



Am I eligible for a refund?

Refunds can only be paid in limited circumstances. A reference to these circumstances can be found at Questions 21–24 of this form.

Generally a refund request can only be made by the person whose name is shown as the Card Holder, BPay or PayPal account holder in the 'Payment Details' section on the receipt. If you are not listed as this person and you wish to request a refund, then that person who paid the visa application charge (VAC) must complete Questions 1–5, 16–18 and Question 27.

How do I request a refund?

The person who paid the VAC and the person who is receiving the refund into their bank account should complete and physically sign this form. Prior to submitting this form for assessment you should ensure that you have filled out all of the necessary questions, physically signed and dated the declaration and attached all supporting documentation. If you do not complete all the required details, there may be a delay in receiving your refund, if deemed eligible.

What supporting documentation do I need to provide?

- Clear and well supported reasons for requesting a refund. Attach any supporting documents or statements.
- If the refund is requested on the basis that the visa applicant has died before a decision had been made on their application, a certified copy of the visa applicant's death certificate.
- If the payer has died, a certified copy of the payer's death certificate. Supporting documentation showing that you are the payer's personal legal representative or the trustee of the estate of the payer, such as a grant of probate or letters of administration, certified copy of the payer's will nominating you as executor or beneficiary, or a completed/witnessed Statutory Declaration declaring that the payer did not have a valid will, grant of probate or letters of administration.
- If your application was lodged over the internet, a bank statement, clearly listing the name on the account and the payment, must be provided. **Do not show credit card number on-line or via email.**
- If your application was lodged at a counter or by mail, attach the original receipt. If you do not have the original receipt you must attach a Statutory Declaration, declaring that you have either lost or misplaced the receipt and that you have not used the receipt to lodge a further application.

Where do I send the completed form?

Please refer to the Department of Home Affairs (the Department) website for further information on where to send the completed form and supporting documentation: <https://immi.homeaffairs.gov.au/change-in-situation/get-a-refund>.

The address and/or contact details provided in this form will be used to seek additional information, where required.

How long will the refund take?

There is no standard time for processing refund requests. Each claim must be individually assessed under relevant administrative or legislative authority.

How will the refund be made?

If the refund request is successful, the approved amount will be paid into the same bank account used to make the original payment except when the following applies:

- The original card used for payment has expired (a bank statement for the account to make the payment to is required).
- The account used for payment has been closed (a bank statement for a new account to make the payment to is required).
- The original payment was made by credit card more than 350 days ago (a bank statement for the account to make the payment to is required).
- The original payment was made by UnionPay account more than 170 days ago (a bank statement for the account to make the payment to is required).
- The original payment was made by BPay (a bank statement for the account to make the payment to is required).
- The original visa application was lodged through an agent AND payment was made using YOUR credit card or via YOUR BPay (a bank statement for the account to make the payment to is required).

Alternatively, depending on your location, the Department may make the refund by another payment method nominated in your refund request.

Review rights

There is no right of merits review of the assessment when an application for a refund is declined.

Important information about privacy

The *Privacy Act 1988* contains 13 Australian Privacy Principles which regulate the way that the Department collects and handles personal information. Information about how the Department collects, uses and discloses personal information for its key functions can be found in form 1442i *Privacy notice*. More information about the Department's general information handling practices (including form 1442i) can be found in the Department's Privacy policy at <https://www.homeaffairs.gov.au/access-and-accountability/our-commitments/privacy>

Please keep this information page for your reference

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Please open this form using Adobe Acrobat Reader.
Either type (in English) in the fields provided or print this form and complete it (in English) using a pen and BLOCK LETTERS.

The signature fields at Question 18, Question 19 and Question 27 should be physically signed in the language normally used when signing official documents.

Tick where applicable

Part A – Payer’s details

Note: These are the details of the **person listed as the card or account holder in the Payment Details section of your receipt.**

1 Full name of original payer

Family name

Given names

2 Date of birth

3 Address

4 Telephone numbers

Office hours

After hours

Mobile/cell

5 Email address

Part B – Original application details

6 TRN/Req ID/Application ID/File Number/Client ID

7 Visa subclass (if applicable)

8 Date of application

9 Applicant’s full name

Family name

Given names

10 Applicant’s date of birth

11 How was the application lodged?

Online You must attach supporting documentation.

Paper form in Australia City and State where lodged

You must attach a copy of the original receipt with this Refund request.

Paper form outside Australia City and country of overseas mission where lodged

You must attach a copy of the original receipt with this Refund request.

Part C – Receipt details

12 Receipt number

13 Receipt date

14 Amount paid

15 Currency

Part D – Refund details

16 Is the payer named at Question 1 deceased?

No

Yes ► You must attach supporting documentation.

