



# Domestic and Family Violence Visa Support

## Your visa checklist

### Do you know your visa status?

You can check your visa status online through Visa Entitlement Verification Online (VEVO). VEVO will tell you what visa you have, when it expires and your visa conditions.

If you need help accessing VEVO you can call the Department of Home Affairs on 131 881.

**Website:** [immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/overview](https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/overview)

### Do you have access to personal identity documents?

Do you have access to your passport? You can contact your home consulate or embassy if you require assistance. We may also ask for other personal documents in support of a visa application.

**Website:** [protocol.dfat.gov.au/Public/MissionsInAustralia](https://protocol.dfat.gov.au/Public/MissionsInAustralia)

### Do you have your own ImmiAccount?

It is important to set up your own [ImmiAccount](#) to communicate with the Department regarding your visa application. If you are a partner visa applicant or holder you can remove your pending visa application from any other ImmiAccounts. To do this, complete both of the following:

- Create your own ImmiAccount
- Request removal of your application from an agent or your sponsor's ImmiAccount, and transfer your application into your new account by completing the online ImmiAccount Technical Support Form.

You should also change your password.

**Website:** [online.immi.gov.au](https://online.immi.gov.au)

### Have you updated your personal details with us?

It is important we have your current contact details, such as your phone number and home address or PO box.

You can update your details in your ImmiAccount or let us know by submitting a change of contact/passport details form. This will make sure you get correspondence from us.

**Website:** [immi.homeaffairs.gov.au/form-listing/forms/929.pdf](https://immi.homeaffairs.gov.au/form-listing/forms/929.pdf)

Australia Post offers victims of domestic violence free PO Box access for up to 22 months to help you stay connected and make sure your mail still gets to you.

**Website:** [auspost.com.au/receiving/manage-your-mail/redirect-hold-mail/redirect-mail/free-mail-redirection-and-po-boxes](https://auspost.com.au/receiving/manage-your-mail/redirect-hold-mail/redirect-mail/free-mail-redirection-and-po-boxes)

### Is someone helping with you with immigration matters?

You are able to get help to obtain immigration advice, and help you apply for a visa if needed. It is important that if that person is a migration agent or legal practitioner that they are registered. There is a list of registered agents on the Department of Home Affairs website.

**Website:** [immi.homeaffairs.gov.au/help-support/who-can-help-with-your-application/overview](https://immi.homeaffairs.gov.au/help-support/who-can-help-with-your-application/overview)

There is also free legal assistance available from specialist legal providers if you need migration advice.

**Website:** [familyviolencelaw.gov.au/](https://familyviolencelaw.gov.au/)

*Remember, call 000 if someone is seriously injured or in need of urgent medical attention, if someone's life is being threatened, or you've witnessed an incident. Police in Australia can be trusted. Calls are free.*

**Do you need help to understand our information?**

The Translating and Interpreting Service (TIS National) provides interpreting services to people who do not speak English. You can contact them on 131 450.

**Website:** [tisnational.gov.au/](https://tisnational.gov.au/)

**Are you staying safe online?**

You can use the eSafety Commissioner's online security checklist to help identify the steps you can take to increase your personal safety and ensure you can continue to use technology and stay connected.

**Website:** [esafety.gov.au/key-issues/domestic-family-violence/online-safety-planning/online-safety-checklist](https://esafety.gov.au/key-issues/domestic-family-violence/online-safety-planning/online-safety-checklist)

**Are you keeping records?**

It is a good idea to keep a record of things that happen between you and any abusive or threatening person. This can be used as evidence if you ever need to make a police report, get a protection order, or seek custody of children.

Having any important conversations through email or text message can help to keep a record of what has been said.

Make sure to keep this record in a safe place where it won't be found or destroyed by the abusive person.

**Are you impacted by COVID-19?**

It is important to know that you can still leave your home or accommodation to escape harm or the risk of harm relating to family violence under any COVID-19 restrictions. Check your state/territory Government website for details.

**Website:** [australia.gov.au/states](https://australia.gov.au/states)

**If you are working, do you know about your work rights?**

Did you know that the Fair Work Act requires all employers to allow you to take unpaid domestic violence leave and request flexible working arrangements? See the Fair Work Ombudsman website for more details.

**Website:** [fairwork.gov.au/leave/family-and-domestic-violence-leave](https://fairwork.gov.au/leave/family-and-domestic-violence-leave)

If you need support with paying or submitting a tax return, the Australian Taxation Office has tax supports in place.

**Website:** [ato.gov.au/General/Support-in-difficult-times/Personal-crisis-support/#Familyanddomesticviolence](https://ato.gov.au/General/Support-in-difficult-times/Personal-crisis-support/#Familyanddomesticviolence)

**Do you need assistance with your finances?**

Financial counsellors offer free, independent and confidential services to help you get back on track and discuss your options for dealing with debt.

To speak with a financial counsellor contact the National Debt Helpline on 1800 007 007. This free hotline is open from 9:30am to 4:30pm Monday to Friday. There are also more tools and resources available online on the National Debt Helpline website.

**Website:** [ndh.org.au/](https://ndh.org.au/)

**If you are a student, do you know about available support services?**

Australian education providers pride themselves on creating a study experience that is welcoming, friendly and supportive for international students.

There are a range of specialist services that can assist you.

**Website:** [studyaustralia.gov.au/english/live/support-services](https://studyaustralia.gov.au/english/live/support-services)

**Do you know where you can find information on other support services?**

There are many national and state and territory domestic and family violence support services available.

Free telephone and online counselling is available through the National Sexual Assault, Domestic and Family Violence Counselling Service. Call 1800 737 732.

The Australian Red Cross can provide financial support for eligible people on temporary visas experiencing financial hardship. Visit the Family and Domestic Violence Financial Assistance Program for information. They may also refer you to legal and migration support services, if required.

**Website:** [redcross.org.au/get-help/help-for-migrants-in-transition/family-and-domestic-violence-financial-assistance](https://redcross.org.au/get-help/help-for-migrants-in-transition/family-and-domestic-violence-financial-assistance)

*When you see the interpreter symbol you can ask for help to communicate in your preferred language.*

