

Pages 1 to 8 have been exempted under section 47E(d) of the Freedom of Information (FOI) Act (1982)

From: s. 22(1)(a)(ii)
To: s. 22(1)(a)
Subject: FW: Legal opinions not to be included in the tribunal file [DLM=Sensitive:Legal]
Date: Tuesday, 7 August 2018 4:09:44 PM

Sensitive:Legal

Pls trim to Policy file.

From: s. 22(1)(a)(ii)
Sent: Monday, 6 August 2018 8:04 PM
To: s. 22(1)(a)(ii)
Subject: FW: Legal opinions not to be included in the tribunal file [DLM=Sensitive:Legal]

Sensitive:Legal

FYI please and not for further distribution.

Please save to our policy TRIM files.

s. 22(1)(a)

From: s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>
Sent: Wednesday, 1 August 2018 9:58 AM
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s.22(1)(a)(ii)@dfat.gov.au)>
Subject: FW: Legal opinions not to be included in the tribunal file [DLM=Sensitive:Legal]

Sensitive:Legal

Hi s. 22(1)(a)

s. 22(1)(a)(ii) actually followed up and sent me a legal opinion on the issue; it's from 2008 but still relevant.

Will leave it to you to decide if you want to share it with your TL's or leave it at the summary I sent.

Regards

s. 22(1)(a)(ii)

Sensitive:Legal

From: s. 22(1)(a)(ii)
Sent: Wednesday, 1 August 2018 8:44 AM

Released by the Department of Home Affairs
under the *Freedom of Information Act 1982*

To: s. 22(1)(a)(ii) <[REDACTED]@HOMEAFFAIRS.GOV.AU>

Subject: Legal opinions not to be included in the tribunal file [DLM=Sensitive:Legal]

Sensitive:Legal

Legal Opinions ref: C38591

Hi s. 22(1)(a)(ii)

s. 42(1)

With kind regards

s. 22(1)(a)(ii)

Senior Legal Officer

Legal Opinions Help Desk

Migration & Citizenship Branch

Ph: s. 22(1)(a)(ii)

My hours:

Mon & Thurs 9.00am-4.00pm

Tues & Wed 9.00am-5.00pm

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This email may contain legal advice that is subject to legal professional privilege. Care should be taken to avoid unintended waiver of that privilege. Legal Opinions should be consulted prior to any decision to disclose the existence or content of any advice contained in this email to a third party.

s. 22(1)(a)(ii) /ACT/IMMI/AU

08/04/2008 03:20 PM

To

s. 22(1)(a)(ii) /NSW/IMMI/AU@IMMI

cc

s. 22(1)(a)(ii) /NSW/IMMI/AU@IMMI, s. 22(1)(a)(ii) /ACT/IMMI/AU@IMMI

Subject

Legal advice - Whether legal opinion on a file must be given to MRT: Legal
Opinions ref A43844 [SEC=IN-CONFIDENCE:LEGAL]

Protective Mark

LEGAL-IN-CONFIDENCE

Dear s. 22(1)(a)(ii),

s. 42(1)

Released by the Department of Home Affairs
under the Freedom of Information Act 1982

s. 42(1) [REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

s. 42(1) [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

s. 42(1)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I would be happy to discuss this further if you wish.

regards,

s. 22(1)(a)(ii)

Senior Legal Officer

Legal Opinions Section

Department of Immigration and Citizenship

Ph: s. 22(1)(a)(ii) ; Fax: (02) 6264 4995

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Legal professional privilege can be claimed by DIAC (on behalf of the Commonwealth) in respect of the legal advice above. Care should be taken to avoid unintended waiver of that privilege. Unintended waiver can occur if DIAC states to someone outside DIAC that it has legal advice and says what that advice is, even if only in broad terms. To avoid unintended waiver, DIAC can state what DIAC's view is, without stating that it is based on legal advice or quoting from that legal advice. If legal professional privilege is waived, in any relevant litigation DIAC may have to produce the whole of the legal advice to the person litigating. That may not always be in DIAC's (the Commonwealth's) best interests. It may of course be appropriate in some cases to waive the privilege by providing extracts from or all of the legal advice, however, it is recommended that Legal Opinions Section be consulted prior to taking such action.

