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Applicants with a permanent or enduring physical or mental incapacity

Supporting Material

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Table of Contents

1. Applicants with a Permanent or Enduring Physical or Mental Incapacity	3
2. Application requirements	3
3. Supporting identity documents to be provided with the application	3
4. Assessment procedure	4
Check form and fee	4
Contact details	4
ProMPT	4
Permanent residency status	4
Residence Requirement	4
Intention to reside and / or maintain close and continuing association	5
Overseas Penal Clearance	5
Onshore Police Check and NPCS Consent:	5
Identity	5
BAMS/BMI	6
Run checks	6
Character	6
Dependants	6
4.1. Evidence of a permanent or enduring physical or mental incapacity	6
Acceptable practitioners for evidence of mental incapacity	6
Considerations	7
Recipients of disability pensions	7
4.2. Physical Incapacity	7
Evidence of physical incapacity	7
4.3. Interviews	8
5. Things to Remember	8
6. Version Control	9

9
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1. Applicants with a Permanent or Enduring Physical or Mental Incapacity

All Citizenship Procedural Instructions (CPIs), Standard Operating Procedures (SOPs) and Supporting Materials (SMs) are available on the Citizenship and TIS SharePoint

s. 47E(d)

2. Application requirements

- Applicants apply online or use form 1290 – Application for Australian Citizenship – Other situations – No Ceremony.
- Application fee \$300 (item 16 of Schedule 3 of the Regulation).
- Concession \$35 (item 10, 11 or 12).
- Nil fee may apply (see items 5, 6 or 7).

3. Supporting identity documents to be provided with the application

- Good quality image (photocopy or scan) of full birth certificate or family register with parents' details. If the birth certificate is in a foreign language, an English translation by a NAATI accredited translator or official translation provided by an overseas government (e.g. embassy/consulate or other government agency) is required.
- Good quality image (photocopy or scan) of current passport or travel document matching applicant's current name and date of birth or previous name.
- Evidence of links between present and previous names, for example marriage certificate, divorce certificate, change of name certificate, where applicable.
- Good quality image (photocopy or scan) of Australian driver's licence or photo ID card with residential address
- If the applicant does not have a driver's licence or photo ID card issued in Australia, then a good quality image (photo or scan) of their Medicare card, pensioner card or concession card with their current name will assist in their identity assessment.
- Evidence of current residential address, for example a utility bill, rates notice, bank statement or rental contract.
- Evidence of first arrival if the applicant entered Australia prior to 1975 as this will not be available on Departmental systems.
- Evidence of permanent residence if granted prior to 1975 as this will not be available on Departmental systems.
- Identity documents required for dependent applicant (if any) should include the following:
 - Good quality image of full birth certificate to establish/confirm relationship between the main applicant and the dependent child. If the birth certificate is in a foreign language, an English translation by a NAATI accredited translator or official translation provided by an overseas government (e.g. embassy/consulate or other government agency) is required.

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- Good quality image (photo or scan) of current passport or travel document matching applicant's current name and date of birth or previous name.
- A passport sized photograph with the applicant's name written on the back. Refer to SM - Citizenship Conferral Treatment Matrix (ADD2020/2390621).
- Note: Currently the website and e-form helptext indicate that a completed form 1195 and an endorsed photo is required to support e-lodged applications. Current policy is that these are not required but may be requested if officers have concerns about an applicant/application.

4. Assessment procedure

Check form and fee

- Ensure that the application is to be assessed under 21(3) Permanent or enduring physical or mental incapacity and not 21(4)(a)(ii) Hearing, Speech or Sight impairment or over or any other type of application.
- Check that all relevant declarations have been signed.
- Paper applications – ensure that the application has been commenced under the correct category and that the fee has been taken.

Contact details

- Update applicant contact details.
- For paper application, check and record applicant's addresses in the last 5 years for onshore police check.
- Check permission to communicate via email.
- Update authorised contact information.

s. 47E(d)

Permanent residency status

Check that the applicant held a permanent visa at time of application and currently holds a permanent visa. For information on how to assess the residence requirement and run the interval calculator, refer to SOP - Calculating the residence requirement (ADD2020/580288).

Residence Requirement

Run interval calculator to ensure that the applicant meets the residence requirements. For information on how to assess the residence requirement and run the interval calculator refer to SOP - Calculating the residence requirement (ADD2020/580288).

- If not met, determine if the applicant has requested a residence discretion or exemption be applied. For information on how to assess a discretion or exemption, please refer to CPI 8 - Residence Requirements and Discretions (VM-5285).

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Intention to reside and / or maintain close and continuing association

- Based on information at hand, assess likelihood of applicant intending to reside and / or to maintain a close and continuing association.
- If not satisfied contact the applicant for further information and evidence.
- For more information, see CPI 11 - Assessing likelihood to reside or continue to reside in, or maintain a close and continuing association with Australia (VM-5288).

Overseas Penal Clearance

- Run the overseas penal clearance calculator from outside of the citizenship permission request.
- If the permanent residence visa was granted offshore, ensure that time spent outside of Australia from date of grant of visa until date of first arrival on the permanent residence visa is included in calculation.
- Where a Resident Return visa (RRV) has been granted, ensure that the Visa Grant Date used for the calculation reflects the initial permanent residence visa grant date, not the RRV grant date.
 - Where an applicant is granted an RRV, the Overseas Penal Clearance will default to the grant date of the RRV as opposed to the grant date of the applicant's initial PR visa. Officers are required to change the Visa Grant Date to the grant date of the applicant's initial PR visa.
 - If applicant has movements in Mainframe (prior to 1990) add number of days offshore manually to ICSE calculator total.
- Consider time spent offshore since permanent residence that might not be visible in ICSE or Mainframe as it was travel prior to existing movement records – applicant may be requested to provide further travel information.
- Send RFI to applicant requesting applicable overseas penal clearances.
- For more information, please see CPI 15 - Assessing Good Character under the Citizenship Act (VM-5292).

Onshore Police Check and NPCS Consent:

- Request NPCS consent if not already provided.
- Enter OPC – Travel doc, Licence/Firearm document details.
- Make sure 5 years previous addresses are entered into ICSE (end dated).
- Make sure ALL known name variations are listed as aliases in name & birth list.
- s. 47E(d)
- For more information please see SOP - Citizenship Onshore Police Checks (VM-6522).

Identity

- Assess identity documents provided with application.
- Check the name/birth list to ensure the applicant's current and any previous names are recorded.
- End-date duplicate records where necessary.
- Ensure name changes are supported by relevant documentation.
- Identify or update the source of the Principal name and the alias/es in Name & Birth List.

BAMS/BMI

- Upload the applicant's passport sized photo to BAMS/ISR unless they will be attending an interview (refer Interviews note below).
- Check BMI result - Action any issues prior to finalising application. For applicants who were born in one of the 14 BMI countries, remember to await the BMI result (red or green) after you upload their photograph. Refer to SOP - Biometric Matching Information in CSP for Citizenship (ADD2017/3527632).

Run checks

- Movement check – to record that the applicant is on or offshore.

s. 47E(d)

Character

- Review onshore and offshore police check results.
- Address any other character issues (such as client of interest notes, allegations, adverse identity assessments etc).

Dependants

- Assess dependants, if included.
- Check permanent residence status.
- Check identity and relationship to main applicant.

For more information, refer to CPI 4 - Australian Citizenship by Conferral - Person under 18 (VM-5281).

4.1. Evidence of a permanent or enduring physical or mental incapacity

Remember that the applicant must have a permanent or enduring incapacity and that incapacity is the direct cause of the applicant not being capable of:

- understanding the nature of the application; or
- demonstrating a basic knowledge of English; or
- demonstrating that they have an adequate knowledge of Australia or the responsibilities and privileges of Australian citizenship.

Acceptable practitioners for evidence of mental incapacity

- psychiatrist who is a fellow of the Royal Australian and New Zealand College of Psychiatrists; or
- medical practitioner who is a fellow of the Australian Society for Psychological Medicine (ASPM) (note – the ASPM was the Australian College of Psychological Medicine, which had a fellowship program; the ASPM may not have an equivalent program); or
- psychologist who is registered with the Psychology Board of Australia, has a practice endorsement in an area relevant to the problem, and is registered with Medicare for these purposes. Examples of

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psychologists who are likely to have a relevant area of practice endorsement are clinical psychologists, forensic psychologists and clinical neuropsychologists.

Refer to the credentials that appear on the medical certificate, or by contacting the specialist concerned. For example, a psychiatrist who is a fellow of the Royal Australian and New Zealand College of Psychiatrists should have "FRANZCP" on the evidence provided.

Note: Reports by general practitioners will generally not be acceptable.

Considerations

- how long the specialist has been treating the applicant
- has the applicant received treatment from any other specialist
- when did the claimed incapacity commence
- how many sessions has the applicant attended with the specialist
- does the applicant attend consultations regularly
- are they currently being treated under a treatment plan – if not why not
- results of any cognitive or clinical testing that has been undertaken. One or some of, but not limited to, the following psychological tests may be used by specialists -
 - the Wechsler Adult Intelligence Scale, 4th Edition - "WAIS_IV";
 - the Rey "15 Item Visual Memory Test" - "RMT";
 - the Rey "Test of Memory Malingering" - "TOMM";
 - the Rey Auditory Verbal Learning Test - "RAVLT";
 - Test of Non-verbal Intelligence - "TONI".

