

# CHILEAN

# VISA SERVICE

# CENTRE



Family Reunification is one of the most important aspects of safe, orderly, and regular migration. The principle of family unity is recognized and protected under international law, amongst others through the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, and the UN Convention on the Rights of the Child. Through its extensive migration management expertise, IOM stands ready to assist its Member States as they take measures to facilitate family reunification, which is in line with:



Goal 10.7: Facilitate orderly, safe, regular and responsible migration and mobility.

Objective 5: Enhance availability and flexibility of pathways for regular migration.

Objective 3: Migration should take place in a safe, orderly and dignified manner.

## AN INNOVATIVE AND TAILORED OPERATIONAL RESPONSE

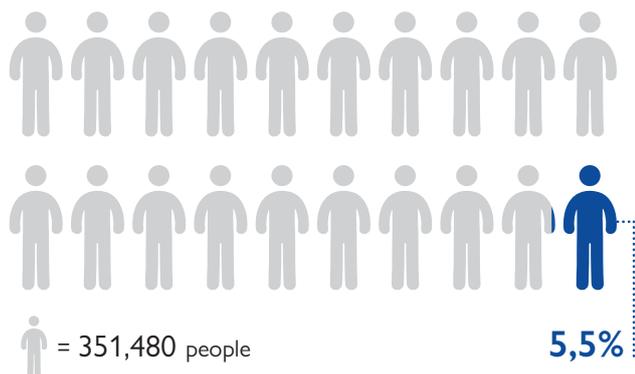
The most recent example is the Chilean Visa Service Centre (*Centro de Atención de Visados para Chile - CAVC*) which was officially opened on 20 August 2018 on behalf of the Consular Section of the Embassy of Chile in Haiti. The centre was established following an agreement between IOM and the Government of Chile to provide visa support services to assist Haitians wishing to join their families in Chile through the Family Reunification Visa Program.

Chile's steady economic growth, political stability and relatively open job market have made it one of the more attractive destinations for a rising number of migrants in recent years, many from crisis-affected countries, such as Venezuela, the Dominican Republic and Haiti.

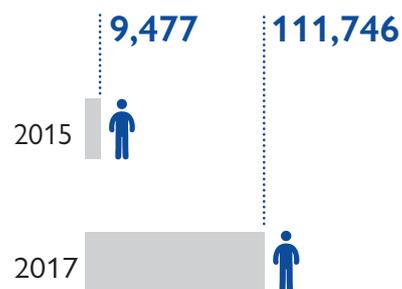
From 2007 to 2015, immigration to Chile is estimated to have increased by 143% or 465,000 people. It further increased dramatically to almost one million foreigners in 2017, which represents 5.5% of the total Chilean population. Similarly, the number of Haitian citizens migrating to Chile soared within the last few years from 9,477 entering Chile in 2015 to 111,746 entering in 2017. Since the start of 2018, over 28,000 Haitian nationals entered the country within the first three months of the year, making the Haitian community one of the fastest growing immigrant communities in Chile.

## FOREIGN NATIONALS IN CHILE

in 2017



## HAITIANS ENTERING CHILE



The visa support services at the CVAC include:

- Use of a secure, tailored software solution developed by IOM (Visa Application Processing Software – VAPS);
- Information services (website in Spanish, Creole and French, email and call centre);
- Booking and scheduling;
- Form-filling assistance for applicants;
- Document review and receipt (completeness check and digitization);
- Data input, validation and transfer;
- Fee collection and remittance;
- Passport, document collection, delivery and return;
- Application tracking;
- Comprehensive reporting;
- Development of a cultural sensitization booklet for prospective migrants to Chile, in support of the Government of Chile.

In response to the ever-growing influx of migrants, the Chilean government has instituted new migratory policies in 2018, which incorporate inclusive principles, an institutional framework, and the necessary flexibility to adequately safeguard the interests of the country and the rights of migrants. The Family Reunification Visa, as an essential component of the policy, was established to allow Haitians in Chile with a legal status to apply for a 12-month visa for family reunification with IOM's support.

At the request of the Government of Chile, IOM has set up the first Chilean Visa Service Centre (CAVC) in Haiti, exclusively dedicated to assisting Haitian nationals to access a regular pathway to Chile through the new visa category.

While the Chilean migration authorities remain the sole visa decision maker, CAVC facilitates the work of the visa office by handling applicant enquiries and carrying out the administrative tasks of the visa application process, which enables decision makers to focus on adjudicating and issuing visas. Such a partnership alleviates resource burden on the embassy in terms of facilities, staffing, security and IT.

Haitian visa applicants benefit from enhanced information services and improved visa application assistance, protecting them from migrant smugglers and unscrupulous visa brokers: beneficiaries have instant access to the CAVC for the submission of visa applications with their confirmed appointment; the centre also provides consistent, up-to-date information on visa processing in the local languages as well as multiple channels to access professional and migrant-friendly services – in person, over the telephone or via email.