Sensitive:Legal

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Released by the Department of Home Affairs
under the Freedom of Information Act 1982

From: s. 22(1)(a)(ii)
To: s. 22(1)(a)
Subject: FW: PLEASE READ: Advice on the Identity PIC (PIC 4020(2A)) and updated template for referral to PMOI [DLM=For-Official-Use-Only]
Date: Tuesday, 21 August 2018 10:07:06 PM
Importance: High

For-Official-Use-Only

s. 22(1)(a)(ii) - Pls trim. Tks

From: s. 22(1)(a)(ii)
Sent: Tuesday, 21 August 2018 12:49 PM
To: s. 22(1)(a)(ii)

[REDACTED]

Subject: PLEASE READ: Advice on the Identity PIC (PIC 4020(2A)) and updated template for referral to PMOI [DLM=For-Official-Use-Only]

Importance: High

For-Official-Use-Only

Hi all,

Please see advice regarding use of 4020(2A) – the identity aspect:

- If a delegate is not satisfied of the applicants “true” identity and there doubt exists in relation the applicant claimed identity, you are able to refuse on PIC 4020 (2A).
- If there are conflicting “genuine” identity documents that raise doubts about the applicants true identity, it may be appropriate to refuse under PIC 4020 (2A).
- It is important to clearly articulated in the decision record, why the applicant has been unable to satisfy PIC 4020 (2A). You would do this, by using the information put to the applicant in the NJ letter, the response received from the applicant and why the delegate does not accept the applicants response.
- There is no wavier provision for applicants refused on PIC 4020 (2A).

There is a TRIM file for PIC 4020 resources (s. 22(1)(a)(ii)). This file includes the PIC 4020 Correspondence Example Tip Sheet (s. 22(1)(a)(ii)). This document has been prepared in response to requests for examples of good decision records and for words to address particular issues.

s. 22(1)(a)(ii) (PMOI) has also the 4020 template which you MUST complete and submit whenever you

are intending to refuse under PIC 4020. There is a template for 4020(1) and one for 4020(2A) saved here: <G:\IMMI\Common\CMO Instructions\CMO Instruction 4020>.

Please leave the template in this folder! It has gone missing a few times...

Please see your TLs for any questions,

s. 22(1)(a)

s. 22(1)(a)(ii)

Senior Migration Officer (Migration and Citizenship)
Second Secretary (Immigration and Border Protection)
Department of Home Affairs
Australian High Commission, New Delhi

E: s. 22(1)(a)(ii)

W: www.homeaffairs.gov.au | www.india.embassy.gov.au

From: s. 22(1)(a)(ii)
To: s. 22(1)(a)(ii)
Subject: FW: Response to Feedback (IMMI-18-23735); file number s. 47F(1) [SEC=UNCLASSIFIED]
Date: Wednesday, 17 October 2018 6:54:27 PM

UNCLASSIFIED

Pls trim under the name "PMO s. 22(1)(a)(ii) advice on responses to GFU feedback"

From: s. 22(1)(a)(ii)
Sent: Saturday, 13 October 2018 3:42 PM
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii)
Subject: RE: Response to Feedback (IMMI-18-23735); file number s. 47F(1)
[SEC=UNCLASSIFIED]

UNCLASSIFIED

There is no need to respond to the GFU as the NJ letter was sent after the date of the GFU.