Go to Question 19

17 Do you, the payer named at Question 1, intend to claim the refund personally?

No

Yes ► **Go to Part E**

18 Authorisation for a refund to another person

- I declare that I am the original payer named at Question 1.
- I authorise the person whose details and signature appear at Question 19 to receive the claimed refund amount, if a refund is approved.

Signature of original payer



Date

DAY	MONTH	YEAR

19 Authorised person's details

Note: This is the person authorised by the payer, named at Question 1, to receive payment on his/her behalf, or if the payer is deceased, the person authorised to act on his/her behalf.

Family name

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Given names

--

Date of birth

DAY	MONTH	YEAR

Address

POSTCODE

Telephone numbers

Office hours

(AREA CODE)


After hours

(AREA CODE)

Mobile/cell

--

Signature of authorised person



Date

DAY	MONTH	YEAR

Part E – Account details

Note: The Department's preferred method of payment is electronic funds transfer (EFT) directly to your bank account.

20 Account holder's name

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Name of banking institution

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Branch where the account is held

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Branch address

POSTCODE
Country

Australian account

BSB number

--

Account number

--

Overseas account

Country

--

International Banking Code

IBAN
SWIFT

Acceptable banking currency

--

Branch code number

--

Account number

--

Part F – Reason for refund

21 Is the refund related to a **visa evidence charge**?

No ► **Go to Question 22**

Yes ► **Go to Part G**

22 Is the refund related to a **citizenship charge**?

No

Yes ► What is the citizenship refund related to?
(Tick one box only)

- Application previously made and not decided
- Applicant is already an Australian citizen
- Incorrect fee paid
- Departmental error
- Applicant did not sit test

23 Is the refund related to any **other fee or charge** of the Department of Home Affairs?

No

Yes ► What is the other refund related to?
(Tick one box only)

- APEC Business Travel Card
- Certificate of Evidence of Residence Status
- Freedom of Information (FOI)
- Other

24 Is the refund related to a **sponsorship, nomination or visa application charge**?

No

Yes ► What is the sponsorship, nomination or visa refund related to?
(Tick one box only)

- Fee or charge paid was greater than the prescribed fee or charge
- Fee or charge was accidentally paid or charged twice
- Fee or charge paid but no fee or charge was due
- Fee was paid but no application was lodged or the application was deemed invalid
- Applicant died before a decision could be made
- Current holder of a Tourist or Medical Treatment visa, in Australia, with permission to work
- Un-finalised Trade Skills Training visa application lodged prior to September 2007
- Refusal of one of the following visa applications as nomination and/or sponsor was not approved.
 - Super Yacht Crew (Temporary) (Class UW)
 - Special Program (Temporary) (Class TE)
 - Temporary Work (Long Stay) (GB401)
 - Training and Research (GC402)
 - Entertainment (Temporary Work) (GE420)
- Refund of a second instalment visa application charge (English charge) as:
 - application was withdrawn
 - applicant died before a decision could be made
 - application was refused
 - visa was either cancelled or ceased to be in effect prior to applicant entering Australia
- Departmental error
- Client error
- Application lodged due to a mistake by the applicant and subsequently withdrawn in writing
- Refund of a visa application charge due to COVID-19 related travel restrictions for one of the following visas:
 - Prospective Marriage (subclass 300)
 - Temporary Work (International Relations) (Pacific Labour Scheme and Seasonal Worker Programme streams) (subclass 403)
 - Working Holiday (subclass 417)
 - Work and Holiday (subclass 462)
- Refund of the visa application fee of one of the following withdrawn visa applications (you MUST provide reasons for withdrawal at Question 25):
 - Temporary Skill Shortage (TSS) (Subclass 482)
 - Employer Nomination Scheme (ENS)(Subclass 186)
 - Regional Sponsored Migration Scheme (RSMS)(Subclass 187)
- Refund of standard business sponsorship (SBS) fee (you MUST provide reasons at Question 25)
- Refund of nomination fee and/or Skilling Australians Fund (SAF) levy of one of the following employer sponsored nominations (you MUST provide reasons at Question 25):
 - Temporary Skill Shortage (TSS) (Subclass 482)
 - Skilled Employer Sponsored Regional Provisional (SESR) (Subclass 494)
 - Employer Nomination Scheme (ENS)(Subclass 186)
 - Regional Sponsored Migration Scheme (RSMS)(Subclass 187)

Part I – Declaration

WARNING: Giving false or misleading information is a serious offence.

27 This declaration is to be completed by the person applying for the refund.

I declare that:

- I am the original payer named in Question 1 or, if the original payer is deceased, I am the authorised person named in Question 19.
- I have attached all relevant supporting documentation.
- the information provided by me is true and correct.

Signature

Date

We strongly advise that you keep a copy of your completed Refund request form and all attachments for your records.