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#### 1.. WELCOME

- 1.1 The Government of Zimbabwe's (GoZ) Department for Social Services (DSS) and Commissioner for Refugees welcomes you as an asylum seeker in Zimbabwe.
- 1.2 The Government of Zimbabwe, working together with its partners, in particular the United Nations High Commissioner for Refugees (UNHCR), is committed to the fulfillment of its international obligations towards those in need of international protection.

#### 2. INITIAL REGISTRATION

2. 1 All newly arrived asylum seekers, including minors, need to register with DSS officers in Tongogara.

#### 3. ASYLUM PROCEDURE

## Refugee Status Determination

- 3.1 After your arrival, you will be interviewed by DSS officers. You will then appear before the Zimbabwe Refugees Committee (ZRC), which will decide on your refugee status. You may be asked some further questions.
- 3.2 You can either be granted refugee status, rejected or have your case deferred pending further enquiries by relevant GoZ agencies. If your case is granted or rejected, you are required to sign relevant papers.
- 3.3 If your case is rejected you may file an appeal to the Minister of Labour and Social Services within 7 days of being notified of the rejection. If your case is rejected on appeal you will be required to leave Zimbabwe.

# Temporary Permit (TP)

3.4 This document entitles you to legally reside in Zimbabwe. It is renewable every month for asylum seekers and every 6 months

for recognized refugees. TPs are issued after you have appeared before ZRC.

3.5 The TP is issued and renewed at the discretion of the Immigration Department. The Camp Administrator at Tongogara will facilitate your application for a TP.

# Identity cards

3.6 If you are granted refugee status, the GoZ & UNHCR will issue you with a refugee identity card (if aged 18 years and above).

#### 4. TONGOGARA REFUGEE CAMP

- 4.1 Tongogara Refugee Camp (TRC) is the designated place of residence for all refugees in Zimbabwe. From now, this is your home.
- 4.2 The camp provides a home for people from a variety of backgrounds. It is important that every one is treated with respect, and that all the camp's inhabitants live in harmony as one community.

### Initial accommodation

4.3 Initial accommodation is provided in the Transit Centre (community hall). Separate accommodation is provided for men and women.

# Housing

- 4.4 After your asylum interview (see section 3), you will be required to leave the Transit Centre. You will be allocated a house, according to your family size whenever possible. However accommodation in the camp is scarce and we ask you to be patient while suitable accommodation is identified.
- 4.5 Please note that it is against regulations to sell or lease houses.

## Food and non-food items

4.6 Food is given to each beneficiary once a month on a designated date. However, for new arrivals, food is distributed on a weekly basis.

- 4.7 No one shall be given food outside the day(s) set; it is your responsibility to avail yourself and to bring the required food containers.
- 4.8 Non-food items (blankets, pots etc.) are provided once, after your asylum interview. New arrivals should look out for notices on when to collect your allocation.

# Security

4.9 All security and law & order issues should be referred to the police. The police officer(s) on duty will assist you whenever possible.

## Water / Sanitation & Environmental Health

- 4.10 Water is provided at various points throughout the camp for your use. Should you require detergents and tablets to sanitize water please visit the Environmental Health Officer, based at the clinic.
- 4.11 Communal toilets are provided for your use. It is your responsibility to ensure their cleanliness.
- 4.12 It is everyone's responsibility to help maintain the camp's cleanliness. You should look after both your home and the communal areas, and you should NOT vandalize others or communal property such as buildings, water pipes etc., which constitutes an offence.

#### 5. COMMUNITY SERVICES

## $A \quad g \quad r \quad i \quad c \quad u \quad l \quad t \quad u \quad r$

5.1 An irrigation scheme produces a wide range of crops such as beans, maize, butternuts and sweet potatoes. Those who are interested in farming should see the Christian Care agronomist.

# Income-generating activities (IGAs)

5.2 IGAs are offered by Christian Care and Jesuit Refugee Service (JRS) for those who wish to enhance their self-reliance and

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improve their standard of living.

- 5.3 Projects available include sewing, poultry, saloons, baking. Refugees are, however, encouraged to initiate their own projects in cooperation with above mentioned partners.
- 5.4 Loans from JRS can only be applied for when a relevant notice has been put up.

## Education

- 5.5 It is the right of every child to be educated. Government-run primary and secondary schools are within walking distance from the camp.
- 5.6 Enrolment of students is done in November each year. While sometimes we are in a position to assist with uniforms and books, ultimately parents should see to it that their children have the necessary supplies.
- 5.7 JRS and UNHCR also have certain number of scholarships available for students to undergo tertiary education.
- 5.8 Adults intending to undergo vocational training should also apply towards the end of the year through the language centre. Free training in various skills such as welding, carpentry and agriculture is available.

## Tracing

5.9 There is a Red Cross volunteer in the camp who can help you with tracing or sending messages to family members in other countries.

## Community Services Staff

5.10 Community services staff from DSS and UNHCR are here to help refugees identify options for dealing with their problems. Please see relevant notices for drop-in times or on how to make an appointment.

- 5.11 They also assist vulnerable persons such as unaccompanied and separated children, disabled persons, the elderly, victims of sexual and gender-based violence.
- 5.12 IMBISA is also available should you require counseling or assistance in pastoral work.

## 6. HEALTHCARE

- 6.1 Christian Care runs a health centre and someone is available on call 24 hours a day for emergencies. The clinic itself is open Monday to Friday from 8am to 4pm.
- 6.2 The clinic has a well-stocked supply of drugs and is usually able to provide those drugs most commonly prescribed.
- 6.3 Refugees and asylum seekers are required to follow the national protocol on health referrals. Should the clinic not be able to provide treatment, you will be referred to Chipinge District Hospital and onwards to Mutare Provincial Hospital or hospitals in Harare if necessary.
- 6.4 Should you choose to undergo medical treatment at a private clinic or hospital you will be required to cover the costs yourself.

#### 7. OBLIGATIONS OF ASYLUM SEEKERS AND REFUGEES

7.1 It is important to bear in mind that all asylum seekers and refugees in Zimbabwe are obliged to comply with the laws of Zimbabwe and the rules of the camp. Failure to comply with such laws may result in your prosecution.

#### **CONCLUSION**

8.1 In conclusion, we welcome you again to your new home. Should you have any queries, please feel free to contact DSS or UNHCR staff..

# INDUCTION INFORMATION LEAFLET FOR ASYLUM SEEKERS AND REFUGEES IN ZIMBABWE





