

QUESTION TAKEN ON NOTICE

Parliamentary Inquiry : 07 December 2015

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(TWVP/031) – Parliamentary Inquiry - Working Holiday Maker Visa information pack

Asked:

Could the Department provide the committee with the information pack that a Working Holiday Maker visa holder receives when they are granted their visa?

Answer:

Following a grant, the department provides a grant letter. This includes the Grant Notification and Visa Grant Notice to Working Holiday Maker visa applicants (relevant example attached).

including your name, passport, contact details, address or family members as soon as possible. You are required to do this in writing and can use *Form 1022 Notification of changes in circumstance (Section 104 of the Migration Act 1958)*, which is available at www.border.gov.au/forms/Documents/1022.pdf. Failure to notify the department of your new circumstances can have serious consequences and your visa may be cancelled.

After you arrive in Australia, it is still important that you tell us about any changes to your circumstances as soon as possible. You are required to do this in writing and can use one of the forms available at www.border.gov.au/Lega/Lega/Form/Immi-FAQs/i-have-lodged-my-visa-application-but-things-have-changed-how-do-i-update-my-application

Client service information

We value your compliments, complaints and suggestions. Your compliments let us know where we are performing well and your complaints and suggestions help us improve the services we provide.

Further information on our Client Service Charter and how to make a compliment, complaint or suggestion is available at www.border.gov.au/about/contact/provide-feedback

Contacting this processing office

We prefer contact with this office concerning your application to be electronic via our website. We try to respond to all online enquiries within seven (7) working days.

Please visit our website available at www.border.gov.au/Trav/Visa

Yours sincerely

Department of Immigration and Border Protection



VISA GRANT NOTICE

Mr. A



Application details

Date of Visa Application 06 November 2015
Transaction Reference Number (TRN) EGNNCSLK24
Application ID 503489
File Number BCC2015/2540120
Visa Application Charge Receipt Number 9000020486

Applicant Details

Applicant Type	Main Applicant
Applicant Name	Mr. A
Date of Birth	29 December 1986
Client ID	45535024997

Grant Details

Visa Class	Working Holiday (Temporary) (class TZ)
Visa Subclass	Working Holiday (subclass 417)
Visa Grant Number	2009528908112
Visa Grant Date	06 November 2015
Travel Document Number	GS194397
Travel Document Country	CANADA
Must Make First Entry to Australia Before	06 November 2016
Must Not Arrive After	06 November 2016
Stay Period	12 month(s) from the date of first arrival
Travel Facility	Multiple
Visa Conditions	8547 - EMPLOYER WORK LIMITATION 8548 - STUDY LIMITATION

First entry date

You must make your first entry to Australia before 06 November 2016. It is not possible to change this date.

Visa conditions and entitlements

Your visa has been granted subject to the conditions specified in the table. If you do not comply with these conditions, there may be serious consequences including:

- visa cancellation
- detention
- removal from Australia

More information on visa conditions and entitlements is available at www.border.gov.au/Busi/Visa

Maintaining a valid visa

Your visa allows you multiple entries to Australia until 06 November 2016. You are allowed to stay for a period of 12 month(s) from the date of your first entry.

It is important to take note of these dates. You will need to leave Australia or make alternative arrangements with the department before this date or you will become unlawful. If you think you will not be able to depart Australia by the date your visa expires, you should contact the department as soon as possible.

More information is available at www.border.gov.au/Trav/Ente/Visa/community-status-resolution-service

Checking your visa details

You can check and email your visa details and conditions at any time using the Visa Entitlement Verification Online (VEVO) system. To access VEVO, you can either use the QR Code provided above or visit www.border.gov.au/vevo

You will need to enter the following information:

- Your Visa Grant Number or Transaction Reference Number, and
- Your passport or ImmiCard information.

You can also check and email your visa details through the myVEVO mobile app.

Travelling to and from Australia

You can provide evidence that you have the authority to travel to and enter Australia, and/or remain in Australia by showing your passport or ImmiCard linked to your electronic visa record.

More information is available at www.border.gov.au/aboutyourvisa

Most countries have specific entry, exit and visa requirements. If you are transiting or exiting through another country, it is your responsibility to check with the relevant government authorities. The Australian Government cannot advise on other countries' requirements.

