



Date: 09/04/2021

[REDACTED]
[REDACTED]_usak _ Turkey

In reply please quote:

Client Name: S [REDACTED]
Date of Birth: [REDACTED]
File Number: [REDACTED]
Place of Lodgement: Special Humanitarian Processing Centre

Dear [REDACTED]

Acknowledgement of valid application for a Refugee and Humanitarian (Class XB) visa

Thank you for the application for a Refugee and Humanitarian Visa to Australia lodged with the Special Humanitarian Processing Centre (SHPC).

The person listed below has authorised you to receive correspondence on their behalf:

[REDACTED]
Should you need to contact SHPC about this application, please e-mail us at shp.enquiries@homeaffairs.gov.au.

Yours sincerely

Scot
International Obligations and SHP Section
Humanitarian Program Operations Branch | Refugee and Humanitarian Visa Management Division
Visa and Citizenship Services Group
Department of Home Affairs

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Date: 09/04/2021

[REDACTED]
[REDACTED] Turkey

In reply please quote:

Client Name: [REDACTED]
Date of Birth: [REDACTED]
File Number: 2 [REDACTED]
Place of Lodgement: Special Humanitarian Processing Centre

Dear [REDACTED]

Acknowledgement of valid application for a Refugee and Humanitarian (Class XB) visa

This letter refers to your application for a Refugee and Humanitarian (Class XB) visa, which was lodged at the Special Humanitarian Processing Centre on 09 April 2021. The information in this letter relates to the following applicant(s):

[REDACTED]
[REDACTED]
[REDACTED]

This letter confirms that your application has been assessed as a valid application.

Processing your application

Every application received is assessed individually against the criteria in the migration legislation and in accordance with government priorities. This office conducts a preliminary assessment of applications to determine whether to refer them to an overseas office of the department. Applications which appear to require further assessment or interview before a decision can be made will be referred to the responsible overseas office of the department for further processing. Applications which do not meet the requirements of the migration legislation on preliminary assessment will be refused by this office.

The time taken for an application to progress and for us to make a decision varies. We will advise you when your application has been decided.

Please be aware that we may make a decision on your application without requesting additional information. Therefore you should provide us with all the information you feel is relevant.

Providing information

Your application has been given a file number. This is a number that identifies your application to us. This number is located at the top of this letter.

When you write to us, you must include your name, date of birth, file number and the name of the office at which you lodged your application.

We do not usually need original documents; please do not send us original documents unless we ask you for them. If you send copies of your documents, these should be certified copies.

If we request a document which you do not have or are not able to obtain, you should write to us and explain the reasons.

The department is committed to maintaining the integrity of the visa and citizenship programs. Please be aware that providing us with fraudulent documents or claims may result in processing delays, and could increase the likelihood that your application will be refused.

Translating your documents

If possible documents in languages other than English should be accompanied by an English translation. The English translations must be official certified translations from a National Accreditation Authority for Translators and Interpreters (NAATI) accredited translator. Translations provided by non-accredited translators outside Australia should be endorsed by the translator with their full name, address, telephone number, and details of their qualifications and experience in the language being translated.

Certified copies

For the purposes of the migration legislation, a copy of an original document must be certified in writing to be a true copy of the original document by:

if the copy is certified in Australia:

- a Justice of the Peace; or
- a Commissioner for Declarations; or
- a person before whom a statutory declaration may be made under the *Statutory Declarations Act 1959* (for example a nurse, legal practitioner, medical practitioner, pharmacist or dentist); or
- a registered migration agent (whose registration is not suspended or subject to a caution).

if the copy is certified outside Australia:

- a person who is the equivalent of a Justice of the Peace or Commissioner for Declarations in that place (for example a public notary); or
- a registered migration agent (whose registration is not suspended or subject to a caution).

Withdrawing your application

You can withdraw your application at any stage during processing. If you wish to withdraw your application, you must advise the department in writing. Your advice of withdrawal can include any number of applicants but must be signed by each person aged 18 years and over.

Contacting the processing office

If you need to contact us about your application, we prefer that you do this by email at shp.enquiries@homeaffairs.gov.au. This helps us to continue processing all applications as quickly as we can. We try to respond to all email enquiries within two working days.

Documents and other correspondence can be sent to us using the following address:

Special Humanitarian Processing Centre
GPO Box 9984
SYDNEY NSW 2001
AUSTRALIA

Changes to your circumstances

You are required to tell us about any changes to your circumstances that may affect any answer to a question in your application form including your name, passport, contact details, address or family members as soon as possible. This obligation continues until a decision is made on your visa application, or, if you are currently outside Australia, until your arrival in Australia. You are required to do this in writing and can use *Form 1022 Notification of changes in circumstances (Section 104 of the Migration Act 1958)*, which is available at <http://www.homeaffairs.gov.au/Forms/Documents/1022.pdf#search=1022> or at any of our offices. Failure to notify the department of your new circumstances can have serious consequences and even if the visa you have applied for is granted, it may later be cancelled.

United Nations High Commissioner for Refugees

The United Nations High Commissioner for Refugees (UNHCR) is the international organisation responsible for refugees. If you are not permitted to remain in the country where you are living and

believe you cannot return to your home country because you are concerned about your safety, you can approach the nearest office of the UNHCR to request assistance.

Client service information

More information about your rights and obligations, including our Client Service Charter and how to make a compliment, complaint or suggestion, is included in the Client Service Information attachment.

Yours sincerely

Scot
International Obligations and SHP Section
Humanitarian Program Operations Branch | Refugee and Humanitarian Visa Management Division
Visa and Citizenship Services Group
Department of Home Affairs

Attachment
Client Service Information

CLIENT SERVICE INFORMATION

The following provides information about your rights and obligations, including our Client Service Charter and how to make a compliment, complaint or suggestion.

Client Service Charter

Our Client Service Charter explains our service commitment to you. We are committed to service delivery that is timely, open and accountable, and responsive to your needs. The Charter explains how you can help us and how you can provide feedback or make a complaint. You can read our Client Service Charter on our website, or in a printed copy available from any of our offices.

Service satisfaction

The department remains committed to ensuring that all clients, both in Australia and overseas, receive not only fair and reasonable treatment, but also an efficient standard of service that is sensitive to each client's needs.

To provide a compliment, complaint or suggestion you can:

- telephone the Global Feedback Unit on 13 31 77 during business hours
- complete a feedback form online at www.homeaffairs.gov.au
- write to the Manager, Global Feedback Unit, Reply Paid 241, Melbourne Vic 3001 Australia
- contact us directly through any of our offices.

Your information – your privacy

The department respects your privacy. We are collecting your personal information for the purposes of making decisions under the *Migration Act 1958* and the *Migration Regulations 1994*. We are aware that the way information about you is used and managed can affect your life. We recognise that it is important that the information we hold about you is up-to-date and relevant.

Australia's *Privacy Act 1988* stops us from giving your information to others unless specific exceptions apply, for example, you agree to it, or where we are authorised or required by law to disclose it. You also need to be aware that we may disclose your personal information to other Commonwealth (and in some circumstances, state and territory) government agencies where there is a lawful basis for doing so.

There are separate laws relating to your personal identifiers. These laws set out the circumstances in which we can collect personal identifiers and who we can disclose them to. In most cases, the personal identifiers will be your photograph and signature. In some cases, however, we may require other personal identifiers, such as your fingerprints.

For more detailed information, you should read *Form 993i Safeguarding your personal information* and *Form 1243i Your personal identifying information*, available on our website or from any of our offices.