



## 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 shown as the ‘payer’ on the receipt. If you are not the original ‘payer’ and you wish to request a refund on their behalf, then Question 18 of this form must be completed.

## How do I request a refund?

Complete and sign this form. Prior to submitting this form for assessment you should ensure that you have filled out all of the necessary questions, 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, you will be paid the approved amount directly to the bank account used to make the original payment. The method of payment preferred by the Department is electronic funds transfer (EFT). Alternatively, depending on your location, the Department may make the refund by another payment method.

## 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>**

*Home page* **[www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)**

*General enquiry line*

Telephone **131 881** during business hours in Australia to speak to an operator (recorded information available outside these hours). If you are outside Australia, please contact your nearest Australian mission.

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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.

Tick where applicable

## Part A – Payer’s details

**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

Given names

Date of birth

DAY	MONTH	YEAR

Address

POSTCODE

Telephone numbers

Office hours


(AREA CODE )
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After hours

(AREA CODE )
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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

Name of banking institution

Branch where the account is held

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

Yes  ► **Go to Part G**

22 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.
  - Temporary Business Entry (Class UC)
  - Super Yacht Crew (Temporary) (Class UW)
  - Special Program (Temporary) (Class TE)
  - Temporary Work (Long Stay) (GB401)
  - Training and Research (GC402)
  - Entertainment (Temporary Work) (GE420)
- Applied for a Temporary Business Entry visa where the nominated occupation is no longer an eligible occupation
- 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
- Refund of a nomination fee as the nomination no longer corresponds to the nominated occupation
- Business sponsorship was refused
- 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)

23 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

24 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