Polio vaccinations

On 5 May 2014, the World Health Organization (WHO) Director General declared the recent international spread of wild type polio virus to be a Public Health Emergency of International Concern under the International Health Regulations (IHR). Nine countries, listed below, have been identified as having suffered recent outbreaks of polio.

If you are from one of the countries listed below, or have spent 28 days or longer in these countries on or after 5 May 2014 we encourage you to have a polio vaccination prior to departing for Australia. Having the vaccination will also assist in eradicating the spread of polio.

To obtain maximum benefit in assisting with the eradication of the spread of polio, it is advisable to have the vaccination at least 4 weeks prior to your travel.

Countries: Afghanistan, Cameroon, Equatorial Guinea, Ethiopia, Iraq, Nigeria, Pakistan, Somalia, Syria

Further information is available from www.border.gov.au/Trav/Visa/Heal/Overview-of-the-health-requirement/Threats-to-public-health

Australian Working Conditions

Overseas workers – know your workplace rights

Pay rates and workplace conditions are set by Australian law. All people working in Australia, including those from overseas, have rights and protections at work. These cannot be taken away by contracts or agreements.

If you have questions about your pay and conditions while in Australia, you can contact the Fair Work Ombudsman for free help.

Visit fairwork.gov.au for information for visa holders and international students. This includes information in 27 languages. There are also a range of helpful videos at www.youtube.com/fairworkgovau about working in Australia in many languages.

You can also contact the Fair Work Ombudsman by phone within Australia on 13 13 94 (Translating and Interpreting Service 13 14 50).

The Fair Work Information Statement which is available in 27 languages also provides important information, www.fairwork.gov.au/employee-entitlements/national-employment-standards/fair-work-information-statement.

What are my minimum rights and conditions at work?

Pay

Your minimum pay rate can come from an award, enterprise agreement or other registered agreement, or the national minimum wage. Employees have to be paid the right pay rate for all hours they work, including time spent:

- training
- in team meetings
- opening and closing the business
- doing a trial shift.

National minimum wage

Certain employees may have different pay entitlements depending on whether they have a reduced work capacity because of disability, if they are under the age of 21 or if they are an apprentice or trainee. You can calculate your correct pay and entitlements using the Pay and Conditions Tool at: www.fairwork.gov.au/pay

Employees that are employed on a casual basis will also receive a “casual loading” on top of their hourly rate in lieu of any annual or sick leave entitlements.

The national minimum wage is reviewed every year and may change.

What is not okay at work?

Every employee has protections at work:

- you should not be bullied or harassed
- you should not be discriminated against
- it is ok to ask your boss, the Fair Work Ombudsman or someone else about your pay and conditions.

You can find more information about discrimination, bullying, harassment and protections at work at www.fairwork.gov.au/employee-entitlements/protections-at-work

Helpful hints when you start working in Australia:

- keep a diary of days and hours worked
- keep copies or records of employment details, pay slips, agreements and superannuation and tax documents.

Remember there are always Government contacts that can help you if you get stuck.

Can I get into trouble for talking to the Fair Work Ombudsman?

No. Your employer cannot treat you differently, terminate you or take away your entitlements for talking to the Fair Work Ombudsman.

Can my employer cancel my visa?

No. Employers cannot cancel visas. Only the Department of Immigration and Border Protection can grant, refuse or cancel visas.

Yours sincerely

Department of Immigration and Border Protection

06 November 2015

QUESTION TAKEN ON NOTICE

Parliamentary Inquiry : 07 December 2015

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(TWVP/032) – Parliamentary Inquiry - International Student Visa information pack

Asked:

Could the Department provide the committee with the information pack that an international student visa holder receives when they are granted their visa?

Answer:

Following a grant, the department provides a grant letter. This includes the Grant Notification and Visa Grant Notice to Student visa applicants (relevant example attached).

including your name, passport, contact details, address or family members as soon as possible. You are required to do this in writing and can use *Form 1022 Notification of changes in circumstance (Section 104 of the Migration Act 1958)*, which is available at www.border.gov.au/forms/Documents/1022.pdf. Failure to notify the department of your new circumstances can have serious consequences and your visa may be cancelled.