Recipients of disability pensions

In the absence of other information, recipients of disability pensions will not necessarily meet the requirements set out in paragraph 21(3)(d) of the Act.

4.2. Physical Incapacity

Remember that the applicant must have a permanent or enduring incapacity and that incapacity is the direct cause of the applicant not being capable of:

- understanding the nature of the application; or
- demonstrating a basic knowledge of English; or
- demonstrating that they have an adequate knowledge of Australia or the responsibilities and privileges of Australian citizenship.

Evidence of physical incapacity

Applicants must have a permanent or enduring physical incapacity, and the incapacity must be the direct cause of the applicant not being capable of understanding the nature of the application, not being capable of demonstrating a basic knowledge of English, or not being capable of demonstrating that they have an adequate knowledge of Australia or the responsibilities and privileges of Australian citizenship.

Applicants claiming permanent or enduring physical incapacity must generally provide evidence from a specialist in the field they are claiming the incapacity, unless this would be unreasonable on the facts of the

particular case. The specialist would generally be expected to be a fellow of a specialist organisation as defined in Schedule 1 of the Health Insurance Regulations 2018 (which may be found on the AustLii website (www.austlii.edu.au) or the Federal Register of Legislation website (www.legislation.gov.au)).

Applicants living in regional or remote locations may provide evidence from a doctor who is a fellow of the Australian College of Rural and Remote Medicine.

4.3. Interviews

Applicants seeking assessment under the incapacity provisions should be interviewed, a phone interview may suffice.

Record Assessment

- Use/Complete Over 60/Incapacity checklist.
- Create a single case note event ****PROCESSING NOTES & CLIENT CONTACT****.
- Complete CNG – *Conferral – Non-Appointment – Incapacity* and copy and paste into ICSE under the single case note event.
- Record any documents requests / outstanding documents.

WMAN

- If unable to finalise application follow relevant WMAN procedures to ensure that case is stored correctly in WMAN. Refer to *WMAN Instruction Table – Stages 4-5 Assessment and Decision* at ADD2019/1599731.

Finalise application

- Approval - If the application is on a pathway to approval
 - Conduct standard time of decision checks including onshore police check, ^{s. 47E(}, movement check, applicant of interest notes.
 - Approve applicant in ICSE.
 - Ensure all relevant documents and information are saved to TRIM.
- Refusal - If the application is on a pathway to refusal
 - Conduct a separate assessment of dependant applicant/s (if any) as if they are applying in their own right. Create a separate refusal letter for each dependent applicant.
 - Notify applicant of refusal decision using the current decision record template and following correct notification procedures.
 - Ensure all relevant documents and information are saved to TRIM.

5. Things to Remember

Applicants assessed under Incapacity pathway do not need to demonstrate a basic knowledge of the English language or an adequate knowledge of Australia and of the responsibilities and privileges of Australian citizenship.

Applicants under Incapacity Pathway are not required to attend ceremony.

Applicants aged under 18, regardless of whether they claim to have permanent or enduring physical or mental incapacity, are not eligible under s21(3) due to their age.

If an applicant has indicated on their application they wish to be assessed under ss21(3) but has a substantial or permanent loss of hearing, speech or sight and is assessed as eligible to be approved under both ss21(3) and ss21(4) (the impairment provision) of the Act, the applicant should be given the option of being approved under the impairment provision, which requires them to make the pledge of commitment. For information on assessing applicants with an impairment, refer to CPI 3 - Australian Citizenship by Conferral – 60 or over or impairment (VM-5280).

6. Version Control

Version number	Date of issue	Author(s)	Brief description of change
1	19/8/2020	Citizenship Operations	This is a new document
2	23/6/2021	Citizenship Operations	Updated for new fees in effect from 1/7/2021



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Citizenship Refunds and Repayments

Standard Operating Procedure

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Table of Contents	
1. Purpose	3
2. Scope	3
3. Overview	3
4. Repayments	3
4.1. Circumstances where an applicant is entitled to a repayment	4
4.2. How to raise the repayment in easySAP	5
5. Refunds	7
5.1. How to raise a refund request in easySAP	8
6. Approving and unblocking repayments and refunds	11
6.1. Applying for the Migration/Citizenship Delegate role in easySAP	11
6.2. Receiving a request	12
6.3. Approving a repayment or refund	12
7. Refusing a repayment or refund	15
8. Accountabilities and Responsibilities	17
9. Version Control	17
Attachment A – Definitions	18
Attachment B – Assurance and Control Matrix	19
1.1 Powers and Obligations	19
1.2 Controls and Assurance	19
Attachment C – Consultation	21
1.1. Internal Consultation	21

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1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to set out step by step procedures to be followed on how to process applications for a refund or repayment, in association with an application for Australian citizenship.

2. Scope

This SOP sets out guidance to citizenship officers processing requests for a refund or repayment in relation to fees paid for an application for Australian citizenship.

All Citizenship Procedural Instructions (CPIs) referred to in this instruction are available on Legend. All SOPs and Supporting Materials (SMs) referred to in this document are available on the Policy and Procedure Control Register (PPCR) and the Citizenship Division Sharepoint.

3. Overview

Application fees can be found in Legend in Schedule 3 *Amounts to accompany applications* of the *Australian Citizenship Regulation 2016* (the Regulation) and Form 1298i – Citizenship Fees which are available in Legend. Officers are reminded to regularly check fee amounts.

Repayments are for fee overpayments as authorised in section 77 of the *Public Governance, Performance and Accountability Act 2013*. For example, where there are duplicate payments for the same application, payment where no application is lodged and invalid applications. Refunds are for where a client is eligible for a fee refund under the Regulation.

All refunds and repayments are raised through easySAP.

Applicants who pay by credit card will be charged a surcharge depending on what kind of card they use. When the repayment or refund is requested, the surcharge amount will also be repaid to the applicant.

Refunds and repayments should only be paid to the person who paid the application fee and may not be the applicant. This person is the 'payer'.

A payment can be made to a person other than the payer so long as the payer has provided signed authorisation, for example, a written statement or completed a Form 1424 - Refund request.

4. Repayments

The Department of Home Affairs (the Department) must not keep application fees to which it is not entitled.

Repayment of fees is authorised in section 77 of the *Public Governance, Performance and Accountability Act 2013*.

A person who sat and passed the Australian citizenship test in association with a previous application does not have to pay the test component again when lodging a subsequent application. In accordance with items 17 and 18 of Schedule 3 of the Regulation, the applicable fee for the subsequent application is \$300 or \$35 (concession).

In such cases, where applicants have lodged new applications and paid the full fee, they are entitled to a repayment of the difference of \$190 or \$35 (concession).

When processing repayments, you must unlink the funds from the applicant's application and either:

- manually request a repayment (if they paid by credit card, money order, bank cheque); or
- ask the applicant to seek their repayment online (if they paid through ImmiAccount).

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If an applicant pre-pays for their paper application via ImmiAccount or lodged their application online, the applicant can seek a repayment online. An officer can ask that the applicant request the repayment online by sending them an email or letter. See below for suggested wording to send to the applicant.

Overpayment

You paid an amount through the Department's online payment system in ImmiAccount. This payment of **[\$[fee paid]** is more than the required application fee of **[\$[fee required]**.

The difference of **[\$[difference]** is in credit in your [ImmiAccount](#) at www.homeaffairs.gov.au/Trav/Visa/Immi. You can request a refund of this amount through [ImmiAccount](#) from the 'Manage Payments' screen.

If an applicant did not pay for their paper application through ImmiAccount (i.e. manual credit card, money order or bank cheque), they cannot seek a repayment online.

Note: from 1 October 2007 to 6 October 2008 inclusive, a person was able to sit the test without having first lodged an application. Officers will need to check the Client Additional Information tab in ICSE to verify if a person has sat and passed the test during this period without having lodged an application. If this is the case, the applicant is not entitled to repayment of the test component of the application fee as per items 17 and 18 of Schedule 3 of the Regulation and will need to pay the full fee.

4.1. Circumstances where an applicant is entitled to a repayment

Overpayments

Applicant paid amount greater than the prescribed fee. For example, applicant lodged a 1300t application and paid \$490 but is eligible for the concession fee of \$70.

Note: if the applicant did not provide evidence of fee exemption or concession fee at time of lodgement and subsequently provided evidence that they were entitled to the concession fee, after the application has already been accepted for processing, they are not entitled to a repayment of the difference. When lodging online via ImmiAccount, there is an information pop-up that informs applicants, they cannot lodge an online application if they are eligible for a fee exemption or concession fee, therefore, they will need to lodge a paper application. If they continue to apply with the online application, they have accepted to pay the full fee.

Paid twice

The applicant accidentally paid the application fee twice or the Department has charged the applicant twice in error.

Invalid applications

The correct fee was paid but the application was deemed invalid. For example, the application was invalidated and the payment was taken before it was decided the application was invalid.

With the applicant's permission, the Department can hold onto a payment to be used on their next application, if the applicant is going to be reapplying within a reasonable timeframe. In such circumstances, the officer can contact the applicant via email or post, or verbally over the phone and make a note in their ICSE record.

If the application is invalid and credit card details have been provided for payment of the application fee, the application can be returned to the applicant without processing the credit card transaction.

