

Online lodgements for Partner and Prospective Marriage visa applications

## Frequently Asked Questions for Applicants

## What will change from 18 November 2017?

From 18 November 2017, applications for the following visas **must** be lodged online, via ImmiAccount:

* Partner (subclass 309/100 and 820/801)
* Prospective Marriage (subclass 300)

Why the changes?

The change aims to support the Department’s online services, which facilitate streamlined processing arrangements for Partner and Prospective Marriage visa applicants.

[ImmiAccount](http://www.border.gov.au/Trav/Visa/Immi) will let you create, submit, pay for and manage your online visa application.

## What about visa applications lodged before 18 November 2017?

The changes do not affect Partner and Prospective Marriage visa applications lodged before 18 November 2017. Paper visa applications received by an office of the Department, a Service Delivery Partner, an overseas embassy or High Commission will be accepted if received by close of business (COB) on 17 November 2017.

Applications received after that time (for example, mailed before that date but received after) will not be valid. If you are applying in Australia, you will become unlawful if the visa you hold expires and your paper application is invalid.

## Who is affected?

Anyone wanting to apply for a Partner or Prospective Marriage visa on or after 18 November 2017, will be affected by this change. You will need to create an ImmiAccount and apply online. For information on how to create an ImmiAccount visit: https://www.border.gov.au/about/corporate/information/faqs/Immi-FAQs/what-is-immiaccount.

## What if an applicant cannot lodge an application online?

Applicants who have difficulty lodging an online application in ImmiAccount can fill in the ‘*ImmiAccount Technical Support Form*’. The form will go to an ImmiAccount Technical Support team and a staff member will advise the applicant what to do.