Thank you

Kind regards

s. 22(1)(a)(ii)
First Secretary | Immigration
Department of Home Affairs
Australian High Commission – New Delhi
Website: www.homeaffairs.gov.au www.india.embassy.gov.au

From: s. 22(1)(a)(ii)
Sent: Friday, 12 October 2018 10:49 AM
To: s. 22(1)(a)(ii) <@dfat.gov.au>
Cc: s. 22(1)(a)(ii)
Subject: Response to Feedback (IMMI-18-23735); file number s. 47F(1)
[SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 22(1)(a)(ii),

This is in regards with GFU from the above client. Response to Global Feedback Unit is due on 16 October 2018.

Case background:

- On 07 may 2016, PA's partner visa application was refused by New Delhi post.

- On 31 May 2018, site visit to PA's residential address in India was conducted by the Referrals team.
- On 24 September 2018, site visit referral was finalised as 'Serious Concerns'.
- On 26 September 2018, an invitation to comment on the adverse findings from site visit was sent to the authorised address.

On 21 September 2018, authorised recipient lodged a GFU – email below

*****_

Dear Global Feedback Unit,

I act on behalf of s. 47F(1), an applicant for the Partner S/c309/100 visa, and his Australian citizen wife s. 47F(1). The couple were married on 29 October 2015 and the visa application was lodged on 7 May 2016. The processing time has now exceeded 28 months, which is far in excess of the standard processing time of 13-17 months. s. 47F(1) is aware that the period of unlawfulness in Australia may affect the processing times. However, the relationship is highly genuine and continuing, and the uncertain processing time has become unnecessarily punitive and detrimental to his Australian citizen wife's s. 47F(1)'s mental health.

I previously emailed the Department on s. 22(1)(a)(ii) @border.gov.au on 27 November 2017, 15 December 2017, 26 March 2018 and called the VFS Global New Delhi on 11 April 2018 requesting for an update and for the application to be progressed. The Department subsequently attended the applicant's home to interview him and his family members in May 2018.

The following has occurred since:

30 August 2018 - Request for update on processing sent through the Department website
 3 September 2018 - Received an email from s. 22(1)(a)(ii) stating that the application is in process but that no timeframe can be provided
 4 September 2018 - Responded to s. 22(1)(a)(ii) requesting for a timeframe within which it would be reasonable to follow up
 14 September 2018 - Followed up email to s. 22(1)(a)(ii) requesting the Department's urgent attention given the 28 month wait time

No response has been provided. I acknowledge the volume of application the Department handles is large. However, given the processing time has drastically exceeded the aspirational standard published, I submit that an indefinite waiting period is not acceptable, and causing much harm to Australian s. 47F(1).

We request the urgent finalisation of the application as a matter of priority.

If not able to finalise the application, we request that the Department urgently:

Conduct an investigation into the reason for the delay in processing s. 47F(1)'s application; and

Provide us with the reasons for the delay; and

Provide us with a checklist of any documents or actions required from the applicant or sponsor to facilitate the finalisation of the application, including any queries that may have arisen from the interview with s. 47F(1) and his family members.

We look forward to your response.

Should you have any questions, please do not hesitate to contact me on

s. 22(1)(a)(ii)

or by phone on s. 22(1)(a)(ii)

*****_

As per your earlier advice, if a GFU event is superseded by a more up to date event, that is an invitation to comment in this case. Should we consider this to be a NFA? Or do you recommend providing a response to the agent for concerns raised in his email?

Grateful for your advice.

Thanks and Regards

s. 22(1)(a)
(iii)

Visa Officer | Family Migration Team
Visa & Citizenship Services
Department of Home Affairs
Australian High Commission, New Delhi

W: www.homeaffairs.gov.au | www.india.embassy.gov.au

E-lodgement

Online lodgement of visitor visa applications is the most convenient and fastest option available to nationals of India, Nepal, Bangladesh and Bhutan.

<http://www.homeaffairs.gov.au/Trav/Visa-1/600-/Visitor-e600-visa-online-applications>

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Thank you

Kind regards

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Australian High Commission – New Delhi
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To: s. 22(1)(a)(ii) <[s.22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s.22(1)(a)(ii)@dfat.gov.au)>
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If not able to finalise the application, we request that the Department urgently:

Conduct an investigation into the reason for the delay in processing s. 47F(1)'s application; and

Provide us with the reasons for the delay; and

Provide us with a checklist of any documents or actions required from the applicant or sponsor to facilitate the finalisation of the application, including any queries that may have arisen from the interview with s. 47F(1) and his family members.