Note: If a bank cheque or money order has been provided as payment of the application fee, then the payment must be processed. You can then raise a repayment request on the applicant's behalf.

Payment was made when it was not required

Applicant paid a fee but no payment was due. For example:

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- applicant paid a fee but they were eligible for a nil fee;
- applicant submitted a money order but did not submit an application.

Note: As mentioned above, an applicant may pay the full fee for an application that was invalidated and consent to that fee being retained by the Department and used for the same applicant when they reapply.

If the applicant were to provide a copy of a valid concession card at the time of they make their next application, officers must raise a repayment of the remaining payment after the concession fee has been consumed.

4.2. How to raise the repayment in easySAP

Repayments can only be raised for open items, that is, money that is not connected to a permission request. Officers may need to unlink the payment from the permission request prior to raising the repayment.

If the payment is unlinked from the permission request, a new receipt number will be generated for that payment. Make note of this new receipt number as it will be used to raise the repayment.

If an applicant pays for their application using a bank cheque or money order and they pay more than the required fee, the overpaid amount will automatically be available as an open item to be repaid to the applicant.

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In the drop down box, choose a **Payment Method**. See below for an explanation of each payment method. Your selection will determine how the funds will be repaid to the applicant.

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- **Electronic Funds Transfer (EFT)** – applications paid for by a cheque or money order the Department's preference is to repay by EFT. Officers must contact client to obtain bank account details to allow for the repayment to be processed as an EFT.
- **Credit card** – If the applicant has previously paid by credit card, this dialogue box will automatically display. If the payment was made in the last 12 months, this option is the preferred method for Finance Division to repay the money.
- **Bank Account details** – Only use this option if the applicant has completed a Refund request Form 1424 or provided their bank account details in writing.

Note: Repayments by cheque should be avoided as each cheque costs the Department money to issue and there is a chance the cheque can be lost or stolen. Stale and reissued cheques are another cost to the Department.

Remember to check the original receipt to confirm who the original payer is. If the payer is not the applicant, you will need to manually create and add the payer.

Select Repayment reason and choose the correct reason for the repayment from the list of options.

s. 47E(d)



The repayment request number will appear at the top of this screen.

s. 47E(d)



Note: This is not the approval of the repayment (that is, it is not the release of the payment to the applicant). Your Team Leader will receive an email with a link to your repayment request. They will then click on the link to access and approve your request.

Step 5. Record a note in ICSE

Under the **** PROCESSING NOTES & CLIENT CONTACT **** in the applicant's permission request, enter a new note explaining that a repayment request has been made.

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Note Title: Repayment Requested
Note Body: The reason for the repayment
The amount of the repayment and refund method
That the repayment has been raised in Revenue receipting
Repayment request number

5. Refunds

Refunds are outlined in section 17 of the Regulation. A person may be refunded the whole or part of an application fee where they:

- previously made an application under the same section and a decision on that application has not been made and this is relevant to all applications types;
- made an application as a result of incorrect advice given by the Department and this is relevant to all applications types;
- are an Australian citizen (not relevant to applications for evidence of Australian citizenship or renunciation);
- paid an incorrect fee. (however, not relevant to applications for evidence or renunciation);
- made a 119 Application for evidence of Australian citizenship and has already been given evidence of their Australian citizenship, however, a Departmental error was made which resulted in an error in the information provided in the evidence; or
- if a person made a 1300t application and was refused because they did not sit the test, that is they were invited to attend a test appointment and failed to attend, that person may be refunded the test component of the fee, which is either \$190 or \$35 depending on whether the clients paid the full or concession fee and the credit card or PayPal surcharge must also be refunded.

Note: where a person was refused for a reason other than not sitting a test, for example, the person did not meet the residence requirement and their application was refused without them being invited to sit a test, an application for a partial repayment of the test component fee must not be approved. Refer to CPI 26 - Australian Citizenship Test and SOP - Administering the citizenship test (VM-6634).

A person who wishes to withdraw their application are only entitled to a refund if they meet one of the provisions under section 17 of the Regulation as outlined above.

On 1 July 2022, the Regulation was amended removing the option for payment of citizenship fees in foreign currencies. There is no change to arrangements for refunds or repayments of citizenship fees paid in foreign currencies before that date. Refunds are usually requested by the applicant who needs to provide supporting evidence of their claims for being entitled to the refund by:

- completing Form 1424 *Request for refund* and emailing or posting the form to the Department; or
- if the application or payment was through their ImmiAccount after 1 July 2022, by applying for an automated refund through their ImmiAccount.

If a client requested a refund through ImmiAccount, it will flow through to WMAN. For more details regarding how this works, refer to ADD2022/3155792 *Refund process in WMAN*. For guidance on the WMAN procedure for refunds, refer to ADD2019/1599622 *WMAN Instruction Table – Stages 1-2 Lodgement & Pre-assessment stage*.

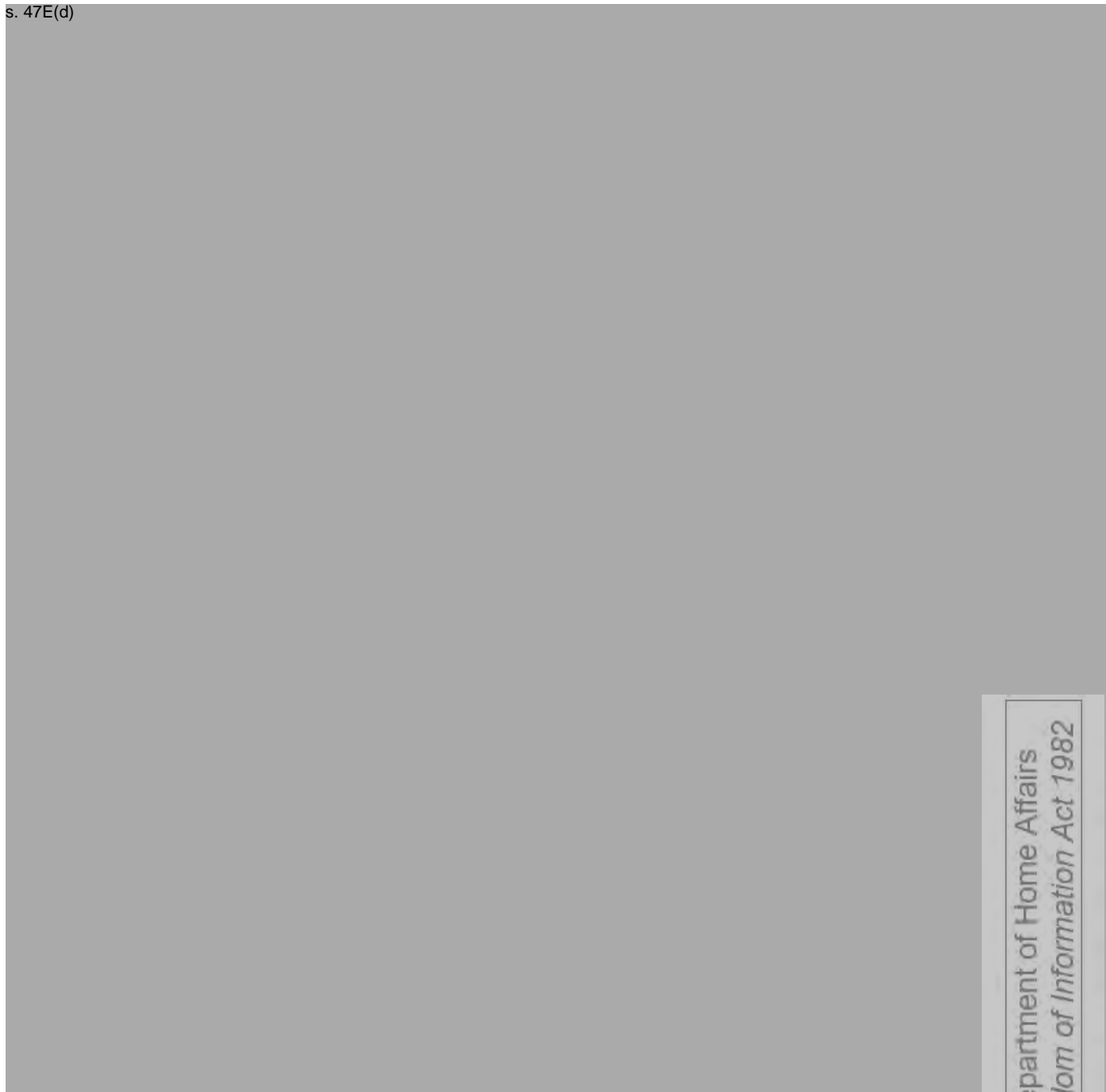
For applicants that have lodged Form 1424 *Request for refund*, the payment must be linked to the application. A refund must be requested manually through easySAP, even if the line manager may refuse the refund request.

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If the applicant is requesting a refund for a reason that is not outlined in section 17 the Regulation, they cannot receive a refund. Consider if they are eligible for a repayment.

