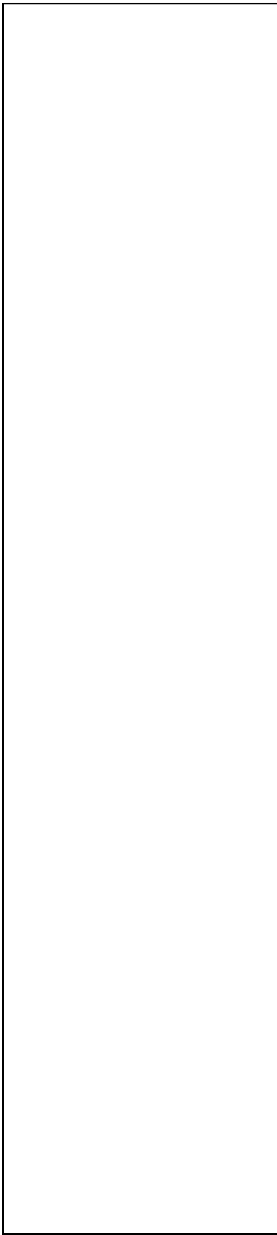
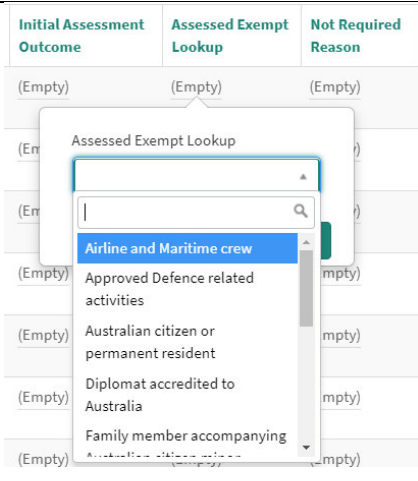


s. 47E(d)



	
<p>6. Conduct Initial Assessment for each traveller</p>	<p>Determine the appropriate <i>Initial Assessment Outcome</i> for your assessment of each individual’s circumstances:</p> <ul style="list-style-type: none"> ○ Not Referred: the individual has not provided <u>any</u> supporting information to be considered further using the reason <i>Insufficient Information</i>. Refer to Travel Exemption Request – Processing Principles for instruction on the notification. ○ Assessed Exempt: Individual clearly meets any of the inward automatic exemption criteria, for example, Immediate Family of an Australian citizen or permanent resident. ○ Not Required: request not required because: <ul style="list-style-type: none"> ○ client has an existing approval (use <i>Duplicate Request</i> reason); OR ○ Duplicate Request: request is the <u>exact</u> duplicate of another request received for this traveller; or ○ Withdrawn: client has requested a withdrawal. *Clients can withdraw requests through the Portal. ○ Referred for Discretion: this option <u>should</u> be used if the request needs to be Referred to a Decision Maker
<p>7. Select the reason for the initial assessment</p>	<p>Choose the relevant reason for your decision from the options provided in the drop down list.</p> <p>3. Assessed Exempt: select the appropriate exempt category</p> <p>4. Not Referred:</p> <p>s. 47E(d)</p>

- **Insufficient information:** the individual has not provided sufficient information to assess whether they are exempt but they may be able to if they provide more information in a new request.

Initial Assessment ^

Initial Assessment Outcome

Not Referred v

Not Referred Reason *

-- None -- v

✓ -- None --

Does not meet guidelines

Insufficient Information

5. Referred for discretion

- Refer to the Procedural Instruction policy applicable to the request for advice on selecting the correct discretionary category and discretion path.

Initial Assessment ^

Initial Assessment Outcome

Referred for Discretion v

Discretionary Category *

Recent Selections

Compassionate and compelling

National interest / Australian Government invitation

Showing 1-4 of 4

Critical medical services




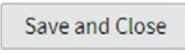
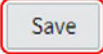
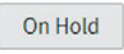

Critical Skills

Refugee and Humanitarian (Class XB) visa holders

Urgent medical treatment / evacuation

6. Select the discretion path – Delegate or Commissioner

s. 47E(d)

	s. 47E(d)
<p>9. If applicable, complete referral to a Decision Maker or the Commissioner</p>	<p>IMPORTANT: if required, ensure you change the <i>Enquiry type</i> in the Request prior to clicking the 'Finalise Initial Assessment' button. Refer to Change Enquiry Type.</p> <p>For any travellers in the request who are to be assessed by a Decision Maker or the Commissioner, use s. 47E(d) to record the details (see Step 5).</p> <ol style="list-style-type: none"> 1. Select <i>Referred for Discretion</i> from the <i>Initial Assessment Outcome</i> options and then 2. Choose the appropriate <i>Discretionary Category</i>. NOTE: It is important to select this correctly to enable streamlined allocation processes and accurate reporting.
<p>10. Return to the request and save the record</p>	<ol style="list-style-type: none"> 1. Once an initial assessment has been recorded for all travellers, click  to return to the request. 2. Click <i>Save</i> to update the record <div data-bbox="779 721 1769 774" style="text-align: center;">       </div>
<p>11. Finalise Initial Assessment</p>	<p>In the Request Details screen:</p> <p>If any Travellers have been referred for discretion and you are not a decision maker, the <i>Has Discretion Referral</i> box will be ticked</p> <p>s. 47E(d)</p>

s. 47E(d)

From this point, the process will change depending on the initial assessment outcome and your authorisation level.