We look forward to your response.

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(iii)

Visa Officer | Family Migration Team
Visa & Citizenship Services
Department of Home Affairs
Australian High Commission, New Delhi

W: www.homeaffairs.gov.au | www.india.embassy.gov.au

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<http://www.homeaffairs.gov.au/Trav/Visa-1/600-/Visitor-e600-visa-online-applications>

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Thank you

Kind regards

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 First Secretary | Immigration
 Department of Home Affairs
 Australian High Commission – New Delhi
 Website: www.homeaffairs.gov.au www.india.embassy.gov.au

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Sent: Friday, 12 October 2018 10:49 AM
To: s. 22(1)(a)(ii) @dfat.gov.au>
Cc: s. 22(1)(a)(ii)
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s. 22(1)(a)(ii) or by phone on s. 22(1)(a)(ii).

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Visa Officer | Family Migration Team
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<http://www.homeaffairs.gov.au/Trav/Visa-1/600-/Visitor-e600-visa-online-applications>

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From: s. 22(1)(a)(ii)
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii)
Subject: FW: Request for withdrawal of BV application. [DLM=For-Official-Use-Only]
Date: Wednesday, 24 October 2018 1:58:18 PM

For-Official-Use-Only

All

Please refer to s. 22(1)(a)(ii)'s below advice.

BV withdrawal requests should be fwded to the Partner Delivery Support team
 s. 22(1)(a)(ii) and cc s. 22(1)(a)(ii)

s. 22(1)(a)(ii) - Please trim this email under the name "BVA apps linked to 309".

Regards

s. 22(1)(a)(ii)

From: s. 22(1)(a)(ii)
Sent: Wednesday, 24 October 2018 5:02 AM
To: s. 22(1)(a)(ii) @dfat.gov.au>
Cc: s. 22(1)(a)(ii)
Subject: FW: Request for withdrawal of BV application. Application RID: s. 47F(1) [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi s. 22(1)(a)(ii)

Hope all is well with you, and yeah I'm going well

So with these types of requests, grateful if you can send them to the Partner Delivery Support team s. 22(1)(a)(ii) and cc me in, we'll be able to arrange for one of the teams to assist from there.

Cc: QLD Perm team, would you please be able to action the below sc309 bv application withdrawals as requested by s. 22(1)(a)(ii)? Much appreciated.

Yours sincerely

s. 22(1)(a)(ii)

inator | Onshore Partner Migration
 Skilled and Family Visa Program | Immigration and Visa Services Division

Department of Home Affairs

P: s. 22(1)(a)(ii)

E: s. 22(1)(a)(ii)

For-Official-Use-Only

From: s. 22(1)(a)(ii) <[redacted]@dfat.gov.au>

Sent: Tuesday, 23 October 2018 9:01 PM

To: s. 22(1)(a)(ii)

Cc: s. 22(1)(a)(ii)

Subject: RE: Request for withdrawal of BV application. Application RID: s. 47F(1) [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hey s. 22(1)(a)(ii)! Long time no hear

Am I correct in thinking we send these requests to you guys in Melbourne? If so grateful if you could forward to the right case officer to action asap, and also provide us with the email address that we should forward future cases to.

Thanks & I will catch up properly when I get back next month. My regards to all!

Kind regards

s. 22(1)(a)(ii)

First Secretary | Immigration

Department of Home Affairs

Australian High Commission – New Delhi

Website: www.homeaffairs.gov.au www.india.embassy.gov.au

From: s. 22(1)(a)(ii)

Sent: Tuesday, 23 October 2018 3:22 PM

To: s. 22(1)(a)(ii) <[redacted]@dfat.gov.au>

Cc: s. 22(1)(a)(ii)

Subject: FW: Request for withdrawal of BV application. Application RID: s. 47F(1) [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi s. 22(1)(a)(ii),

Released by the Department of Home Affairs
under the *Freedom of Information Act 1982*

We have received withdrawal letters from the below listed clients in regards to their BV applications.

