

From: s. 22(1)(a)(ii) <[REDACTED]@dfat.gov.au>
Sent: Wednesday, 17 September 2025 7:32 PM
To: Feedback
Subject: RE: FEEDBACK (IMMI s. 47F(1)) Assigned to you for response [SEC=OFFICIAL:Sensitive]
Attachments: FW: Australian immigration enquiry - Other (give details below) - - Receipt number s. 47F(1) [SEC=OFFICIAL]
Follow Up Flag: Follow up
Flag Status: Flagged

OFFICIAL: Sensitive

Hi Feedback,

s. 37(1)(a)

Again, grateful for advice on responding to this individual.

Thanks,

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

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

First Secretary (Home Affairs)
Australian Embassy Vietnam

T s. 22(1)(a)(ii) | M s. 22(1)(a)(ii)
vienna.embassy.gov.au | [Facebook](#)



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We acknowledge the Traditional Custodians of Country throughout Australia, and their continuing connection to land, waters and community. We pay our respects to all First Nations peoples, their cultures and to their Elders, past, present and emerging.

From: s. 22(1)(a)(ii)
Sent: Wednesday, 17 September 2025 2:41 PM
To: s. 22(1)(a)(ii) <[REDACTED]@homeaffairs.gov.au>
Subject: RE: FEEDBACK (IMMI s. 47F(1)) Assigned to you for response [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Hi Feedback,

s. 37(1)(a)

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

Thanks and happy to discuss.

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

First Secretary (Home Affairs)
Australian Embassy Vietnam

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

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



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From: s. 22(1)(a)(ii)@homeaffairs.gov.au s. 22(1)(a)(ii)@homeaffairs.gov.au>

Sent: Wednesday, 17 September 2025 9:38 AM

To: s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU

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

Subject: FEEDBACK (IMM)s. 47F(1) Assigned to you for response [SEC=OFFICIAL]

Dear First Secretary s. 22(1)(a)(ii)

The attached feedback (IMM s. 47F(1)) was received by the Global Feedback Unit (GFU) from s. 47F(1) on 16 September 2025.

This feedback is forwarded to you for investigation and response.

Your response to the client should:

- refer to the feedback matter by the GFU reference (IMM s. 47F(1))
- note the date the feedback was received by the GFU
- make reference to the issue(s) raised by the client feedback
- address each issue in turn
- be tailored to the client's individual feedback and concerns
- include the first name and position number of the departmental author

Your response to the client should be sent by email (unless the client has specified otherwise), with a copy (CC) to the GFU at s. 22(1)(a)(ii)@homeaffairs.gov.au

If a response is provided verbally to the client, please email the GFU at the above address advising the details (i.e. the method of delivery, date, time and a summary of the conversation).

Your responses should be completed within 15 working days, as per the service standards prescribed in the *Client Feedback Policy* (VM-3001). If a response is not received within this timeframe, the case will be escalated to your Assistant Secretary for follow-up.

Business areas can monitor open feedback cases at s. 22(1)(a)(ii).

If this feedback has been incorrectly allocated to your business area, please notify the GFU as soon as possible, as service standards commence from the date of the original referral.

Further information about responding to feedback can be located in the *Client Feedback Standard Operating Procedures* (VM-5430).

If you have any questions or require additional information, please contact the GFU by email.

