AND we do not live at the same address

Write your New Zealand Passport number ▶

Write how many years you have known the applicant ▶

years, or

months (if the applicant is less than 1 year old)

Write your name

Surname or family name

First and middle names

Write your date of birth ▶

Write your address and contact details

Unit and/or house number

Street name

City or town

Post code

Home phone +

AREA CODE

PHONE NUMBER

PHONE NUMBER

Day-time phone +

AREA CODE

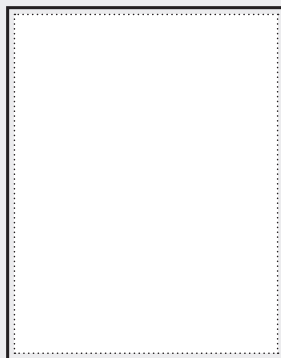
PHONE NUMBER

PHONE NUMBER

PHOTO FACE UP



PHOTO FACE DOWN



I declare that

- ▶ I am 16 years of age or over.
- ▶ I have known the applicant for more than 1 year, or months (if the applicant is under 1 year old).
- ▶ The information I have given is in my own handwriting and complete and correct to the best of my knowledge.
- ▶ The person in this photo is the person named in section **10**.
- ▶ I have written the full name of the applicant, signed my name and written the date on the back of one photograph.
- ▶ I understand that if I have provided false information, this travel document can be cancelled and I can, by law, be fined or imprisoned.



WARNING It is an offence against the Passports Act 1992 to knowingly or recklessly make a false statement to help anyone get a travel document.

Signature
of witness



WITNESS SIGN HERE

Date signed