After you arrive in Australia, it is still important that you tell us about any changes to your circumstances as soon as possible. You are required to do this in writing and can use one of the forms available at www.border.gov.au/Lega/Lega/Form/Immi-FAQs/i-have-lodged-my-visa-application-but-things-have-changed-how-do-i-update-my-application

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We prefer contact with this office concerning your application to be electronic via our website. We try to respond to all online enquiries within seven (7) working days.

Please visit our website available at www.border.gov.au/Trav/Visa

Yours sincerely

Officer

Position Number: 00000000

Case Officer

Australian Consulate-General, Shanghai

Department of Immigration and Border Protection



VISA GRANT NOTICE

Mr. B



Application details

Date of Visa Application 12 November 2015
Transaction Reference Number (TRN) EGNND41K8T
Application ID 503506
File Number BCC2015/2550838
Visa Application Charge Receipt Number 9000025138

Applicant Details

Applicant Type	Main Applicant
Applicant Name	Mr. B
Date of Birth	26 January 1988
Client ID	14185032565

Grant Details

Visa Class	Student (Temporary) (class TU)
Visa Subclass	Higher Education Sector (subclass 573)
Visa Grant Number	2009528909319
Visa Grant Date	12 November 2015
Streamlined Student Visa	NO
Travel Document Number	QS550490
Travel Document Country	CANADA
Must Not Arrive After	10 November 2017
Stay Period	10 November 2017
Travel Facility	Multiple
Visa Conditions	8105 - WORK LIMITATION 8202 - MEET COURSE REQUIREMENTS 8501 - MAINTAIN HEALTH INSURANCE 8516 - MUST MAINTAIN ELIGIBILITY 8517 - MAINTAIN EDUCATION FOR DEPENDANTS 8532 - < 18 APPROVE WELFARE 8533 - INFORM PRVDR OF ADRS

Visa conditions and entitlements

Your visa has been granted subject to the conditions specified in the table. If you do not comply with these conditions, there may be serious consequences including:

- visa cancellation
- detention
- removal from Australia

If you intend to change your course or education provider you need to ensure you continue to meet the conditions of your visa. Further information about this can be found at www.border.gov.au/Trav/Stud/More/Changing-courses

More information on visa conditions and entitlements is available at www.border.gov.au/Busi/Visa

Maintaining a valid visa

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apprentice or trainee. You can calculate your correct pay and entitlements using the Pay and Conditions Tool at: www.fairwork.gov.au/pay

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Health insurance

Your visa has been granted with condition 8501 which means that you must maintain adequate arrangements for health insurance (generally Overseas Student Health Cover) while you are in Australia on this visa. You must not enter Australia before your Overseas Student Health Cover has begun. You must not remain in Australia on this visa after your Overseas Student Health Cover has expired.

Students from Norway, Belgium or Sweden may not need to maintain Overseas Student Health Cover. More information is available on our website at www.border.gov.au/Trav/Stud/More/Health-Insurance-for-Students

Information pack on domestic and family violence, sexual assault and forced marriage

The Australian Government has developed a family safety pack with information on Australia’s laws regarding domestic and family violence, sexual assault and forced marriage. The family safety pack also includes important information about essential services and

emergency contacts in Australia. This information can be found at www.dss.gov.au/familysafetypack.

Yours sincerely

Department of Immigration and Border Protection

12 November 2015

Australian Consulate-General, Shanghai

OFFICE: 31st Floor CITIC Square 1168 Nanjing West Road Shanghai 200041

POSTAL: 31st Floor CITIC Square 1168 Nanjing West Road Shanghai 200041

PHONE: 021 2225 1300 **EMAIL:** immigration.shanghai@dfat.gov.au

WEBSITE: www.border.gov.au, www.china.embassy.gov.au

Australian Consulate-General, Shanghai

OFFICE: 31st Floor CITIC Square 1168 Nanjing West Road Shanghai 200041
POSTAL: 31st Floor CITIC Square 1168 Nanjing West Road Shanghai 200041
PHONE: 021 2225 1300 **EMAIL:** immigration.shanghai@dfat.gov.au
WEBSITE: www.border.gov.au, www.china.embassy.gov.au