5.1. How to raise a refund request in easySAP

s. 47E(d)

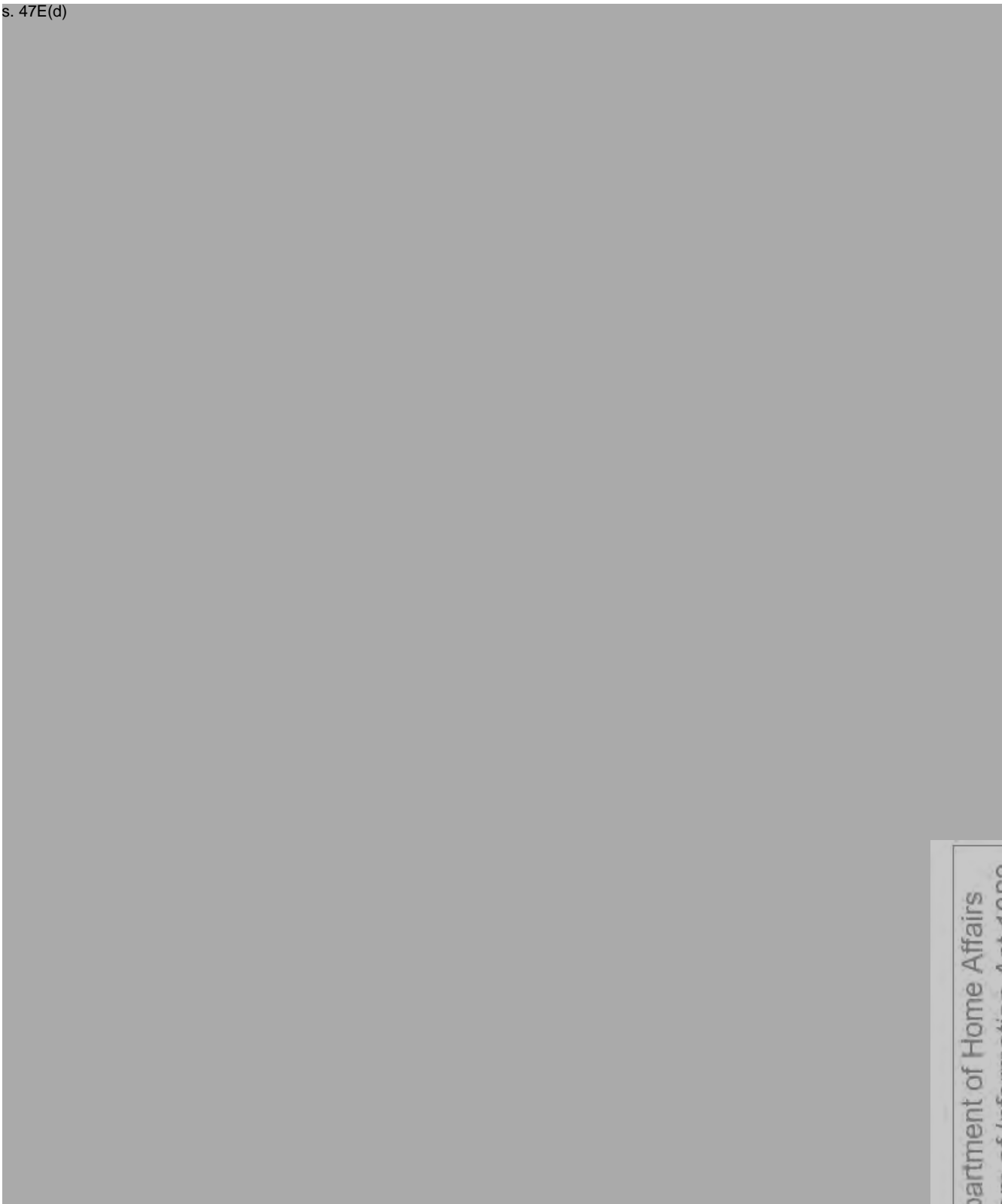


If you want to refund part of the fee, for example the test component, you will need to select **Refund selected line items**.

If refunding part of the fee, in the **Payment Details** section, select the rubbish bin sign to delete the payment line.

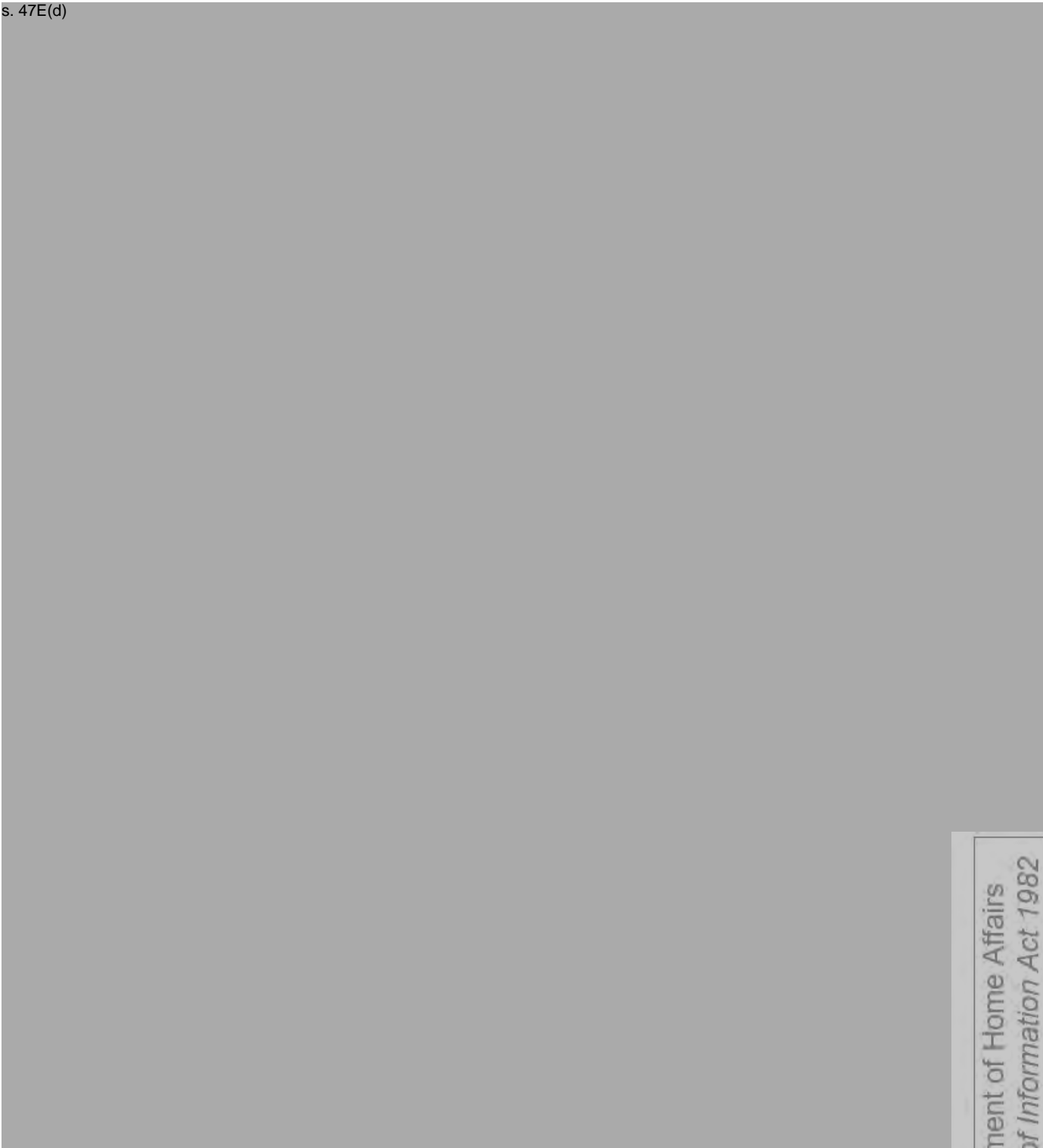
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6. Approving and unblocking repayments and refunds

After a refund is Approved by the Revenue Receipting Migration and Citizenship Delegate, then an officer with the B3-RR Payment Approver role needs to unlock the payment in Revenue Receipting. This role does not have any delegation, it serves as a financial check that the payment is going to the right address, account, etc.

6.1. Applying for the Migration/Citizenship Delegate role in easySAP

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6.2. Receiving a request

The line manager will be notified by email when one of their team members has raised a request in easySAP for a refund or repayment.