Regards

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

Feedback Officer

Global Feedback Unit

Service Delivery Operation Branch | Service Design and Delivery Programs

Immigration Group

Department of Home Affairs

E: s. 22(1)(a)(ii)@homeaffairs.gov.au

17 September 2025

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From: s. 22(1)(a)(ii) @dfat.gov.au>
Sent: Wednesday, 17 September 2025 7:24 PM
To: s. 22(1)(a)(ii) (DFAT)
Cc: s. 22(1)(a)(ii) (DFAT)
Subject: FW: Australian immigration enquiry - Other (give details below) - - Receipt number s. 47F(1) [SEC=OFFICIAL]
Attachments: [EXTERNAL] Follow-up - Complaint Ref IMMI-s. 47F(1) | Request for Internal Review Response [SEC=OFFICIAL]; FEEDBACK (IMMI-s. 47F(1)) DUC s. 47F(1) Assigned to you for response [SEC=OFFICIAL: Sensitive]; FW: [EXTERNAL] Request for Internal Review of Feedback - s. 47F(1) [SEC=OFFICIAL]; FW: Australian immigration enquiry - Other (give details below) - - Receipt number s. 47F(1) [SEC=OFFICIAL]; RE: Australian immigration enquiry - I have applied for a Visitor (tourism, business or medical treatment) visa online - s. 47F(1) - Receipt number s. 47F(1) [SEC=OFFICIAL]; Australian immigration enquiry - I have applied for a Visitor (tourism, business or medical treatment) visa online - s. 47F(1) - Receipt number s. 47F(1) [SEC=OFFICIAL]; FW: FEEDBACK (IMMI-s. 47F(1)) Assigned to you for response [SEC=OFFICIAL]; FW: Australian immigration enquiry - Other (give details below) - - Receipt number s. 47F(1) [SEC=OFFICIAL]; FW: Australian immigration enquiry - Other (give details below) - - Receipt number [SEC=OFFICIAL]; RE: Australian immigration enquiry - Other (give details below) - - Receipt number [SEC=OFFICIAL]; FEEDBACK (IMMI-s. 47F(1)) Assigned to you for response [SEC=OFFICIAL: Sensitive]

OFFICIAL

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

s. 37(1)(a)

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under the Freedom of Information Act 1982

s. 37(1)(a), s. 47F(1)

Document 1.1

File name

Username

Email

Profile ID

s. 37(1)(a)

List of applications

s. 37(1)(a), s. 47F(1)

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s. 37(1)(a), s. 47F(1)

Regards,

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

Hanoi Visa Team Leader - Immigration and Border Protection

DEPARTMENT OF HOME AFFAIRS - AUSTRALIAN EMBASSY VIETNAM

p: s. 22(1)(a)(ii) | Voice Net: s. 22(1)(a)(ii)

w: vietnam.embassy.gov.au

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

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

Sent: Tuesday, September 16, 2025 5:24 PM

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

Subject: RE: Australian immigration enquiry - Other (give details below) - - Receipt number s. 47F(1) [SEC=OFFICIAL]

OFFICIAL

s. 37(1)(a)

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

First Secretary (Home Affairs)

Australian Embassy Vietnam

T s. 22(1)(a)(ii) | M s. 22(1)(a)(ii)

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From: S. 22(1)(a)(ii) [redacted]
Sent: Tuesday, 16 September 2025 5:14 PM
To: S. 22(1)(a)(ii) [redacted] <[redacted]@dfat.gov.au>; S. 22(1)(a)(ii) [redacted] <Do@dfat.gov.au>
Subject: RE: Australian immigration enquiry - Other (give details below) -- Receipt number S. 47F(1) [redacted] SEC=OFFICIAL]

OFFICIAL

Hi,

S. 37(1)(a) [redacted]

Ta,

S. 22(1)(a)(ii) [redacted]

S. 22(1)(a)(ii) [redacted]

First Secretary (Home Affairs)
Australian Embassy Vietnam

T S. 22(1)(a)(ii) [redacted] | M S. 22(1)(a)(ii) [redacted]

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From: S. 22(1)(a)(ii) [redacted] <[redacted]@dfat.gov.au>
Sent: Tuesday, 16 September 2025 4:40 PM
To: S. 22(1)(a)(ii) [redacted] <[redacted]@dfat.gov.au>
Cc: S. 22(1)(a)(ii) [redacted] <[redacted]@dfat.gov.au>; S. 22(1)(a)(ii) [redacted] <[redacted]@dfat.gov.au>
Subject: FW: Australian immigration enquiry - Other (give details below) -- Receipt number S. 47F(1) [redacted] SEC=OFFICIAL]

OFFICIAL

Hi S. 22(1)(a)(ii) [redacted]

The client has complained a refusal as below, and they even know the name of the VPO (S. 22(1)(a)(ii) [redacted]) who refused the RID S. 47F(1) [redacted], mentioned "ICSE" in the letter, and marked "Please also ask a TL to QA RID S. 47F(1) [redacted]".

