



## Voluntary transfer to Norway

Information about the voluntary transfer from Moldova scheme, what it means to be transferred to Norway and your rights and obligations under the scheme.



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## What is voluntary transfer?

The Norwegian Government has decided to bring 500 Ukrainians from Moldova to Norway, where they can then apply for a residence permit. The transfer will be carried out when the applicant accepts the offer.

The following groups will be given priority:

- Persons with family members in Norway or other connections to the country
- Persons with functional limitations and their family members
- Persons with serious health conditions and their family members
- Pregnant women
- Mothers with young children or multiple children
- Other vulnerable persons

This scheme applies to persons eligible for collective protection in Norway.



## Who is eligible for collective protection in Norway?

The scheme applies to you if you:

- are a Ukrainian citizen who was living in Ukraine before 24 February 2022
- were granted protection in Ukraine before 24 February 2022
- are a Ukrainian citizen who had legal residency in Norway before 24 February 2022. Your prior legal grounds for staying in Norway must either have lapsed or be set to lapse within two months or less from the date when you apply for protection.
- are a close family member of someone who is eligible for collective protection, regardless of your citizenship. The definition of *close family member* includes spouses, cohabitants, children under 18 years of age and other family members who were part of the same household as the person who was granted collective protection before 24 February 2022.

You are not eligible for collective protection if you have multiple citizenships and one of them is in a country considered safe by the Norwegian Government.

To be covered by the scheme, you also need to document or substantiate your identity. You can use your passport, Ukrainian national ID card or other documents which may suffice such as a birth certificate.

## Can I go to Norway without a valid travel document?

If you do not hold a valid travel document, the Norwegian police may issue you a *laissez-passer* before you leave Moldova. A *laissez-passer* is a temporary travel document that is only valid for your transfer to Norway.

Under normal circumstances, persons who are granted collective protection in Norway due to the war in Ukraine will not be able to obtain a regular travel document from the Norwegian authorities. If you do not hold a valid travel document when you arrive in Norway, or if your travel document expires during your stay in Norway, you will need to contact the Ukrainian embassy in Oslo.

This is also the case for children.

## Who will help me when I am transferred to Norway?

Multiple government agencies in Norway are working together to ensure that people fleeing Ukraine receive the help they need. The organisations you will encounter in connection with the transfer process include:

- **The UN Refugee Agency (UNHCR)** will draw up a list of eligible candidates for transfer. They will send the list to the Norwegian authorities who will then report back with the names of those accepted for transfer to Norway.
- **The National Police Immigration Service (NPIS)** will meet with you in Moldova to check your personal documents.
- **The International Organisation for Migration (IOM)** will assist you with practicalities such as facilitating the review of your documentation by NPIS and helping you at the airport on the day of your travel. If necessary, an IOM representative might also accompany your group on the plane.
- **The NPIS** will register your application for protection when you arrive in Norway.
- **The Norwegian Directorate of Immigration (UDI)** will consider your application and ensure that you are given a temporary place to stay. If you have any more questions after reading the information provided here, you may find the answers on UDI's website: [www.udi.no/en/situation-in-ukraine/](http://www.udi.no/en/situation-in-ukraine/)
- Once you have been granted a temporary residence permit, the **Directorate of Integration and Diversity (IMDi)** will ensure your settlement in a municipality. They are also responsible for language training and the introduction programme (qualification programme). More information about these topics is available at [www.nyinorge.no/en/](http://www.nyinorge.no/en/)



## **How will the journey take place?**

After UDI has determined that you are eligible for transfer, you will receive an entry permit to Norway. The IOM will organise the journey for you and schedule flights from Moldova to Norway.

Before you travel to Norway, the National Police Immigration Service will check your ID documents, usually the day before you are scheduled to travel. If you or anyone else in your group is in need of assistance, IOM will ensure that you have people accompanying you. Everyone will be given food and drinks during the journey. You may be asked to fill in some forms during the flight.

## **Can I be transferred to Norway even though I have health problems?**

Yes, you may be transferred to Norway even if you have health problems. It is important to inform us of this in advance, so that we can help you in the best way possible when you arrive in Norway.

When you arrive in Norway you will have a settlement interview. During the interview, you are to inform us of any specific needs you may have in terms of housing, care and medical support. This information is important in helping us to find suitable housing and to prepare for your settlement.

Support will be adapted in accordance with any needs you may have. As long as you live in a temporary accommodation, the local staff will ensure that you receive the help you need. If you use a wheelchair, your accommodation will be wheelchair-accessible.



## **Can I bring my pet to Norway?**

If the animal in question is legal to have as a pet in Norway, you may bring it.