It is the Line manager's responsibility to:

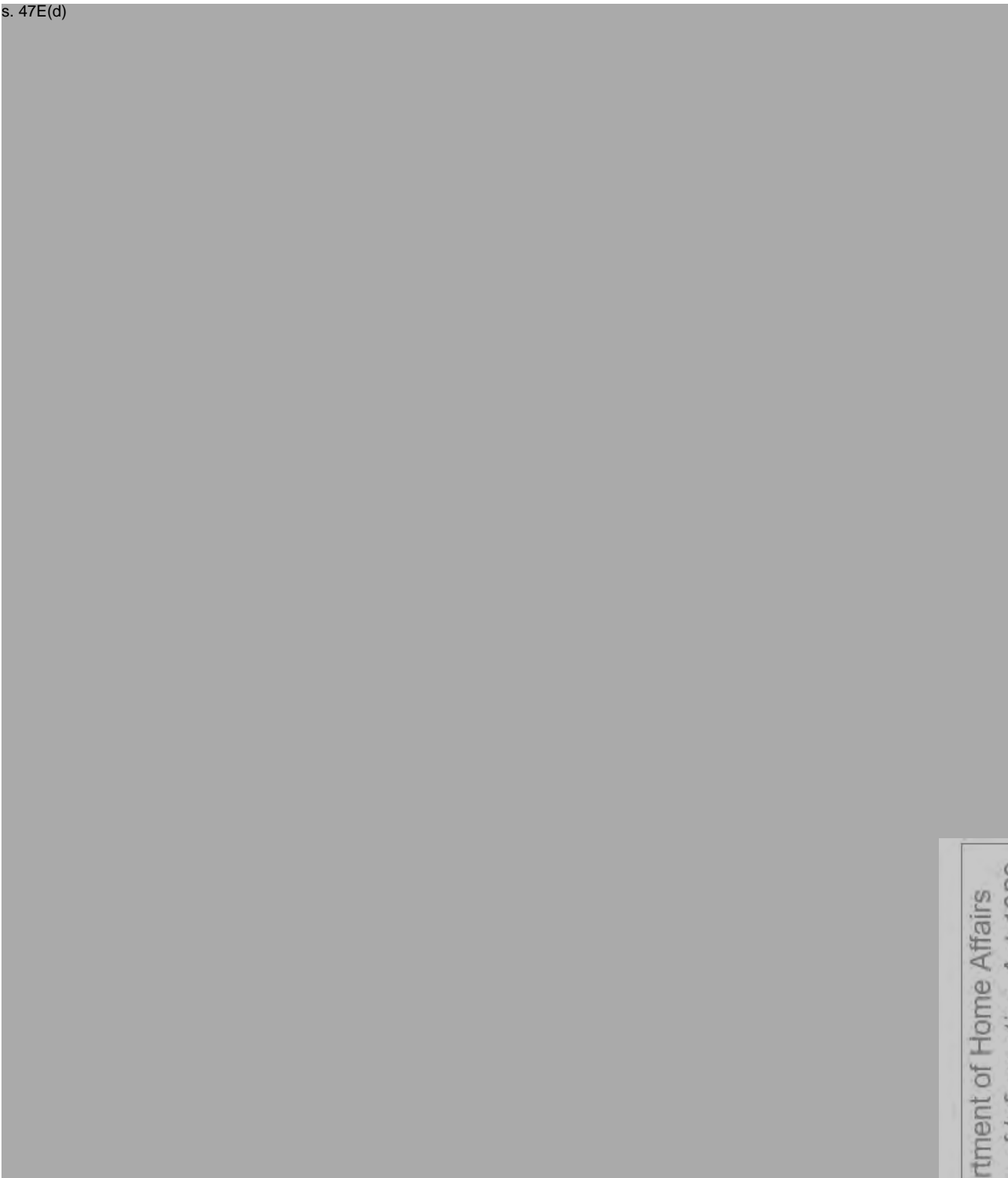
- firstly approve (or reject) the refund / repayment in easySAP;
- for refunds - Release the funds to the applicant in easySAP;
- make appropriate ICSE notes.

6.3. Approving a repayment or refund

The line manager should receive an email from Workflow Admin notifying them of the repayment or refund request needing approval.

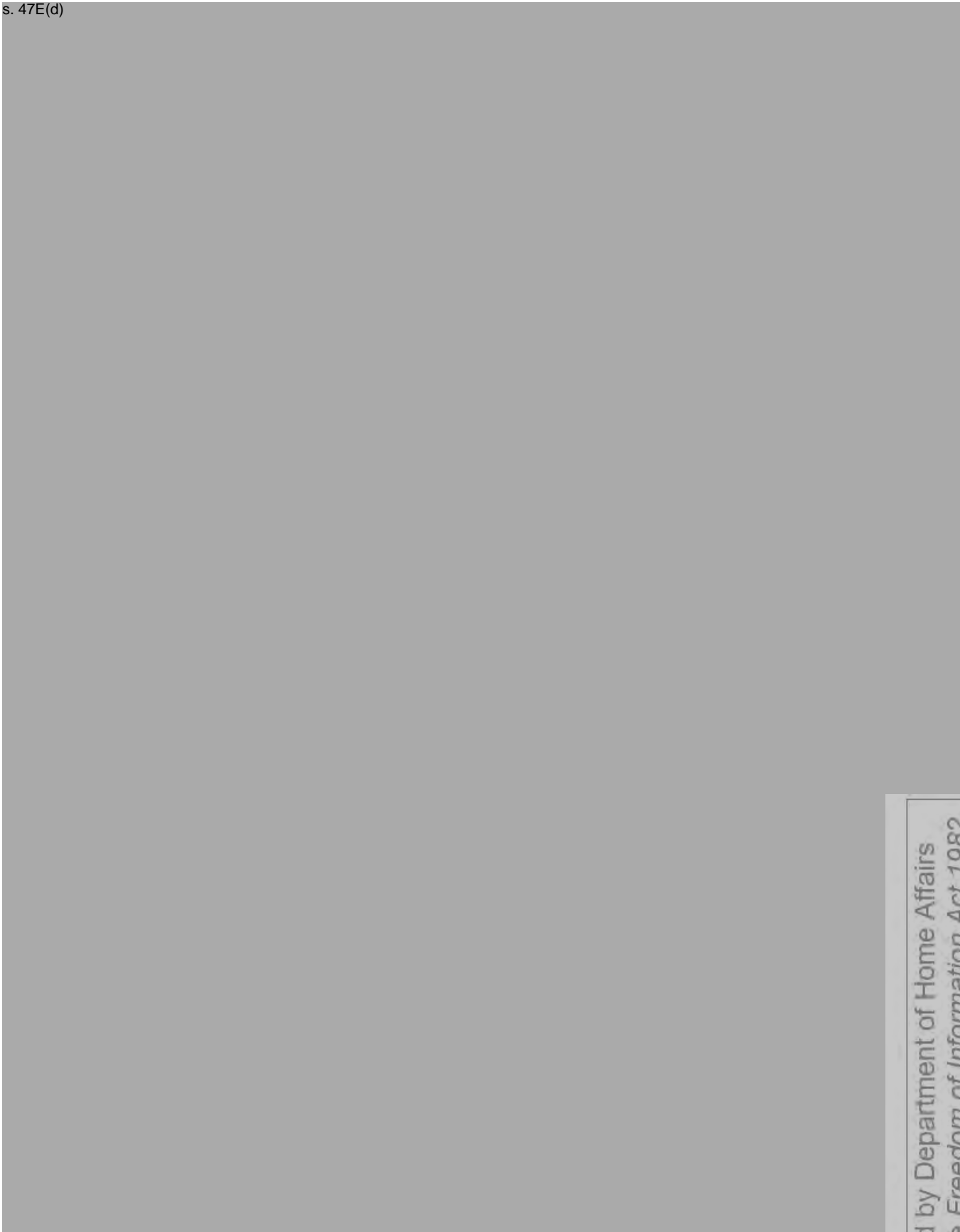
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7. Refusing a repayment or refund

If an applicant requests a repayment or refund to which they are not entitled, correspondence must be sent to the applicant informing them that their request has been refused and the reasons why. All correspondence must be filed to the applicant's TRIM file.

For repayments, under the ****PROCESSING NOTES & CLIENT CONTACT**** event, enter a new note explaining that the repayment request has not been approved and the file reference of the notification letter.

For refund refusals, officers should record it in ICSE by raising the **Event Type Refund** event and selecting the qualifier **Refund Refused**.

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8. Accountabilities and Responsibilities

Role	Description
Director – Citizenship Operations Section	Accountable for ensuring that the information contained in this Instruction is kept up to date, is accurate and meets stakeholder requirements.
Assistant Secretary, Citizenship Program Delivery	Accountable for the quality and delivery of the Citizenship Program
Citizenship supervisors and managers	Responsible for ensuring citizenship decision-makers are applying the Act, Regulation and policy set out in this Instruction and that decision-makers are exercising their powers appropriately
Officers delegated as Australian citizenship decision-makers	Responsible for implementing and applying this Instruction to their decision-making as part of making lawful, fair and reasonable decisions.

9. Version Control

Version number	Date of issue	Author(s)	Brief description of change
V1	13/04/2022	Citizenship Operations Section	This is a new document.
V2	[insert]	Citizenship Operations Section	Update to reflect amendments on 1 July 2022 to the <i>Australian Citizenship Regulation 2016</i> , Include guidance on processing automated refunds that came into effect on 1 July 2022.

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Attachment A – Definitions

Term	Acronym (if applicable)	Definition
<i>Australian Citizenship Act 2007</i>	The Act	The Act governs, amongst other things, the way a person may acquire or lose Australian citizenship.
The Department of Home Affairs	The Department	The Department of Home Affairs administers, among other things, the Citizenship Program.
<i>Citizenship Regulation (2016)</i>	The Regulation	The Regulation governs, amongst other things, the fees that must accompany applications for Australian citizenship.
Total Records Information Management	TRIM	The mandated Electronic Document and Records Management System (EDRMS) for all Departmental staff
Legend		The Department's online database available to all staff seeking information on migration, citizenship and customs legislation, policies and operational materials.
Integrated Client Services Environment	ICSE	ICSE is the Departmental system for client management.
easySAP	SAP	easySAP is the Department's financial and HR management system
Work Management System (WMAN)	WMAN	Visa, Citizenship and Cancellation case workflow and on hand management tool.

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Attachment B – Assurance and Control Matrix

1.1 Powers and Obligations

Please Note: Staff exercising any powers, delegations or authorisations outlined in this SOP (listed here) must check the latest delegation advice on the Intranet or the relevant instrument in LEGEND to ensure they currently hold the applicable power, delegation or authorisation.