Thanks and Best regards,

S. 22(1)(a)(ii) [redacted]

Visa Processing Officer (Home Affairs)

AUSTRALIAN EMBASSY VIETNAM

p: S. 22(1)(a)(ii) [redacted] m: S. 22(1)(a)(ii) [redacted]

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From: noreply@homeaffairs.gov.au <noreply@homeaffairs.gov.au>
Sent: Tuesday, September 16, 2025 3:30 PM
To: S. 22(1)(a)(ii) [redacted] <[redacted]@dfat.gov.au>
Subject: Australian immigration enquiry - Other (give details below) -- Receipt number S. 47F(1) [redacted] SEC=OFFICIAL]

This enquiry was submitted through the departmental website.

Originating form: <https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/australian-immigration-enquiry-form>

It was submitted by S. 47F(1) [redacted] on Tuesday, 16 September 2025 at 6:30:24 PM

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Vietnam (Hanoi or Ho Chi Minh City)

Do you want to continue making an enquiry to an Australian Visa Office in Vietnam?: Yes

Enquiry details

Type of enquiry: Other (give details below)

If you cannot find the information on the Department of Home Affairs website provide more details below, then complete and submit this form.: Due to the insufficient characters available in this textbox, please refer to the attached letter. This is regarding the conduct of s. 22(1)(a)(ii) – please bring this to the attention of the Principal and Chief Migration Officer for response. Please also ask a TL to QA RID s. 47F(1). Thank you and regards, s. 47F(1)

Visa applicant details

Given name: s. 47F(1)

Family name: s. 47F(1)

Date of Birth: s. 47F(1)

Phone number

Authorised email address: s. 47F(1)

Country of residence: s. 47F(1)

Select Identifier type from the drop down list: Client ID (CID)

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

Select Identifier type from the drop down list: Application ID

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

Date application submitted: 25/08/2025

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

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

Passport details

Passport details

Passport number: s. 47F(1)

Passport country: s. 47F(1)

Submit: True

Request ID: Req. s. 47F(1)

Email attachments information

File name	Size	Type
Complaint Letter s. 47F(1).pdf	46KB	application/pdf
s. 47F(1) Passport Scan.pdf	6MB	application/pdf

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From: s. 22(1)(a)(ii)@homeaffairs.gov.au
Sent: Wednesday, 17 September 2025 12:38 PM
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii) (DFAT); s. 22(1)(a)(ii) (DFAT)
Subject: FEEDBACK (IMMI-S-47F(1)) Assigned to you for response [SEC=OFFICIAL: Sensitive]
Attachments: ATT00001; IMMI-S-47F(1) GFU Complaint Acknowledgement (17-Sep-2025 12:33).docx; IMMI-S-47F(1) Feedback Details 17-Sep-2025(1).doc

Dear First Secretary s. 22(1)(a)(ii)

The attached feedback (IMMI-S-47F(1)) was received by the Global Feedback Unit (GFU) from s. 47F(1) on 16 September 2025.

This feedback is forwarded to you for investigation and response.

Your response to the client should:

- refer to the feedback matter by the GFU reference (IMMI-S-47F(1))
- note the date the feedback was received by the GFU
- make reference to the issue(s) raised by the client feedback
- address each issue in turn
- be tailored to the client's individual feedback and concerns
- include the first name and position number of the departmental author

Your response to the client should be sent by email (unless the client has specified otherwise), with a copy (CC) to the GFU at s. 22(1)(a)(ii)@homeaffairs.gov.au

If a response is provided verbally to the client, please email the GFU at the above address advising the details (i.e. the method of delivery, date, time and a summary of the conversation).

Your responses should be completed within 15 working days, as per the service standards prescribed in the *Client Feedback Policy* (VM-3001). If a response is not received within this timeframe, the case will be escalated to your Assistant Secretary for follow-up.