It is important to tell us in advance about any pets you have so that we can inform you of current requirements and regulations, and so that we can secure a spot for them on the plane. Pets are not allowed to stay in reception centres in Norway. This means that animals must stay in a kennel while their owners are in a reception centre and that owners must cover the costs of the kennel. Alternatively, persons travelling with pets can stay in a private living accommodation if they wish to keep their pets with them. It is not possible for us to give an exact quote for the price of a kennel stay, but we can say that it is generally quite costly.

Regardless of where you plan on having your pet after arrival, when you arrive it must be registered and checked by the Norwegian authorities to mitigate the risk of spreading any serious and deadly diseases, such as rabies. Stringent rules apply to all animals arriving in Norway. Among other things, all dogs, cats and ferrets need to be chipped for ID, vaccinated against rabies and tested using a blood sample to show that they are protected against rabies. Please note that the requirements for importing pets from Ukraine were updated in December 2023. All costs incurred by an animal not fulfilling the requirements must be covered by the owner or the person responsible for transporting the animal to Norway. This includes any costs associated with transporting the animal to a quarantine station, a quarantine stay, necessary veterinary treatment, deportation back to the country of origin or euthanasia.

For more information, see [www.mattilsynet.no/en/animals/requirements-for-importing-pets-from-ukraine](http://www.mattilsynet.no/en/animals/requirements-for-importing-pets-from-ukraine).

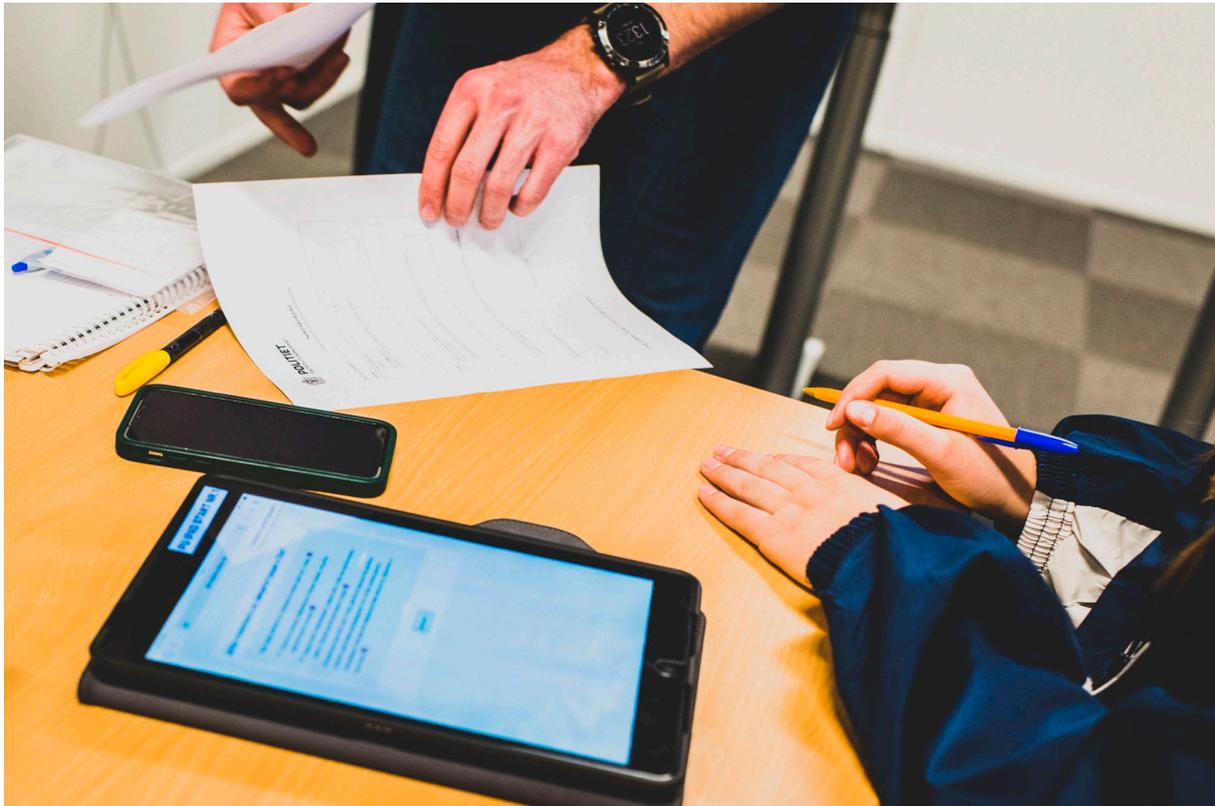
## **What happens initially after arriving in Norway?**

After your plane lands, the police will escort you to a hotel or similar place of accommodation where you will need to stay until you are registered. You will be given food and drink and a chance to rest. If you have friends or family members in Norway, they are welcome to visit you.