Legislative Provision			Is this power delegated?	If delegated, list the relevant instruments of delegation
Legislation	Reference (e.g. section)	Section heading/provision description		
<i>Australian Citizenship Regulation 2016</i>	17	Refund of fees under section 46(3) of the Act	Yes	Home Affairs Legislation (Minister-Decision-making powers for Immigration and Settlement Services Group and Social Cohesion Citizenship Group) Delegation and Authorisation 2021

1.2 Controls and Assurance

Related Policy	Australian Citizenship – Policy Statement (VM-5431)
Procedures / Supporting Materials	SOP – Citizenship Fee Receipting VM-6717 WMAN Instruction Table – Stages 1-2 Lodgement & Pre-assessment stage - ADD2019/1599622 Refund process in WMAN – July 22 - ADD2022/3155792
Training/Certification or Accreditation	Nil.
Other required job role requirements	Nil.
Other support mechanisms (eg who can provide further assistance in relation to any aspects of this instruction)	Departmental staff should raise any questions with their supervisor in the first instance. Enquiries should be sent to the Citizenship Helpdesk s. 47E(d) [redacted]@homeaffairs.gov.au.
Escalation arrangements	Escalation, if required, should be to Director, Citizenship Operations Section s. 47E(d) [redacted]@homeaffairs.gov.au).
Recordkeeping (eg system based facilities to record decisions)	ICSE, TRIM and easySAP.

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Program or Framework (i.e. overarching Policy Framework or Business Program)	Citizenship Program Delivery.
Job Vocational Framework Role	Visa and Citizenship Decision Maker

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Attachment C – Consultation

1.1. Internal Consultation

For details of consultation undertaken see ADF2021/193719.

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Processing applications under 21(3) - Permanent or enduring physical or mental incapacity

Standard Operating Procedure

Document ID (PPN)	VM-6897
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BCS Function	Visa and Migration Management
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Document Contact	Citizenship Operations Section: s. 47E(d) @homeaffairs.gov.au

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Table of Contents

1. Purpose	4
2. Scope	4
3. Work Management System (WMAN)	4
4. Application requirements	4
4.1. Commence and receipt the application	4
4.2. Supporting documents to be provided with the application	5
5. Assessment against different conferral provisions	5
5.1. Applicant who seeks assessment under the incapacity provision after failing the citizenship test	5
6. Assessment procedure	6
6.1. Check form and fee	6
6.2. Contact details	6
6.3. ProMPT	7
6.4. Permanent residency status	7
6.5. Residence Requirement	7
6.6. Intention to reside or likely to reside, continue to reside in Australia or maintain close and continuing association with Australia	7
6.7. Overseas Penal Clearance (OPC)	7
6.8. Onshore Police Checks (OPC) and National Police Checking Service (NPCS) Consent	8
6.9. Identity	8
6.10. Biometric Enrolment Capability (BEC)/Biometric Match Indicator (BMI)	9
6.11. Run checks	9
6.12. Character	9
6.13. Dependants	9
7. Assessing a permanent or enduring physical or mental incapacity	9
7.1. Mental incapacity	10
7.1.1. Reports from practitioners	10
7.1.2. Considerations	10
7.2. Physical incapacity	11
7.2.1. Applicants claiming a biological or birth defect	11
8. Interviews	12
9. Finalising an application	12
9.1. ICSE	12
9.2. Approval	12
9.3. Refusal	12

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10.Things to remember	13
11.Accountabilities and Responsibilities	13
12.Version Control	13
Attachment A – Definitions	14
Attachment B – Assurance and Control Matrix	16
1.1 Powers and Obligations	16
1.2 Controls and Assurance	16
Attachment C – Consultation	17
1.1. Internal Consultation	17

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1. Purpose

The purpose of this Standard Operating Procedure (SOP) is to provide guidance to citizenship officers on processing applications for assessment under subsection 21(3) of the *Australian Citizenship Act 2007* (the Act).

This SOP supports Australian Citizenship – Policy Statement (VM-5431) and Citizenship Procedural Instruction (CPI) 2 – Australian Citizenship by Conferral – Permanent or Enduring Physical or Mental Incapacity (VM-5279).

2. Scope

This SOP sets out the procedures that must be followed by citizenship officers when assessing whether an applicant for Australian citizenship by conferral, meets subsection 21(3) *Permanent or enduring physical permanent incapacity* (incapacity provision) of the Act.

All CPIs referred to in this document are available on LEGEND. Internal departmental documents, such as SOPs and Supporting Materials (SMs) referred to in this document are available on the Policy and Procedures Register (PPCR) and the Citizenship Division SharePoint site.

3. Work Management System (WMAN)

For workflow, allocation and management of conferral applications, delegates must refer to WMAN Instruction Table – Stages 3-5 Appointment, Assessment & Decision Stages, which can be found in Content Manager (CM) file reference ADD2019/1599731. Note that processing of these applications are centralised in the Perth office.

4. Application requirements

Applicants apply online or use form 1290 *Application for Australian Citizenship – Other situations*.

To check that a correct fee has been paid or whether a nil fee may apply, officers can check Schedule 3 *Amounts to accompany applications* to the *Australian Citizenship Regulation 2016* (the Regulation).

4.1. Commence and receipt the application

Officers who require assistance with the Integrated Clients Service Environment (ICSE) can refer to the ICSE User guides on the [Citizenship Training Program SharePoint](#) site. Contact the Citizenship Helpdesk if assistance is required to access the site.

Refer also to SOPs – Citizenship Fee Receipting (VM-6717) and Citizenship Refunds and Repayments (VM-6718).

Note: Officers must identify possible duplicate records and request merge of those duplicate records that have been identified. For guidance on this refer to SM – Duplicate records and merge requests for citizenship applications (VM-6880).

4.2. Supporting documents to be provided with the application

- Legible certified photocopy or scan of full birth certificate or family register with parents' details.
- Legible certified photocopy or scan of current passport or travel document matching applicant's current name and date of birth or previous name.
- Evidence of links between present and previous names. For example, marriage certificate, divorce certificate, change of name certificate, where applicable.
- Legible photocopy or scan of Australian driver's licence or photo ID card with residential address.
 - **Note:** If the applicant does not have a driver's licence or photo ID card issued in Australia, then a legible photocopy or scan of their Medicare card, pensioner card or concession card with their current name will assist in their identity assessment.
- Evidence of current residential address. For example, a utility bill, rates notice, bank statement or rental contract.
- Identity documents required for included child applicants (if any) must include the following:
 - Legible certified photocopy or scan of full birth certificate to establish/confirm relationship between the applicant and the included child.
 - Legible photocopy or scan of current passport or travel document matching included child applicant's current name and date of birth or previous name.
- A passport sized photograph with the applicant's name written on the back.

Note: Documents not in English, applicants must provide an official translation of it in English. Translations must have been made by an accredited translator of the Australian National Accreditation Authority for Translators and Interpreters (NAATI) or an overseas qualified translator.

5. Assessment against different conferral provisions

Where applicants have applied under the incapacity provision and are assessed as not meeting the requirements, delegates may consider whether they may meet other conferral provisions in section 21 of the Act.

Where there is evidence that the applicant has a permanent loss or substantial impairment of hearing, speech or sight at time of application, they must be assessed under 21(4) *Person aged 60 or over or has hearing, speech or sight impairment* (aged over 60 or impairment provisions) of the Act. See CPI 3 – Australian Citizenship by Conferral - 60 or over or impairment (VM-5280).

Similarly, applicants who have requested assessment under subsection 21(2) *General eligibility* (general eligibility provision) may meet the requirements under the impairment or incapacity provisions.

Refer to SM - Changing the conferral application category (VM-6890).

5.1. Applicant who seeks assessment under the incapacity provision after failing the citizenship test

Applicants who have applied under the general eligibility provision and wish to be assessed under the incapacity provision after failing the citizenship test, can do so. However, in order to meet the requirements

under the incapacity provision, they must demonstrate they had the claimed incapacity at the time of application. Delegates may provide the applicant with SM – Request for evidence of a permanent or enduring physical or mental incapacity (VM-6889). This SM is a form applicants provide their specialist with to complete and include any relevant reports.

Note: Applicants will not be refunded the test component if they have already attended a citizenship appointment and sat a test.

6. Assessment procedure

6.1. Check form and fee

Delegates are to ensure:

- that the application is to be assessed under subsection 21(3) which deals with permanent or enduring physical or mental incapacity and not subparagraph 21(4)(a)(ii) which deals with hearing, speech or sight impairment or any other type of application.
- That all relevant declarations have been signed.
- Where applicants are unable to physically sign the application form, a Statutory Declaration is provided by a person that understand them, confirming that the applicant is unable to do so because they are unable to physically sign the application due to their physical incapacity;
- Where applicants are incapacitated to the extent they cannot communicate in any way, the legal guardian or person who has Enduring Power of Attorney (EPA) for the applicant and who has signed the application on their behalf, has provided evidence that they are the legal guardian or have EPA for the applicant.
- For paper applications – ensure that the application has been commenced under the correct category and that the fee has been taken.
- Evidence has been provided to support applicant's claim that at the time of application they had a permanent or enduring physical or mental incapacity. If they have not provided any evidence, send the SM – Request for evidence of a permanent or enduring physical or mental incapacity (VM-6889). This SM is a form applicants provide their specialist with to complete and provide any relevant reports.