- **Assessment Officers:** If one or more travellers have been referred for discretion, no further action is required.
- **All users:** If no travellers in the request have been referred for discretion, follow steps 12 - 14 to finalise the request.
- **Decision Makers:** if one or more travellers have been referred for discretion, move straight to the required steps for [Assessment by Decision Maker](#)

12.Add Client Additional Information (CAI) note/s

Record a CAI note so that the status of the request is clear to other departmental users.

1. On the far right of the screen are a series of buttons, select the Response Templates button and search for "CAI" to find all templates relevant to the request.

s. 47E(d)

2. From the list displayed select the relevant note for your assessment; and then click the note then click *Copy to Clipboard*
3. Paste the note into a Note in the CAI. s. 47E(d)
4. Double check against the outcomes for each traveller in the Travellers tab of the Request, to ensure you paste the correct note into each client record.

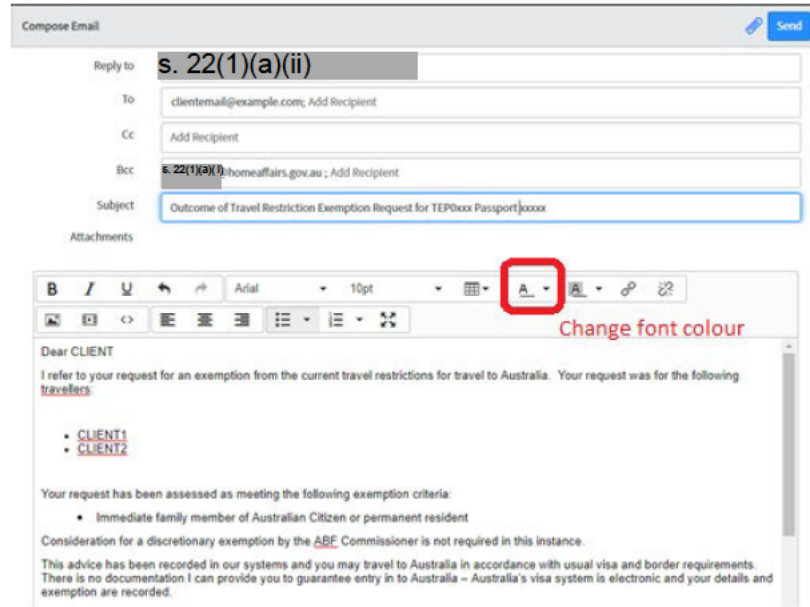
s. 47E(d)

13.If request finalised, send notification

Once the Initial assessment is finalised the processing state of the request will change to *Outcome Notification*.

1. In the Request, select *Send Outcome Notification* to display the *Email Template* screen. Choose the appropriate template from the drop down list.

2. The system will display the *Compose Email* screen. Check that the pre-populated details contain the correct details for all persons you expect to notify.



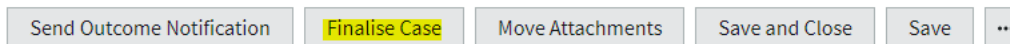
3. Review all sections in red text, remove anything that is not applicable and change font colour to Black.

4. Click *Send*. The system will send the correspondence and close the *Compose Email* screen.

NOTE: You should confirm the correspondence was sent before finalising the request by checking the *Activity* history in the Request Details screen. The last item should be an email that you just sent. You may need to wait a few seconds and manually refresh your view (Keyboard shortcut: F5)

14. Finalise Case

Click *Finalise Case*



Assessment by Decision Maker

<p>15. Decision Maker assesses a Queued for Consideration request</p>	<p>Requests that have been triaged by AO and have one or more travellers that require a discretionary determination will appear in the <i>Queued for Consideration</i> list.</p> <ol style="list-style-type: none"> 1. Assign a case to yourself (<i>Travel Exemptions Portal Use guide – ADD2021/655400</i>). <i>*Some Team Leads assign cases to their team members</i> 2. In the request record review the <i>Summary for decision makers</i> provided by the AO. 3. Assess the claims against the policy guidelines. 4. If you are satisfied to either approve or refuse the exemption request, move to Step 16 below. 5. If you decide that the request requires assessment by the Commissioner, follow these steps: <ol style="list-style-type: none"> a. Add a note to the <i>Summary for decision makers</i> section explaining why it needs to be assessed by the Commissioner. b. Review the <i>Summary for Decision Makers</i> to ensure it is written and formatted in an appropriate manner for the Commissioner to read. c. Change the <i>Discretion Path</i> to <i>Commissioner</i> and <i>Save</i> the request.
<p>16. Record your decision</p>	<ul style="list-style-type: none"> • Consider the claims against the guidance provided in the policy documents to determine if the individual meets grounds for an exemption. • IMPORTANT: if you are an APS6 DM, before you approve a request you must discuss the request with an EL1 or EL2 <u>and</u> you must note this in the assessment. <p>Once you have reached a decision, record a Determination Outcome and Determination Notes for each traveller in the s. 47E(d) screen. Refer to step 5 for the options of how to record the decision using s. 47E(d)</p>
<p>17. Return to the request and save the record</p>	<ol style="list-style-type: none"> 1. Once a Determination Outcome has been recorded for all applicable travellers, click ✕ Return to workspace to return to the request. 2. Click <i>Save</i> to update the record <div style="text-align: center; margin-top: 10px;"> Open Request Move to a different request Save and Close Save On Hold ... </div>
<p>18. Complete request processing</p>	<p>Follow steps 12 to 14 to finalise the request.</p>