The cases are ready for decision and we are unable to decide due to pending BV request of these clients.

Grateful if you could forward the details to the concerned officer for further action.

RID	Client name	
s. 47F(1)	[REDACTED]	BV withdrawal in TRIM (BCC2017/3072445) – URGENT as the client is offshore for decision and her return date is 25 October 2018
s. 47F(1)	[REDACTED]	BV withdrawal in Immi account (BCC2018/1189309)
s. 47F(1)	[REDACTED]	BV withdrawal in Immi account (BCC2018/1559348)

Regards

s. 22(1)(a)(ii)

Visa Officer (Family and Humanitarian Migration Team)

Visa & Citizenship Services

Department of Home Affairs

Australian High Commission, New Delhi

E: s. 22(1)(a)(ii)

W: www.homeaffairs.gov.au | www.india.embassy.gov.au

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<http://www.homeaffairs.gov.au/Trav/Visa-1/600-Visitor-e600-visa-online-applications>

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us immediately through the [Australian immigration enquiry form](#) and delete this e-mail together with any attachments.

From: s. 22(1)(a)(ii)

Sent: Tuesday, 23 October 2018 2:12 PM

To: s. 22(1)(a)(ii)

Subject: FW: Request for withdrawal of BV application. Application RID: s. 47F(1) [DLM=For-Official-Use-Only]

For-Official-Use-Only

s. 22(1)(a)(ii)

As discussed, I think we have 3 cases in which we have received BV withdrawals.

Please consolidate case details in a single email for [s. 22(1)(a)(ii)] to forward to [s. 22(1)(a)(ii)] for action. Thanks.

From: [s. 22(1)(a)(ii)]

Sent: Monday, 24 September 2018 3:16 PM

To: [s. 22(1)(a)(ii)]

[s. 22(1)(a)(ii)]

[s. 22(1)(a)(ii)] <[\[s. 22\(1\)\(a\)\(ii\)\]@dfat.gov.au](mailto:[s. 22(1)(a)(ii)]@dfat.gov.au)>; [s. 22(1)(a)(ii)]

Subject: Request for withdrawal of BV application. Application RID: [s. 47F(1)] [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi [s. 22(1)(a)(ii)],

We seem to be getting a few of these requests for BV withdrawals.

Please let me know if there's a better way I can manage referring them to you. I could send them once a week in a single email but am conscious that they relate to clients who we have called offshore to finalise their visa, making timeframes important.

Welcome you input and withdrawal of this BV application!

Regards,

[s. 22(1)(a)]

[s. 22(1)(a)(ii)]

Senior Migration Officer (Migration and Citizenship)

Second Secretary

Department of Home Affairs

Australian High Commission, New Delhi

E: [s. 22(1)(a)(ii)]

W: www.homeaffairs.gov.au | www.india.embassy.gov.au

From: [s. 22(1)(a)(ii)]

Sent: Monday, 24 September 2018 2:56 PM

To: [s. 22(1)(a)(ii)]

Subject: Request for withdrawal of BV application. Application RID: [s. 47F(1)] [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi [s. 22(1)(a)],

Released by the Department of Home Affairs
under the *Freedom of Information Act 1982*

One more on the bridging visa withdrawal.

Application details:

Client Name s. 47F(1)

App RID s. 47F(1)

Applicant is currently onshore and the last requirement on this case is for her to be offshore. She has lodged a BV(A) application that has got linked to her 309 account. I have sighted the withdrawal letter, uploaded to her IMMI Account and confirm that the signatures on the letter belong to the applicant.