6.2. Contact details

Delegates are to:

- Update applicant contact details.
- For paper application, check and record the applicant's addresses in the last 5 years for onshore police check.
- Check permission to communicate via email.
- If applicable, update authorised contact information.
 - For example, this may be for an applicant who is unable to physically sign the application, a person who has legal guardianship of the applicant or a Power of Attorney (POA) for the applicant and has lodged an application on the applicant's behalf.

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6.4. Permanent residency status

Delegates are to check that the applicant held a permanent visa at time of application and currently holds a permanent visa.

Where applicants entered Australia prior to 1981 and there is no record of their permanent residence in departmental systems, officers can obtain movement records or passenger cards either from the National Archives of Australia or from the Department's Movement Records and Passenger Cards area.

For further guidance, refer to CPI 9 - Who is a Permanent Resident under the Citizenship Act (VM-5286).

6.5. Residence Requirement

Delegates need to run interval calculator to ensure that the applicant meets the residence requirements.

For information on how to assess the residence requirement and run the interval calculator, refer to SOP - Calculating the residence requirement (VM-6653).

If the residence requirement is not met, delegates can determine if the applicant has requested that a residence discretion or exemption be applied.

For information on how to assess a discretion or exemption, refer to CPI 8 - Residence Requirements and Discretions (VM-5285).

For more information, see CPI 11 - Assessing likelihood to reside or continue to reside in, or maintain a close and continuing association with Australia (VM-5288).

6.6. Intention to reside or likely to reside, continue to reside in Australia or maintain close and continuing association with Australia

Based on information at hand, the delegate can assess the likelihood of an applicant intending to reside, continuing to reside in Australia, and/or maintaining a close and continuing association with Australia if the application were to be approved.

If not satisfied, the delegate can contact the applicant for further information and evidence.

For more information, see CPI 11 - Assessing likelihood to reside or continue to reside in, or maintain a close and continuing association with Australia (VM-5288).

6.7. Overseas Penal Clearance (OPC)

Delegates are to:

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- Run the OPC calculator from outside of the citizenship permission request.
- If the permanent residence visa was granted offshore, ensure that time spent outside of Australia from date of grant of visa until date of first arrival on the permanent residence visa is included in calculation.
- Where a Resident Return visa (RRV) has been granted, ensure that the visa grant date used for the calculation reflects the initial permanent residence visa grant date, not the RRV grant date.
 - Where an applicant is granted an RRV, the Overseas Penal Clearance (OPC) will default to the grant date of the RRV, as opposed to the grant date of the applicant's initial PR visa. Officers are required to change the Visa Grant Date to the grant date of the applicant's initial PR visa.
 - If applicant has movements in Mainframe (prior to 1990) add number of days offshore manually to ICSE calculator total.
- Consider time spent offshore since permanent residence that might not be visible in ICSE or Mainframe as it was travel prior to existing movement records – applicant may be requested to provide further travel information.
- Send RFI to applicant requesting applicable overseas penal clearances.

For more information, please see CPI 15 - Assessing Good Character under the Citizenship Act (VM-5292).

6.8. Onshore Police Checks (OPC) and National Police Checking Service (NPCS) Consent

Delegates are to:

- Request NPCS consent if not already provided.
- Enter OPC – Travel doc, Licence/Firearm document details.
- Make sure 5 years previous addresses are entered into ICSE (end dated).
- Make sure ALL known name variations are listed as aliases in the Name & birth List in ICSE.
- s. 47E(d)

For more information, please see CPI 15 - Assessing Good Character under the Citizenship Act (VM-5292) and SOP - Citizenship Onshore Police Checks (VM-6522).

6.9. Identity

Delegates are to:

- Assess identity documents provided with the application.
- Check the Name & Birth List in ICSE to ensure the applicant's current and any previous names are recorded.
- End-date duplicate records where necessary.
- Ensure name changes are supported by relevant documentation.
- Identify or update the source of the applicant's principal and preferred name and all aliases from the drop down menu in the Source field available in the Name & Birth List in ICSE.

For more information, see CPI 16 – Assessing Identity under the Citizenship Act (VM-5293) and SM - Citizenship Program - correcting personal information for ImmiCard holders (VM-6921).

6.10. Biometric Enrolment Capability (BEC)/Biometric Match Indicator (BMI)

Delegates are to:

- Upload the applicant's passport sized photo to BEC/ISR unless they will be attending an interview (refer Interviews note below).
- Check BMI result - Action any issues prior to finalising application. Check BMI result - Action any issues prior to finalising application. Refer to The Identity Capability Hub - Biometric Enrolment Capability (BEC) s. 47E(d)

6.11. Run checks

Delegates are to run:

- Movement check – to record that the applicant is on or offshore.
- s. 47E(d)
- Risk Check – If match, check narrative and send applicant the 1399 if applicable.

6.12. Character

- Review onshore and offshore police check results.
- Address any other character issues (such as client of interest notes, allegations, adverse identity assessments etc).

For more information see CPI 15 – Assessing Good Character under the Citizenship Act (VM-5292)

6.13. Dependants

For applications that include dependent applicant children, delegates are to:

- Assess dependants, if included.
- Check permanent residence status.
- Check identity and relationship to main applicant.

For more information, refer to CPI 4 - Australian Citizenship by Conferral - Person under 18 (VM-5281).

7. Assessing a permanent or enduring physical or mental incapacity

As set out in paragraph 21(3)(d) of the incapacity provision, at the time of application, the applicant must have a permanent or enduring physical or mental incapacity and the incapacity is the direct cause of the applicant not being capable of:

Processing applications under 21(3) -
Permanent or enduring physical or mental
incapacity

- understanding the nature of the application; or
- demonstrating a basic knowledge of English; or
- demonstrating that they have an adequate knowledge of Australia or the responsibilities and privileges of Australian citizenship.

7.1. Mental incapacity

Where applicants have not provided sufficient evidence or further information is required to make an assessment, delegates must provide them with SM – Request for evidence of a permanent or enduring physical or mental incapacity (VM-6889). This SM is a form applicants provide their specialist with to complete and provide any relevant reports.

7.1.1. Reports from practitioners

Delegates need to check that the evidence provided is by an acceptable practitioner:

- Psychiatrist who is a fellow of the Royal Australian and New Zealand College of Psychiatrists (RANZCP) (you can check this by entering their name in the search function at <https://www.yourhealthinmind.org/find-a-psychiatrist>); or
- Medical practitioner who is a fellow of the Australian Society for Psychological Medicine (ASPM) (note – you will need confirmation that they are a fellow of the APSM such as a copy of their fellowship with them); or
- Psychologist who is registered with the Psychology Board of Australia (you can check this by entering their name in the search function at <https://www.psychologyboard.gov.au>) and has a practice endorsement in an area relevant to the problem such as a clinical or forensic psychologist or clinical neuropsychologist.

Refer to the credentials that appear on the medical certificate, or by contacting the specialist concerned. For example, a psychiatrist who is a fellow of the Royal Australian and New Zealand College of Psychiatrists should have “FRANZCP” on the evidence provided. For psychiatrist who is a fellow of RANZCP or psychologist registered with the Psychology Board, you can also find their credentials by entering their details on the above websites.

If the applicant has provided a report from a source not outlined above, refer the case to the Citizenship Helpdesk for advice: s. 47E(d) [REDACTED]@homeaffairs.gov.au.

Delegates need to check that reports are current at time of application. If there has been a delay of 6 months or more in processing an application, an up-to-date report may be required to establish whether the incapacity claimed at time of application is an ongoing or permanent incapacity.

7.1.2. Considerations

Matters that the delegate must consider are:

- how long the specialist has been treating the applicant;
- whether the applicant received treatment from any other specialist;
- when the claimed incapacity commenced;
- how many sessions the applicant has attended with the specialist;
- whether the applicant attends consultations regularly;
- whether they are currently being treated under a treatment plan – if not why not;

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- results of any cognitive or clinical testing that has been undertaken. One or some of, but not limited to, the following psychological tests may be used by specialists:
 - the Wechsler Adult Intelligence Scale, 4th Edition - "WAIS_IV";
 - the Rey "15 Item Visual Memory Test" - "RMT";
 - the Rey "Test of Memory Malingering" - "TOMM";
 - the Rey Auditory Verbal Learning Test - "RAVLT";
 - Test of Non-verbal Intelligence - "TONI".
- whether the applicant actively functions in the community in such a manner that would demonstrate that they do have a basic understanding of English, are capable of understanding the nature of the application and the responsibilities and privilege of Australian citizenship. For example, whether they have a driver's licence, hold a job, and manage their financial and personal affairs independently.

Note: Where the applicant fails to seek treatment that is recommended by a specialist to assist them to rectify their incapacity, delegates are to consider whether the applicant's incapacity is such that the applicant is unable to seek such treatment. If so, the incapacity may be regarded as a permanent or enduring.

7.2. Physical incapacity

Delegates need to check that applicants have provided evidence from a specialist in the field, in relation to, which they are claiming incapacity, as described in Schedule 1 to the *Health Insurance Regulations 2018*, which may be found on the Federal Register of Legislation website (www.legislation.gov.au). For applicants who live in regional or remote locations, evidence from a doctor who is a fellow of the Australian College of Rural and Remote Medicine is acceptable.