During your first days in Norway, the police will carry out a simple registration process. They will take your photo, fingerprints (if you are 6 years of age or older) and a copy of your ID documents. Your documents will be returned the same day. The police will forward the information to UDI, where your application for protection will be considered.

After registration, you will be moved to a place where you can stay temporarily. Some of the locations will have a canteen or catering service. You will be given at least four meals a day. One of the meals may be a packed lunch and one will be a hot meal. Young children and babies will receive food adapted to their needs. Some locations will have a kitchen where you can cook your own food. In such case, you will be given money for groceries.

If you prefer to move in with friends or family members and want them to pick you up, they can come and get you immediately after you have completed registration.



## How long will I have to wait for an answer?

Your application for protection will be processed by UDI. Most applications are processed automatically. We cannot say exactly how long it will take before you receive an answer to your application, but most applicants covered by the collective protection scheme receive an answer in the course of a few weeks.

## Can I leave Norway?

You cannot leave Norway while your case is being processed. If you leave before you obtain a temporary residence permit, your application will be dismissed.

You may leave for holiday after your permit has been granted as long as you have a passport or other travel document. However, you may not stay outside Norway for more than six months per year without losing your temporary residence permit.

You can only travel to Ukraine for legitimate reasons. Legitimate reasons include a short visit for a strictly necessary purpose, such as visiting a seriously ill close relative or attending the funeral of a close family member. The threshold for Norwegian Authorities to consider a reason to visit Ukraine as legitimate is high, and only exceptional situations will be accepted. Your temporary residence permit may be revoked if you travel to Ukraine without a legitimate reason.

If your temporary protection residence permit is revoked, you will no longer be eligible to receive temporary protection in Norway in the future.

Time	Flight	Gate	Destination	Remarks
0735	BLX861		Cancun	
1105	CO039	53	New York/Newark	New time 1530
1105	UA3420	53	New York/Newark	Gate closed
1155	SK3687	34	Munchen	Gate closed
1155	LH2451	34	Munchen	Gate closed
1200	LLP3251	44	Gdansk	New time 1245
1220	SN2282	43	Brussel	New time 1245
1230	SK3661	39	Hamburg	Gate closed
1230	LH2959	39	Hamburg	Go to gate
1230	SK1467	36	Köbenhavn	
1245	DY1306	56	London/Gatwick	
1245	QI4794	41	Billund	
1245	AF2075	39	Paris/CDG	Go to gate
1255	LH861	40	Frankfurt	
1255	SK3609	40	Frankfurt	
1315	AY656	43	Helsinki	
1320	DL9503	42	Amsterdam	
1330	KL1144	42	Amsterdam	
1335	TG955	50	Bangkok	
1335	SU212	51	Moskva/Sherem	
1335	DY1086	44	Palanga	
1345	SK1469	36	Köbenhavn	
1345	OS336	41	Wien	
1350	SK874	32	Stockholm	
1400	DY1022		Warszawa	
1405	FI319		Reykjavik	
1415	DY5002		Dubai	
1415	SK9618		Riga	

## How will I find a place to live?

You will be placed in a temporary accommodation to begin with. Your stay in the first transit centre, a collective accommodation facility, will last only the few days it takes to complete the registration process. Families will be placed together in the same room or area. When the registration process is complete, everyone will be transferred to a different, temporary accommodation. This can be anywhere in Norway. We are unable to say for sure how long you will have to stay there. You will be transported by plane, bus or train, depending on the distance to your new living accommodation. This will also be in a collective-accommodation facility, where families are placed together in the same room or apartment. The housing varies from place to place. In some centres you will be served food four times a day while others provide facilities for you to cook for yourself.

Once you are granted collective protection, the Norwegian authorities (IMDi) will then start the process of finding a suitable municipality for you to settle in. You can be offered settlement anywhere in Norway, and you will not be able to choose the location. You will be able to stay in your temporary accommodation until you are offered settlement or become settled.

It is your decision whether you want to accept or decline an offer of settlement with public assistance. You will only receive one offer, and it may entail settlement in any of Norway's municipalities. If you choose to decline the offer, however, you will have sole responsibility for finding a place to live and managing financially. You will also lose the right to participate in the introduction programme provided by the municipality. Children will never lose their right to go to school.

## **Can I find a place to live myself?**

It is voluntary to stay in a reception centre. However, if you choose to stay somewhere else, you will have to make separate arrangements to live in a private accommodation.