Grateful if you could get the BV(A) application withdrawn, so we can proceed towards finalisation of her 309 application

Below trailing is the email applicant sent regarding the same.

Thank You.

s. 22(1)
 Visa Officer (Family Migration Team)
 Visa & Citizenship Services
 Department of Home Affairs
 Australian High Commission, New Delhi
 E: s. 22(1)(a)(ii)
 Ph: s. 22(1)
 W: www.homeaffairs.gov.au | www.india.embassy.gov.au

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From: s. 22(1)(a)(ii)

Sent: Monday, 17 September 2018 4:33 AM

To: s. 22(1)(a)(ii)

Subject: Australian immigration enquiry - I have applied for Family migration (including partner, fiancé, child) - s. 47F(1) - Receipt number s. 47F(1)

This enquiry was submitted through the departmental website.

Originating form: <https://www.homeaffairs.gov.au/Forms/Pages/Australian-Immigration-Enquiry-Form.aspx>

Destination email: (s. 22(1)(a)(ii))

It was submitted by s. 22(1)(a)(ii) on Monday, 17 September 2018 at 9:02:58 AM

Receipt number: s. 47F(1)

Privacy and Security

Overseas post

What overseas post would you like to contact?: New Delhi

Type of enquiry: I have applied for Family migration (including partner, fiancé, child)

If you can not find the information on the Department of Home Affairs website

provide more details below, then complete and submit this form.: Hi , This is regarding my Partner or Prospective Marriage Visa (300,309/100,820/801). I have been asked to upload the written and signed no consent application for withdrawing the bridging visa application which i have uploaded in the IMMI application reference s. 47F(1) in the attachment Other Documents folder and haven't got any option to withdraw the bridging visa from IMMI account. So kindly consider this as a notification/Update for the same. Thanks

Your details

Given name: s. 47F(1)

Family name: s. 47F(1)

Date of Birth: s. 47F(1)

Phone number: s. 22(1)(a)(ii)

Email address: s. 22(1)(a)(ii)

Country of residence: s. 22(1)

Previous email tracking number: s. 47F(1) - s. 47F(1)

Select Identifier type from the drop down list: Transaction Reference Number (TRN)

Enter your reference number: s. 47F(1)

Select Identifier type from the drop down list: Application ID

Enter your reference number: s. 47F(1)

Select Identifier type from the drop down list: File Number

Enter your reference number: s. 47F(1)

Passport details

Passport number: s. 47F(1)

Passport country: India

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From: s. 22(1)(a)(ii) [REDACTED]
To: s. 22(1)(a)(ii) [REDACTED]
Cc: s. 22(1)(a)(ii) [REDACTED]
Subject: FW: REMINDER: Please classify emails with client details [SEC=UNCLASSIFIED]
Date: Monday, 12 November 2018 3:38:10 PM
Importance: High

UNCLASSIFIED

s. 22(1)(a)(ii) - For trimming please.

From: s. 22(1)(a)(ii)

Sent: Friday, 9 November 2018 4:42 PM

To: s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Cc: s. 22(1)(a)(ii) @dfat.gov.au>

Subject: REMINDER: Please classify emails with client details [SEC=UNCLASSIFIED]

Importance: High

UNCLASSIFIED

Hi everyone,

Just a gentle reminder to classify all emails containing client details (unless the email is being sent to the client or authorised recipient directly).

For example, if you are writing to **s. 22(1)(a)(ii)** or I about a client, please mark it DLM. If it contains sensitive information, e.g. character information, please mark it DLM Sensitive.

