

What to do after lodging your Protection Visa application

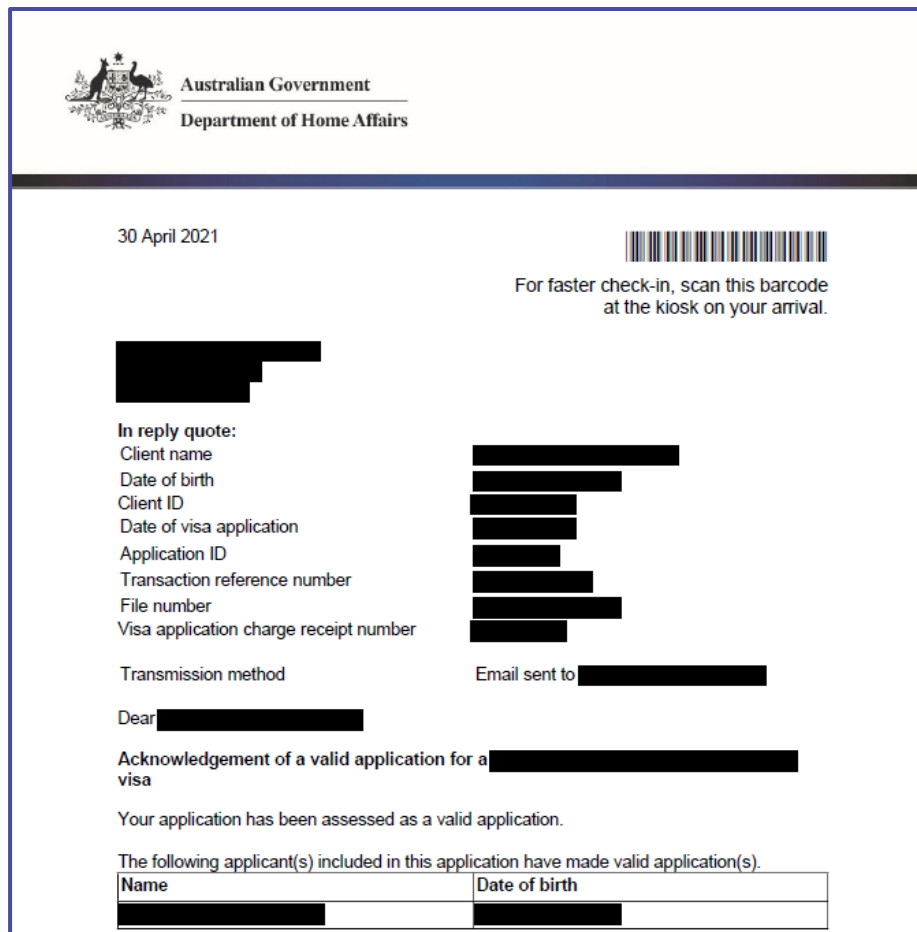
I've lodged my application for a Protection Visa – what do I need to do now?


Who is this Infosheet for?

This Infosheet provides an overview of the steps you should take after lodging your application for a Protection Visa – including a Temporary Protection Visa (TPV) or Safe Haven Enterprise Visa (SHEV) – with the Department of Home Affairs (DHA).


Step 1 – Make sure you receive an acknowledgement of valid application

Once you've lodged your application, you should receive a letter from the DHA telling you that they received your application, and that your application is valid (meaning you filled out the form correctly and followed the proper steps). The letter will look similar to the image below:



 Australian Government
Department of Home Affairs

30 April 2021


For faster check-in, scan this barcode at the kiosk on your arrival.

[Redacted]

In reply quote:

Client name	[Redacted]
Date of birth	[Redacted]
Client ID	[Redacted]
Date of visa application	[Redacted]
Application ID	[Redacted]
Transaction reference number	[Redacted]
File number	[Redacted]
Visa application charge receipt number	[Redacted]

Transmission method Email sent to [Redacted]

Dear [Redacted]

Acknowledgement of a valid application for a [Redacted] visa

Your application has been assessed as a valid application.

The following applicant(s) included in this application have made valid application(s).

Name	Date of birth
[Redacted]	[Redacted]

If you do not receive an acknowledgement from the DHA within 2 weeks from the day you submitted your application, go to Step 5, or seek legal advice. If you have received it, go to Step 2.

Step 2 – Provide biometric information to the DHA, if applicable

Depending on how you arrived in Australia and/or which country you are coming to Australia from, you may be required to provide biometrics to the DHA, which usually involves going to an Australian Visa Application Centre (AVAC) or Australian Biometrics Collection Centre (ABCC) to have your photograph and fingerprints taken.

The DHA will tell you whether you are required to provide biometrics. It is very important to attend your biometrics appointment. If you do not attend, your visa application will not proceed.

Step 3 – Provide the DHA with information to support your claim

Once the DHA has told you that your application is valid, you should then provide the DHA with further information to support your claim. **Any documents you provide to the DHA must be genuine – if you submit documents that are not genuine, your visa application could be refused.**

You should prepare and submit a statement or statutory declaration explaining why you cannot return to your home country, and why you should be granted a Protection Visa. If you need help drafting or submitting a statement, seek legal advice from a migration agent or lawyer. Below are some general tips to follow when preparing your statement or statutory declaration:

- When writing your statement or statutory declaration, you should bear in mind the two legal tests which the DHA will consider to determine whether you should be granted protection as a refugee or under complementary protection. For more information on complementary protection, see our **'HRLP Infosheet – Complementary Protection'**.
- You should also make sure that you provide as much detail as you can about all the reasons why you fear you may face serious harm in your home country. This should include details of all the things which have happened to you, your family members or other similarly-placed people that you know, in the past.
- You should also explain the reasons for your fears of harm in the future, including if you are suffering from any trauma as a result of your previous experiences and how it would impact upon your physical and mental health if you were forced to return to your home country.
- Don't forget to explain how you fear you will be targeted due to one or more of the reasons from the law, being due to your race (or ethnicity), nationality, political opinion (or perceived opinion), your religion or your membership of a particular social group, such as due your gender status, or due to your sexual orientation or gender identity, as examples.
- You should make sure you answer the basics of what, when, where, who and why. Be careful with any dates you include. If you're not sure of the dates that particular events happened, it is much better to say so and to estimate the date rather than guessing a specific date and then later something inconsistent emerging.
- Explain your story as fully as possible for the Department and don't assume any pre-existing knowledge about the factors which make you fearful.