As a general rule, you have to arrange and finance private living accommodation on your own.



## **Can I use my mobile phone and have internet access?**

Several Norwegian phone companies are handing out SIM cards to Ukrainians free of charge. Someone will help you to find out how to obtain a SIM card shortly after you have arrived in Norway.

You will find wi-fi access in all places you stay. A good mobile phone network (4G and 5G) is also available in most parts of Norway.

## **Will I get help to learn the language?**

You will be offered training in the Norwegian language.

If you are between 18 and 55 years of age, you can participate in an introduction programme. The introduction programme will provide training for the purpose of starting work or education. The programme includes Norwegian language training. Participants in the programme will receive 'pay', i.e. an introduction benefit.

## How will I manage financially?

If you are unable to support yourself financially, you will receive money to cover your most essential needs. If you are in the introduction programme, you will receive an introduction benefit.

If you have children under 18 years of age living with you in Norway, you may be entitled to a child benefit. In order to receive a child benefit, both the child and the person the child lives with must have legal residency. They must also have lived in Norway for longer than one year.



## When can I start working in Norway?

Once you have been granted collective protection, you will be entitled to work. You cannot work until you have been granted temporary collective protection.

## What will it be like for the children in Norway?

The UN considers Norway to be one of the best countries in the world for children to live in. All children in Norway have the right to grow up in a good and safe environment.

Your children will be living with you the whole time, and you will have responsibility for them.



## **Will my children be able to attend kindergarten?**

Your children are entitled to attend kindergarten from the age of one year if they have been granted a residence permit and are settled in a municipality. Some municipalities may even offer kindergarten to children before you have settled if capacity is available. Attending kindergarten is voluntary, but most children in Norway do.

## **Will my children be able to go to school?**

All children between 6 and 16 years of age have a right and an obligation to go to school. Most children in Norway attend public school, which is free.

In school, they will learn Norwegian, English, maths, science, music, physical education and arts and crafts, among other things.



## **Can I take part in higher education?**

Several Norwegian educational institutions have made arrangements for Ukrainians with collective protection to study in Norway. There are also favourable financial support schemes available to students. More information about financial support for students is available at [www.lanekassen.no](http://www.lanekassen.no).

## **What are my rights concerning healthcare?**

Once you have been registered by the police in Norway, you are entitled to health services in the same way as Norwegian nationals.

If you are pregnant, ill or need medication, you will receive medical assistance as soon as possible. If you have problems due to experience with war, conflict, torture, violence or assault, you are also entitled to psychosocial and medical assistance.

Once you have a permanent place to stay, you will be assigned a regular general practitioner (GP) who will be the doctor you contact whenever you need medical assistance.

You are only required to pay a small fee for the healthcare you receive, and fixed prices apply. Healthcare for children is free, as is hospital treatment. You can also apply to have other medical expenses covered, for example costs for dental treatment.

You will undergo a medical examination when you arrive in Norway. Everyone who comes to Norway must also be tested for tuberculosis. Everyone will be offered a free vaccine for coronavirus disease.

If you have an illness and started treatment in Ukraine, the treatment will continue in Norway.

## **Can my family abroad apply for family immigration when I am granted collective protection in Norway?**

Once your application for protection is approved, your immediate family members can apply for family immigration to Norway. There are legal restrictions on who may be granted family immigration and several requirements must be met for an application to be approved. UDI can make an exception to the subsistence requirement for family members who register an application online and submit it in person at the embassy or a Visa Application Centre within one year of when your permit was granted. The waiting time for processing these cases is currently about 10 months.

Given the current situation, it will be better for most people either to use the voluntary transfer from Moldova scheme or to go to Norway and seek protection there instead of applying for family immigration. This may change. You can read more about the opportunities, requirements, and procedures in the family immigration regulations here: [www.udi.no/en/situation-in-ukraine/stay-in-norway/other-reason-for-residence/#link-30194](http://www.udi.no/en/situation-in-ukraine/stay-in-norway/other-reason-for-residence/#link-30194).

## **Can my family and friends come to visit?**

Family members or friends who are Ukrainian nationals can come and visit if they have a biometric passport. If they hold a residence permit in another Schengen state, they can travel to Norway regardless of which passport they hold. If they do not have the right to visa-free entry, they must obtain a visitor visa in order to travel to Norway.



## **Can I stay in Norway when the war is over?**

The first three years of collective protection in Norway do not count towards forming the basis for permanent residency. Depending on the future situation in Ukraine, you might be granted a temporary residence permit after three years of collective protection, which does form the basis for a permanent residence permit.

You can apply for other types of residence permits in Norway while you have collective protection status if you meet the requirements for any of these permits.

