

## Frequently Asked Questions After Lodging a Subclass 202 (Form 842) Humanitarian Visa Application

### ***How can I submit additional documents/evidence after my application is lodged?***

If you lodged your application with the Special Humanitarian Processing centre in Sydney, you will be able to email any additional documents or evidence to:

[shp.enquiries@homeaffairs.gov.au](mailto:shp.enquiries@homeaffairs.gov.au)

If you lodged your application with the Australian Embassy in Jordan, you will need to email them. The email address should be listed on the acknowledgement letter you receive from the Department.

### ***I answered a question in the application incorrectly. How can I correct this?***

If you realise that you or your family member answered a question in the application form incorrectly, you can change your answer using a form 1023 available here:

<https://immi.homeaffairs.gov.au/form-listing/forms/1023.pdf>

### ***I haven't received an acknowledgement letter from the Department. Why?***

It may take some weeks before the Department sends you or your family member an acknowledgement of valid application. Please ensure your contact details (and those of your family member) are correct and up to date with the Department.

### ***How long will it be before I receive an outcome from the Department?***

Processing times for offshore applications are very lengthy. It can take months or even years to get an outcome on your application.

### ***How can I have my application expedited?***

There is some misinformation in the community at present that you can pay a "fee" to have your application expedited or fast-tracked. This is incorrect. There is no "fee" to have your application expedited.

It is very difficult to have your application expedited because the Department is dealing with a huge demand for applications in this area. However, these are our tips:

Make sure your application is as complete as possible. You may also consider approaching your local MP to see if they can raise your matter with the Department. To find out the contact details for your local MP please go here:

[https://www.aph.gov.au/senators\\_and\\_members](https://www.aph.gov.au/senators_and_members)

### ***My family member overseas has changed their address/contact details. How do I update the department?***

If your family member overseas has changed address or contact details, you will need to complete a 929 form (available here: <https://immi.homeaffairs.gov.au/form-listing/forms/929.pdf>) and send it to [929@homeaffairs.gov.au](mailto:929@homeaffairs.gov.au).

It is very important that your family member keep their contact details up to date so that they do not miss any important correspondence related to their application. If you are receiving correspondence on behalf of your family member, you should check your contact details are up to date with the department and notify the department using the 929 form if they change.

The Australian Department of Foreign Affairs and Trade (DFAT) is planning to track the location of Australian visa holders and visa applicants, to assist with ongoing visa processing. Australian visa holders and applicants should register on the smartraveller website (below) and keep their address and other contact details up to date at all times.

DFAT will track the whereabouts of visa holders and applicants through the DFAT Smartraveller registration portal. **While this is ordinarily only used for Australian citizens or permanent residents who are overseas, other visa holders and visa applicants from Afghanistan are now also advised to register their details and keep them up to date so that DFAT knows their current location and situation at any given time.**

<https://www.smartraveller.gov.au/COVID-19/trying-get-home/COVID-19-registration#who>

***My family member overseas has moved countries. How do I update the Department?***

You will need to complete a 929 form and update your contact details on smartraveller. See above.

***I've prepared the 842 application through the Afghanistan legal clinic but I would like a lawyer to double check it for a second time. Can I see a lawyer?***

Due to the huge demand we are experiencing for legal assistance, we will do our best, but are unlikely to be able to offer you a second appointment. If we cannot offer you a second appointment and you would like a lawyer to look over your completed forms before lodging, you will need to contact a private lawyer on our referral sheet. Thanks for your understanding.

***I want to add my family member to the application. How do I do this?***

By law, if one of the visa applicants give birth to a child after the application is made but before it is decided, the child is automatically added to the application. This is the case even if the department is not notified of the birth until after the application is decided. This does not apply adopted children.

A visa applicant can add a dependent child (including an adopted child) or a spouse or de facto partner after the application is lodged but before it is decided if the applicant requests this in writing. There is no provision for other family members to be added to an existing application.

As the rules around family composition are complicated, we advise you to seek legal advice from Refugee Legal or a private lawyer if you wish to add a family member to the application.

***Can ASRC propose my family to come to Australia?***

Unfortunately, ASRC is not in a position to do this for anyone.

***How do I contact the organisations listed in the Community Support Programme?***

The list of approved proposing organisations is available here:

<https://immi.homeaffairs.gov.au/what-we-do/refugee-and-humanitarian-program/community-support-program/approved-proposing-organisations>

***I have received a negative outcome on my offshore humanitarian visa application.  
What can I do now?***

If you receive a negative outcome on your offshore humanitarian visa application there are very limited appeal options. ASRC cannot advise you on these. You should seek legal advice from Refugee Legal or a private lawyer to examine why your application was refused and advice about lodging a new one.

However, it is important to be aware that most offshore humanitarian visa applications are not successful. Even if you did everything right, your application may still be unsuccessful due to the lack of places available and Government policies on which applications are prioritised or deprioritised.