- You should include details of any efforts you made to report the problems you previously experienced to the police, and their responses. If you did not seek the protection of police, then you should explain why you did not.
- You should also explain why it is not safe for you to return to the part of your country where you previously lived. You should also explain why it is not safe for you anywhere in your home country, or what difficulties you would likely face trying to move to another part of the country.
- If you choose to submit a statutory declaration, it must be witnessed by an authorised witness. For more information on who can witness your declaration, visit this link: <https://www.ag.gov.au/legal-system/statutory-declarations/who-can-witness-your-statutory-declaration>
- A template statutory declaration can be found here: <https://www.ag.gov.au/legal-system/publications/commonwealth-statutory-declaration-form>
- Alongside your statement or statutory declaration, you should submit other documents that support your claims. Depending on your claims for protection, this may include:
 - Statements from family or friends to support your claims;
 - News articles reporting on the situation in your country of origin;
 - Reports from the government or police;
 - Medical reports or records of your medical history;
 - Other country information that supports your story and shows why you cannot return to your country of origin.

Step 4 – Keep your contact details up-to-date, and inform the DHA of any change in your circumstances

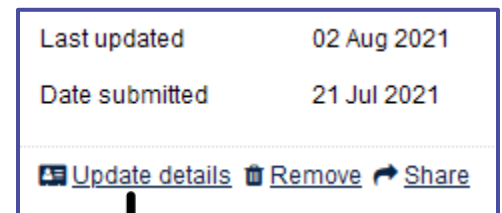
Once you've submitted a valid application, it's your responsibility to keep the DHA informed of any changes to your contact details or circumstances.

How do I update my contact details?

If your contact details (such as your address, email or phone number) change after you've submitted your application, you must inform the DHA. **Failing to provide the correct contact details means you might miss important communication from the DHA, or miss certain deadlines.**

To update your contact details, follow these steps:

- **I made my application through ImmiAccount:** if you made your application using the DHA's online service ImmiAccount, or used it to pay your processing fee for your application, you can update your details by logging in, clicking the + on your application and going to the 'Update details' tab; OR



- **I made my application using a paper form:** if you made your application using the paper form, you can update your details by **completing and lodging Form 929 – 'Change of contact and/or passport details'**.
 - You can access Form 929 here: <https://immi.homeaffairs.gov.au/form-listing/forms/929.pdf>. Once complete, **email the Form to 929@homeaffairs.gov.au.**

How do I notify the DHA of a change in my circumstances or incorrect information on my application?

If you provided information in your application that is no longer correct, you must inform the DHA. **Failing to notify the DHA of changes in your circumstances or correcting errors in your application may result in your visa being refused.**

To notify the DHA of a change in your circumstances, you must **complete Form 1022 – ‘Notification of changes in circumstances’**. You can access Form 1022 here: <https://immi.homeaffairs.gov.au/form-listing/forms/1022.pdf>. To lodge the form, send it by email or post to the address you sent your initial application to.

Step 5 – Seek an update from the DHA on your application

The processing of your application can take months or even years. It is usual to not receive any correspondence from the DHA for a long time. However, if you want an update on the status of your application, you can contact the DHA by email or post to the address you sent your initial application.

If you want to provide further information to your application, you can send this to the DHA by email or post to the address you sent your initial application, explaining that you are providing further information. You may wish to do this if you receive documents or information that weren't available at the time you made your application. Always check with your migration agent or lawyer before submitting anything to the DHA. **If your circumstances have changed, or your reasons for claiming protection have changed, then you must complete and lodge Form 1022 (above).**

Step 6 – Make a Freedom of Information (FOI) request to get a copy of your file

If you want to know what information and/or documents the DHA has in your file, you are entitled to make a Freedom of Information (FOI) request to get a copy of your file. This can include recordings of any interviews you had with the DHA, and any correspondence to or from the DHA.

The easiest way to make an FOI request is through the online form, which you can access here: <https://www.homeaffairs.gov.au/help-and-support/departmental-forms/online-forms/foi>. For more information on making an FOI request, see our **'HRLP Infosheet – How to Make an FOI Request'**. Unfortunately it often takes several months, or even a year, to receive copies of the documents you asked for through FOI.

Step 7 – Prepare for your interview

The last thing you need to do is to prepare for your interview with the DHA, but it may be a few months or even years before you will be invited to attend an interview. At your interview, you will be asked questions about your application and asked to clarify information that wasn't clear.

For more information on preparing for an interview with the DHA, see our **'HRLP Infosheet – Preparing for your interview with the Department'**.

Disclaimer: This fact sheet provides general information to people seeking asylum in Australia through the onshore protection visa application process according to the law in August 2021. This fact sheet is not legal advice. You should not rely on this fact sheet to make decisions about your immigration matter. We strongly recommend that you get independent advice from a qualified legal practitioner or a registered migration agent. For information please visit: <https://www.mara.gov.au>.

Date: 9 August 2021