



Receiving immigration decisions while in the community

Information for people who arrived by boat

Does being granted a bridging visa affect my protection claims?

No. If you are granted a bridging visa before you receive a decision about your protection claims, your move into the community will not affect that process or the outcome of your case. Assessments will continue as normal. It is important that you can be easily contacted you can be kept informed of decisions.

Important: It is your responsibility to keep your phone number and address current with the Department of Immigration and Citizenship (DIAC). This is required to maintain your bridging visa. Phone DIAC on **131 881** during business hours to change your contact information.

If your bridging visa expires and you do not contact DIAC, you risk being returned to immigration detention.

Remember you are still required to satisfy health, security and character checks, and to be found to have engaged Australia's protection obligations, before a Protection visa can be granted.

Who will notify me of decisions about my protection assessment?

Your Immigration Advice and Application Assistance Scheme (IAAAS) agent will continue to provide you with independent advice and assistance while your claims are being assessed by DIAC or by an independent reviewer. Your IAAAS agent will be notified when a protection decision is made. They will contact you to tell you about that decision and explain what it means for you.

You need to be prepared that your claims may not be accepted. If this happens your IAAAS agent, who explains the decision outcome, will also discuss if you are eligible to seek a review of the decision.

Important: Your IAAAS agent must be able to contact you to advise you about your case. It is your responsibility to give them your contact details, including your phone number and address, especially if these change.

If you cannot be contacted to be told of decisions about your case, you could miss an opportunity to appeal, if your claims are refused. This is because time limits to lodge a further application can apply.

Who will notify me of decisions if I seek judicial review?

Your IAAAS agent is not funded to assist you with judicial review. If you seek judicial review, you are responsible for providing your current contact details to any person legally representing you and any court or authority where you have submitted an application for judicial review.

You will be notified of any judicial review decisions by either the person legally representing you or the court or authority where you have submitted an application.

You are expected to work with DIAC to depart Australia if your application for judicial review is not successful.

What happens if I need information or help after receiving a negative decision?

Your IAAAS agent can provide you with advice and assistance while your protection claims are being assessed by DIAC or an independent reviewer.

If you are receiving case support from an organisation such as Red Cross and you are feeling distressed, you can contact your case worker who can assist you to find appropriate support.

Most people who hold bridging visas do not have a DIAC case manager. Your case will continue to progress as normal. You should contact your IAAAS agent or your case manager (if you have one) with any concerns or queries about the processing of your case. If you do not have a case manager or do not know who your case manager is, you can phone DIAC on **131 881** to obtain this information.

You can also speak with the International Organization for Migration (IOM) about returning to your home country. You can do this at any time. IOM can also help you re-establish yourself by helping you gain skills-based training, find a job, or start your own small business. You can also receive, as needed, medical assistance, temporary accommodation and a small amount of cash.

IOM contact information in Australia

Phone: 1300 116 986 (local call cost)

Email: iomaustralia@iom.int