Thanks!

s. 22(1)(a)

s. 22(1)(a)(ii)

Senior Migration Officer (Migration and Citizenship)

Second Secretary


Department of Home Affairs

Australian High Commission, New Delhi

E: s. 22(1)(a)(ii)

W: www.homeaffairs.gov.au | www.india.embassy.gov.au

s. 47E(d)



W: www.homeaffairs.gov.au | www.india.embassy.gov.au

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<http://www.homeaffairs.gov.au/Trav/Visa-1/600-Visitor-e600-visa-online-applications>

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From: s. 22(1)(a)(ii)
To: s. 22(1)(a)(ii)
Subject: FW: Error message while overriding- "Payment amount less than service amount" [SEC=UNCLASSIFIED]
Date: Tuesday, 11 December 2018 6:15:44 PM

UNCLASSIFIED

Thanks s. 22(1)(a)(ii).

s. 22(1)(a)(ii) - Please trim the advice from Treasury.Tks.

From: s. 22(1)(a)(ii)
Sent: Tuesday, 11 December 2018 12:42 PM
To: s. 22(1)(a)(ii)
Subject: RE: Error message while overriding- "Payment amount less than service amount" [SEC=UNCLASSIFIED]

UNCLASSIFIED

Not at all, please do!

From: s. 22(1)(a)(ii)
Sent: Tuesday, 11 December 2018 12:35 PM
To: s. 22(1)(a)(ii)
Subject: FW: Error message while overriding- "Payment amount less than service amount" [SEC=UNCLASSIFIED]

UNCLASSIFIED

s. 22(1)(a)(ii) - Do you see any issues in trimming this advice from Treasury?

From: s. 22(1)(a)(ii)
Sent: Tuesday, 11 December 2018 6:16 AM
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii)
Subject: RE: Error message while overriding- "Payment amount less than service amount" [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hello s. 22(1)(a)(ii)

When you override a price, you enter the price that you determine that the client must pay. If you override the price to \$160, then you are saying that the client must pay \$160. Then you are not entering any payment so you get the error: "Payment amount less than service amount".

In this case, if you determine that the client is not required to pay additional charge, then you

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under the Freedom of Information Act 1982

should override the price to Nil.

The rule is: the **TOTAL** amount of the Product Tray must match the **TOTAL** amount of the Open Item Tray, then you can click **Link Receipt**.

Regards

s. 22(1)(a)(ii)

Finance Officer

Revenue Receipting and Border Receipting Help Desk

Treasury and Banking Section

Financial Operations Branch

Department of Home Affairs

Ph: s. 22(1)(a)(ii)

Email: s. 22(1)(a)(ii)

UNCLASSIFIED

From: s. 22(1)(a)(ii)

Sent: Monday, 10 December 2018 10:36 PM

To: s. 22(1)(a)(ii)

Cc: s. 22(1)(a)(ii)

Subject: Error message while overriding- "Payment amount less than service amount"
[SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Team,

Greeting from the New Delhi Post.

This mail is in regards to a case which required conversion from Subclass 300 to Subclass 309 as the applicant got married during the processing of the visa application. Such conversions are under Reg 2.08(E)

The Subclass 300 was lodged on 14th September 2017, the Visa Application Charge (VAC) for Subclass 300 was AUD 7000. When client notified us about his wedding, the case was converted from the Subclass 300 to 309. The lodgement date for the subclass 309 is XXXX July 2018. The VAC applicable in July 2018, for Subclass 309 was AUD 7160.

As per Reg2.08E(3), **(3)** The amount paid by the applicant as the first instalment of the visa application charge for the Prospective Marriage (Temporary) (Class TO) visa application is taken to be payment of the first instalment of the visa application charge for the Partner (Migrant) (Class BC) visa application. Thus, client is not required to pay additional charge.

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Based on above, we tried to override the amount of AUD 160 (as this is the difference between the current VAC and the one paid by the client in 2017).

At the time of linking the payment, an error message popped up stating **"Payment amount less than service amount"**, Screenshots attached for your reference.

I would like to request you to kindly advise on this matter.

Best regards,

s. 22(1)(a)(ii)

Immigration Assistant | Family and Humanitarian Migration Team

Visa & Citizenship Services

Department of Home Affairs

Australian High Commission, New Delhi

E: s. 22(1)(a)(ii)

W: www.homeaffairs.gov.au | www.india.embassy.gov.au

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