Business areas can monitor open feedback cases at s. 22(1)(a)(ii)

If this feedback has been incorrectly allocated to your business area, please notify the GFU as soon as possible, as service standards commence from the date of the original referral.

Further information about responding to feedback can be located in the *Client Feedback Standard Operating Procedures* (VM-5430).

If you have any questions or require additional information, please contact the GFU by email.

Regards

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

Feedback Officer
 Global Feedback Unit
 Service Delivery Operation Branch | Service Design and Delivery Programs
 Immigration Group
 Department of Home Affairs
 E: s. 22(1)(a)(ii)@homeaffairs.gov.au

17 September 2025

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Acknowledgement of feedback

Dear ^{s. 47F(1)}

The Department of Home Affairs has received your feedback on 16 September 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

This matter has been referred to the relevant business area for action. We aim to provide a response within 15 working days of this email.

Your Feedback Case Number is IMMIS. 47F(1) . You should quote this number in any further enquiries relating to this matter.

Yours sincerely

^{s. 22(1)(a)(ii)}

Global Feedback Unit
Department of Home Affairs

17 September 2025

IMMI s. 47F(1)**Identified Issues**

ISSUE: IMMI- s. 47F(1)

Issue Type: Complaint
 Issue: Visa > Decision > Refusal
 Primary Issue: Yes

RBA Contact: s. 22(1)(a)(ii)
 Position number: s. 47E(c)
 RBA Org Unit: A HANOI
 Org Unit ID: s. 22(1)(a)(ii)
 Cost Centre:

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	16 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Applicant		
ICSE Number:			
Phone BH:	s. 47F(1)	Phone AH:	
Phone MB:		Email:	s. 47F(1)
Address			
Passport			

Summary

Subject of your feedback: Visa
 Type of feedback: Complaint
 Do you wish your feedback to be anonymous?: No

Client type: Visa applicant
 Departmental reference number: s. 47F(1)
 Your client ID: s. 47F(1)
 Visa type: Visitor (subclass 600)

Dear GFU,

Please note that this complaint is not intended to challenge the refusal decision itself, but rather to raise concerns about the process by which such decisions are communicated to applicants. I am well

aware of the Department's standard feedback response, which typically states: "As the issues you raise in your feedback relate to an application for a Visitor visa and the subsequent decision, your feedback will be forwarded to the appropriate area for their information. Once a decision has been made on an application it cannot be reviewed or changed by the Department?" and further explains that the onus is on the applicant to satisfy the decision maker. That is precisely why I stress that my concern is not about reviewability or legal outcome, but about the quality, transparency, and utility of the refusal letters themselves, which currently fail to provide meaningful, applicant-specific reasoning.

In a recent visitor visa refusal decision, the wording provided by the Delegate of the Minister ^{s. 22(1)(a)(ii)} (Position Number: **S. 47E(c)**) was nothing more than a generic, copy-and-paste extract that could be applied indiscriminately to any applicant. This demonstrates a clear lack of care, competence, and professional judgement in decision-making. Such formulaic wording does not reflect a genuine assessment of the applicant's circumstances, nor does it provide specific or substantive feedback that would enable the applicant to understand the basis of the refusal or to address the Department's concerns in any future application.

I wish to emphasise that this type of templated refusal letter is problematic because (1) It lacks transparency, as the applicant cannot identify what particular factors were determinative in their case. (2) It fails to provide procedural fairness, as applicants are not in a position to remedy or respond to unstated concerns in the future. (3) It creates an incentive for repeated FOI and Privacy Act requests, as applicants will inevitably seek their ICSE notes and internal correspondence to determine the real basis for refusal. This imposes a burden on the Department, particularly the FOI and Legal teams.

For those reasons above, I cannot be satisfied that the delegate properly reviewed the documentation I submitted, or that they discharged their duties correctly. The decision refers to "having regard to any other relevant matter," yet without providing a copy of the internal assessment, there is no assurance that the delegate considered the full range of evidence. Furthermore, if the ICSE notes do not specifically list every single document that I submitted, this would itself demonstrate poor decision-making and a failure to properly perform their role.