Assessment by the ABF Commissioner

<p>Canberra Border Measures team progresses steps</p>	<p>Requests that have been triaged by AOs and DMs for the Commissioner, will appear in the <i>Commissioner > Queued for sending</i> list.</p> <p>The Border Measures team will then Generate the Determination Template and refer the request to the Commissioner. The Border Measures team will finalise the request (send outcome notification and record CAI note) when a decision has been made by the Commissioner.</p>
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Awaiting visa outcome

<p>Description</p>	<p>The process for managing requests where an individual’s visa application has not been finalised varies depending on the type of request they have lodged. Detailed process steps are included in the following sections, however broadly the differences are:</p> <ul style="list-style-type: none"> • Immediate Family of an Australian citizen or permanent resident OR Usually Resident NZ citizen: individuals are usually required to hold a visa prior to the exemption being finalised. However, if the client has a visa application in process, you can approve the request without the visa being approved and advise the processing office that a travel exemption has been approved as per the below steps. The notification template ‘<i>Assessed Exempt – No Visa Held</i>’ should be used in these instances. • Compelling and Compassionate: individuals are required to hold a visa prior to approval of a travel exemption. Contact the processing office regarding the visa application as per the below steps. If the processing office does not respond within 48 hours or the visa is refused, the exemption request cannot be approved. • Critical Skills: these individuals are not required to have a visa prior to the approval of an exemption. Refer to https://covid19.homeaffairs.gov.au/critical-skills-and-sectors
<p>Compelling & Compassionate Process steps</p>	<p>Follow this process if you have assessed that the client meets the guidelines for compelling and compassionate reasons, but the individual’s visa has not been finalised:</p> <p>s. 47E(d)</p>

s. 47E(d)

**Immediate family & Usually Resident
NZ Process steps:**

s. 47E(d)

s. 47E(d)

	Officer signature block
<p>Critical Skills Process steps:</p>	<p>An individual making a request under the critical skills or critical sector category does not need to hold or have applied for a visa at the time of requesting an inward travel exemption, or at the time of approval of an inwards travel exemption.</p> <p>Where a travel exemption request has been approved AND the visa application remains un-finalised, the Critical Skills Exemption Team (CSET) team will run a report daily – stored at ADD2020/3612453. The purpose of this reporting is to align critical skills exemption and visa processing to assist delivery teams to identify and prioritise the finalisation of the visa application once a travel exemption has been approved.</p> <p>If a visa has been granted prior to lodgement of the travel exemption request, no further action is required as the client will be notified accordingly.</p>
<p>Visa Applied template</p>	<p>s. 47E(d)</p>

Change Enquiry Type

Portal Principles

If you are not trained in assessing the enquiry type that a request should be considered under, OR you are going to finalise the request under a different enquiry type to which it was lodged, follow these steps:

1. Make a note in the Request *Work Notes (Private)* space explaining why the request should be/has been considered under the different Enquiry type. Choose to *Post the Work notes (Private)* so that other internal users can see it.

Work notes (Private)

Type your Work notes (Private) here

Post Work notes (Private)

2. In the Request record, use the drop down in the Enquiry Type* field to select the new enquiry type.

Enquiry Type *

Compelling or Compassionate ▼

3. Remove your name from the *Assigned to* field and *Save* the request.
4. All travellers within the request will change to the new enquiry type and the case will flow to the appropriate processing area for consideration.

Escalations and Complaints

<p>Client requires escalation or complains about their outcome</p>	<p>Also refer to guidance in the Procedural Instructions relating to escalating requests.</p> <p>AOs: If there are genuine reasons for a client's request to be escalated to a DM or the Commissioner, escalate the email to an EL1.</p> <p>Examples of escalations include, but are not limited to: threats of self-harm, high profile cases (including media personalities, clients involved in a high profile event/incident), surrogacy, IVF or adoption related requests, requests including objectionable or offensive material, media attention, significant integrity issues and representations from a Minister's office.</p> <p>Client complaints - especially regarding decisions - should also be escalated to an APS6 or EL1. Complaints may include a request to appeal the decision. If unsure, discuss with an EL1.</p>
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