Where applicants have not provided sufficient evidence or further information is required to make an assessment, delegates may provide them with SM – Request for evidence of a permanent or enduring physical or mental incapacity (VM-6889). This SM is a form applicants provide their specialist with to complete and provide any relevant reports/supporting documentation.

7.2.1. Applicants claiming a biological or birth defect

There is a small cohort of persons that may have a biological cause for their incapacity such as Trisomy disorders (Down's Syndrome amongst others), cerebral malaria and birth defects or injury such as cerebral palsy and who do not seek specialist care regularly because there is no cure available.

A list of biological or birth defects encountered at the Administrative Appeals Tribunal can be found in CM file reference ADD2022/3327426.

Such an applicant may undertake supervised work activities at a disability enterprise or social enterprise. Such work may not, by itself, indicate that the person has sufficient capacity to understand concepts such as citizenship.

More information on such enterprises and supported work is at <https://www.dss.gov.au/disability-and-carers-programs-services-for-people-with-disability/supported-employment>. A list of such enterprises is at <https://buyability.org.au/directory/>.

Most applicants with these incapacities may be able to provide evidence of the diagnosis, which has a basis in a biochemical or genetic test. However, delegates would not be seeking that they take this test and it is reasonable that they confirm their condition through, for example, a general practitioner. Delegates can also obtain an applicant's migration files, which may confirm that they have a biological or birth defect.

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8. Interviews

Where an interview is required, this is generally done over phone. There is no need for the applicant to attend in person, unless the nature of the identity or concerns regarding the applicant's incapacity, make an in-person interview necessary.

While a phone interview does not require prior notice, if there have been two or more attempts to contact the applicant by phone without success, delegates may send the applicant a request for further information and include the following suggested wording:

I am writing in relation to your/ [applicant's name] application for Australian citizenship by conferral lodged [insert date]. An officer of the Department of Home Affairs has attempted to contact you/ [applicant's name] on (date/s), however, there has been no (answer/response to left messages). Please ensure that contact preferences are updated via ImmiAccount by (date). An officer of the Department of Home Affairs will make one further attempt to contact you/ [applicant's name] after that date. If we are unable to contact you at that time, there may be a delay in progressing your application.

Depending on the nature of the interview, a family member, friend or other person may assist the applicant. However, for sensitive health or identity concerns, the assistance of an interpreter may be appropriate.

9. Finalising an application

9.1. ICSE

Delegates are to:

- Use/Complete Over 60/Incapacity checklist.
- Create a single case note event ****PROCESSING NOTES & CLIENT CONTACT****.
- Complete CNG – *Conferral – Non-Appointment – Incapacity* and copy and paste into ICSE under the single case note event.
- Record any documents requests / outstanding documents.

9.2. Approval

Delegates are to conduct standard time of decision checks including onshore police check, ^{S. 47F(d)} movement check, applicant of interest notes.

- Approve applicant in ICSE.
- Ensure all relevant documents and information are saved to CM.
- Acquire and order certificate.

Refer to SM - Final checks and approval (VM-6683).

9.3. Refusal

Delegates are to conduct a separate assessment of included child applicant/s (if any) as if they are applying in their own right. Separate refusal letters must be provided for each included child applicant.

- Notify applicant of refusal decision using the current decision record template and following correct notification procedures.
- Ensure all relevant documents and information are saved to CM.

Refer to SM Refusal process (VM-6684) and SM Conferral pathways – refusal qualifiers (VM-6757).

10. Things to remember

Applicants assessed under the incapacity provision are not capable of:

- understanding the nature of the application at the time;
- demonstrating a basic knowledge of the English language at the time; or
- demonstrating an adequate knowledge of Australia and of the responsibilities and privileges of Australian citizenship.

They do not need to make a pledge of commitment to become an Australian citizen and therefore do not need to attend a ceremony.

Applicants aged under 18, regardless of whether they claim to have permanent or enduring physical or mental incapacity, are not eligible under subsection 21(3) due to their age and must be considered under subsection 21(5) of the Act.

11. Accountabilities and Responsibilities

Role	Description
Assistant Secretary – Citizenship Program Delivery	Accountable for the quality and delivery of the Citizenship Program.
Director - Citizenship Operations Section	Accountable for ensuring that the information contained in this instruction is kept up to date, is accurate and meets stakeholders requirements.

12. Version Control

Version number	Date of issue	Author(s)	Brief description of change
V1	14/03/2023	Citizenship Operations Section	This is a new document.

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Attachment A – Definitions

Term	Acronym (if applicable)	Definition
Integrated Client Services Environment	ICSE	The processing system used to record and process citizenship, sponsorship and nomination applications and a multitude of onshore and offshore visa applications
Work Management System (WMAN)	WMAN	Official Visa, Citizenship and Cancellation case workflow and on hand management tool.
s. 47E(d)		
Case Note Generator	CNG	A tool for consistent case notes that provides enhanced visibility of assessment practices and case status.
Biometrics Enrolment Capability	BEC	Departmental system that captures applicant's biometrics such as face or fingerprints.
Biometric Match Indicator	BMI	Biometric departmental data check return result in ICSE or Client Search Portal.
Onshore Police Check	OPC	Request for a nationally coordinated criminal history check (Police Check) provided by the Australian Criminal Intelligence Commission in partnership with Australian police jurisdictions to assist with character assessment administered by the <i>Australian Crime Commission Act 2002</i> .
s. 47E(d)		
National Police Checking Service	NPCS	To help protect the Australian community, the ACIC works together with Australian police agencies and accredited bodies to deliver the NPCS. The Service allows individuals to apply for a nationally coordinated criminal history check, which is commonly referred to as a check. Checks help to protect the community by providing accurate and timely police information to inform decision-making. They are used by many organisations to minimise the risk of employing or granting an entitlement to an unsuitable person.
Mainframe		Mainframe is a collection of mainframe computer systems that support visa and citizenship processing.

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Term	Acronym (if applicable)	Definition
Content Manager	CM	CM (formerly known as Total Records Information Management/TRIM), is the Department of Home Affairs' Electronic Document and Record Management System that provides the framework to capture, manage and share critical business information.

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Attachment B – Assurance and Control Matrix

1.1 Powers and Obligations

Please Note: Staff exercising any powers, delegations or authorisations outlined in this SOP (listed here) must check the latest delegation advice on the Intranet or the relevant instrument in LEGEND to ensure they currently hold the applicable power, delegation or authorisation.

Legislative Provision			Is this power delegated?	If delegated, list the relevant instruments of delegation
Legislation	Reference (e.g. section)	Section heading/provision description		
<i>Australian Citizenship Act 2007</i>	Subsection 21(3)	<i>Permanent or enduring physical or mental incapacity</i>	Yes	<i>ADMIN 21/051 Home Affairs Legislation (Minister – Decision-making powers for Immigration and Settlement Services Groups and Social Cohesion and Citizenship Group) Delegation and Authorisation 2021</i>

1.2 Controls and Assurance

Related Policy	Australian Citizenship - Policy Statement (VM-5431)
Procedures / Supporting Materials	CPI 2 – Australian Citizenship by Conferral – Permanent or Enduring Physical or Mental Incapacity (VM-5279) CPI 3 – Australian Citizenship by Conferral - 60 or over or impairment (VM-5280) CPI 4 - Australian Citizenship by Conferral - Person under 18 (VM-5281) CPI 11 - Assessing likelihood to reside or continue to reside in, or maintain a close and continuing association with Australia (VM-5288). CPI 15 – Assessing Good Character under the Citizenship Act (VM-5292) CPI 16 – Assessing Identity under the Citizenship Act (VM-5293) SOP - Citizenship Onshore Police Checks (VM-6522) SOP - Calculating the residence requirement (VM-6653) SM – Request for evidence of a permanent or enduring physical or mental incapacity (VM-6889) SM – Final checks and approval (VM-6683) SM – Refusal process (VM-6684) SM – Conferral pathways – refusal qualifiers (VM-6757) SM - Citizenship Program - correcting personal information for ImmiCard holders (VM-6921) WMAN Instruction Table – Stages 3-5 Appointment and Decision Stages (ADD2019/1599731)

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	Biometric Matching Information in CSP for Citizenship (ADD2017/3527632) Citizenship Conferral Treatment Matrix (ADD2020/2390621)
Training/Certification or Accreditation	Citizenship Training Program applicable to all officers undertaking duties under the <i>Australian Citizenship Act 2007</i> .
Other required job role requirements	Nil.
Other support mechanisms (e.g. who can provide further assistance in relation to any aspects of this instruction)	Departmental staff should raise any questions with their supervisor in the first instance. Enquiries should be sent to the Citizenship Helpdesk s. 47E(d) [redacted]@homeaffairs.gov.au).
Escalation arrangements	Escalation, if required, should be to Director, Citizenship Operations Section. s. 47E(d) [redacted]@homeaffairs.gov.au).
Recordkeeping (e.g. system based facilities to record decisions)	CM and ICSE.
Program or Framework (i.e. overarching Policy Framework or Business Program)	Citizenship Program Delivery.
Job Vocational Framework Role	Visa and Citizenship Decision Maker.

Attachment C – Consultation

1.1. Internal Consultation

For details of consultation undertaken, see ADF2022/112781.

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