



Changes to lodgement for Other Family stream visa applications

Frequently asked questions for Service Delivery Partners

What will change from 1 July 2018?

From 1 July 2018, applications for the following visas **must** be lodged at the Perth Child and Other Family Processing Centre:

- Aged Dependent Relative (Subclass 114)
- Remaining Relative (Subclass 115)
- Carer (Subclass 116)

This brings the lodgement arrangements in line with onshore Other Family (subclasses 838, 835 and 836) visa applications

Why are the changes being made?

The Department of Home Affairs aims to:

- streamline lodgement channels consistent with service delivery transformation and business process improvement; and
- centralise processing of Other Family stream visa applications to one office.

How will SDPs be affected?

As of 1 July 2018, Service Delivery Partners will no longer be able to receive Other Family visa applications and need to modify their work flow procedures to:

- advise clients that they are no longer authorised to receive applications for Other Family stream visas on or after 1 July 2018 and remove existing information from their website about Other Family visas, including visa application Form 47OF
- provide information on how to validly lodge Other Family visa applications by referring to the Department of Home Affairs website;
- continue to collect biometrics of Other Family visa applicants who are required to provide biometrics, and hold their Biometric requirement letter.

Can applicants still access forms 47OF and 40 from the website?

Yes. Online lodgement is not available for Other Family stream visa applications.

Visa applicants can also pay the Visa Application Charge (VAC) through ImmiAccount. Payment must be made prior to lodgement of the application.

What happens to applications lodged leading up to 1 July 2018?

Service Delivery Partners can continue to receive and process Other Family visa applications up to and including COB 30 June 2018 (local time).

However payment of the first instalment of the VAC should not be accepted if receipt of the funds by Department of Home Affairs is not possible prior to 1 July 2018.

It is therefore recommended that no Other Family VAC payments are received by the Service Delivery Partner after 25 June 2018 and that applicants are encouraged to pay the VAC via ImmiAccount (available here: <https://www.homeaffairs.gov.au/trav/visa/immi>)

Note: Other Family visa applications received by SDPs by COB 30 June 2018 but not received by the Perth Child and Other Family Processing Centre until after 1 July 2018 are still considered valid.

Where can I get additional information?

Information about the changes will be available on the website of the Department of Home Affairs website from May 2018. This will allow prospective applicants to make informed decisions about when and how to lodge their application, and the implications/risk of applying too close to the cut-off date of 1 July 2018.