

Humanitarian Travel Assistance to Australia

Worry-free humanitarian travel planning

The International Organization for Migration (IOM) offers travel assistance for Global Special Humanitarian Visa (Subclass 202) holders. Let us take care of your travel arrangements, while you focus on preparing for your new life in Australia.

Our priority is “continuity of care”: We monitor each movement from embarkation through transit to arrival, assisting at each point and alerting sponsors of any changes to itineraries or schedules.



Humanitarian Travel expertise:

This can only come from experience. IOM has helped over 700,000 refugees integrate into new countries since 2001.



Global Network:

IOM has presence in more than 170 countries to assist you. IOM also has an extensive knowledge of travel requirements such as exit permits and established relationships with government authorities to facilitate exit permissions.



Cost-Effective Fares:

IOM offers flexible and cost-effective fares, this means if travel cannot take place as initially planned, it can be simply rescheduled without additional costs.



Flexibility:

Many countries impose strict exit formalities that must be met before an individual will be permitted to depart the country. Airlines also impose conditions on the health of individuals to board their planes. As a result, these requirements regularly mean humanitarian cases are required to change their flights at the last minute.



Care & Dignity:

To support humanitarian travellers IOM offers additional assistance to ensure families feel confident and supported throughout their travel. IOM can help with:

- Airport check-in.
- Assistance with medical needs.
- Generous luggage entitlement to support bringing as many personal possessions as possible for a new life in Australia.
- Assistance with transiting through airports including accompanied movement from one gate to another, and access to comfort facilities such as meals and lounge access.
- Pre-departure cultural orientation.



Eligibility

Permanent humanitarian and family visas.



How can you access this assistance?

Phone: +61 2 6267 6600

Email: iomaustralia@iom.int



Cost

Families need to pay for this service. Costs include actual travel costs and IOM administration fees.

1 Email to iomaustralia@iom.int

2 Submit documents

3 Receive quote

4 Pay initial deposit

5 Confirm booking

6 Pay remaining amount

7 Travel



Frequently asked questions

For travel assistance, can I pay in Australia or overseas?

IOM has over 170 offices located around the globe. Payment may be made either in Australia or in one of our IOM offices overseas.

Can IOM assist minors travelling alone?

Yes. IOM is experienced in managing the migration of vulnerable individuals including unaccompanied minors. IOM will ensure the safety of minors is appropriately safeguarded throughout their journey working with the airlines and ensuring escorts where necessary.

If my family require an escort, can IOM assist?

Yes. IOM has extensive experience managing the migration of individuals requiring an escort to support medical or other needs.

Is it possible to do a return ticket for me?

IOM travel assistance is for the purpose of migration and therefore return tickets are not available.

Am I allowed to choose my own route?

IOM travel assistance is provided at the lowest cost providing the safest and most direct route available.

Can I add domestic travel to my tickets?

Yes, IOM provides assistance from the city of departure to the desired destination.



Where can I find more information?

Read our FAQs, visit australia.iom.int or send an enquiry.

Related programmes you may be interested in:

- Migration Advice and Visa Assistance
- Community Support Programme

