



FOI Response

FA21/09/00473 R1

Is a person's status as: a. an "absorbed person visa" holder b. an "ex-citizen visa" holder c. a "protected special category visa" holder discoverable by searching VEVO?

Yes, VEVO is able to display the visa details and conditions for the following administrative codes:

- TY444: Special Category Visa (including 'protected' special category visas)
- AQ-150: Ex-Citizen Visa
- ZY-934: Absorbed Person Visa

If the answer is 'no' to question 4, how will a person find out they have this status, and how will they be able to provide documentary evidence of this status?

Visa Holders can contact the Global Service Centre to seek support to check their visa details and conditions via VEVO.

Where an individual or organisation is unable to check visa details via VEVO, they can complete a [Visa Entitlement Verification Online enquiry form](#) on the Departments website to request assistance from the Department.

Online Services & Support Section
Service Delivery Operations Branch | Service Delivery & Transformation Division
Immigration and Settlement Services Group
Department of Home Affairs



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Knowledge Management System

The Global Service Centre (GSC) is the Department's call centre

The GSC's Knowledge Management System (KMS) is a repository containing knowledge articles related to processes and procedures. This assists Datacom GSC Client Service Representatives (CSR's) to answer client enquiries and escalate to internal business units as required

KMS article 2092 - VEVO user guide (extract)

New Zealand TY-444 visa holders are granted a visa on each arrival to Australia. This results in the generation of a new visa grant number on each arrival. This may cause issues for TY-444 holders wanting to check their visa details on VEVO, as New Zealand citizens are only visa holders not issued a visa grant notification letter containing a reference number that can be used in VEVO.

To solve this issue, New Zealand TY-444 holders are able to request a VEVO password.

KMS article 2031 - Renunciation of Australian citizenship (extract)

Once the Australian citizen has been renounced, an ex-citizen visa is recorded in ICSE if the applicant is in Australia at the time of decision. An ex-citizen visa is a permanent resident visa. If the person is outside Australia at the time of decision, they must apply for and be granted a visa in order to travel to, enter and remain in Australia. In some circumstances, this may be a Resident Return visa (RRV).

Applicants recorded as holding an ex-citizen visa on or after November 2020 will have the visa automatically recorded in ICSE, represented by administrative code AQ-150. When the person ceases to be a citizen, they will be notified in writing.

If the ex-citizen requires evidence of their status other than the notification letter, and is not able to access VEVO due to not having a passport of another country, they may be able to apply for an ImmiCard. This will be assessed on a case-by-case basis.

If the client is not recorded as holding an ex-citizen visa following the renunciation, and they have been in Australia since decision, CSRs can refer to Visa validity for errors in the decision record.