If I do not receive a satisfactory and substantive response to this process complaint, please be aware that within the coming days, I intend to circulate detailed public guidance on how applicants may obtain their departmental files "including internal correspondence and ICSE notes" under the Freedom of Information Act and Privacy Act 1988.

As you will be aware, the current pattern of increased refusal rates combined with non-transparent, copy-pasted decision letters makes such guidance inevitable. This is not in the interests of the Department or applicants.

I therefore request that you review this matter and provide a meaningful response addressing how the Department intends to ensure decision letters contain clear, applicant-specific reasoning rather than generic text that can be copied and pasted for any applicant.

Please also note that if the GFU or RBA continues to provide the same generic response that fails to address my complaint substantively, I will have no choice but to escalate this matter to the Commonwealth Ombudsman.

Yours sincerely,

s. 47F(1)

From: NoReply AustralianVisaOffice <nil-reply.vietnam@dfat.gov.au>
Sent: Tuesday, 19 August 2025 6:40 PM
To: S. 47F(1) @gmail.com
Cc: Feedback
Subject: [EXTERNAL] Follow-up – Complaint Ref IMMI-S. 47F(1) | Request for Internal Review Response [SEC=OFFICIAL]
Attachments: Decision Letter.pdf

OFFICIAL

Dear Mr S. 47F(1)

This matter has been referred to me for response.

S. 37(1)(a)

S. 22(1)(a)(ii)
 (PN S. 47E(b))
 Deputy Consul General, Immigration
 Department of Home Affairs
 Australian Consulate General, Ho Chi Minh City

From: S. 47F(1) @gmail.com>
Sent: Monday, August 18, 2025 10:03 AM
To: Feedback S. 22(1)(a)(ii) @homeaffairs.gov.au>
Cc: S. 22(1)(a)(ii) @dfat.gov.au>; S. 22(1)(a)(ii) @dfat.gov.au>
Subject: [EXTERNAL] Follow-up – Complaint Ref IMMI-S. 47F(1) | Request for Internal Review Response

CAUTION: This email originated from outside the organisation. Do not click links or open attachments unless you recognise the sender.

Dear Global Feedback Unit (GFU):

Re: Complaint IMMI-S. 47F(1)

I am writing to follow up on my previous correspondence sent on 25 June 2025, requesting an internal review of the Responsible Business Area's (RBA) response to my complaint IMMI-S. 47F(1). The feedback response was issued by S. 22(1)(a)(ii) Deputy Consul General, Immigration, Department of Home Affairs, Australian Consulate General in Ho Chi Minh City.

As of today, 18 August 2025, I have not received any further response or acknowledgement from the GFU or RBA. Given the time that has elapsed, I consider this delay unreasonable. Clients should not be left without updates or resolution for nearly two months after submitting a request for internal review.

S. 37(1)(a)

In light of this, I request that the GFU confirm and acknowledge receipt of this correspondence by 25 August 2025 and provide an update on the progress of the internal review process.

If no response is received by that date, I will consider referring this matter to the Commonwealth Ombudsman for further investigation, due to the RBA's failure to respond within a reasonable timeframe and consistent with its own feedback policy standards.

Thank you.

Yours sincerely,
 S. 47F(1)

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From: s. 22(1)(a)(ii) @dfat.gov.au>
Sent: Thursday, 26 June 2025 12:52 PM
To: s. 22(1)(a)(ii) DFAT
Subject: FW: [EXTERNAL] Request for Internal Review of Feedback – IMMI-S. 47F(1) [SEC=OFFICIAL]

OFFICIAL

Dear s. 22(1)(a)(ii), FYI/A.

Best regards,

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

Visa Support Officer
Australian Consulate-General, Ho Chi Minh City

hcmc.vietnam.embassy.gov.au | [Facebook](#) | [Twitter](#)
[Contact Us through the Enquiry Form](#)

From: s. 22(1)(a)(ii) @gmail.com>
Sent: Wednesday, June 25, 2025 6:15 PM
To: Feedback s. 22(1)(a)(ii) @homeaffairs.gov.au>
Cc: s. 22(1)(a)(ii) @dfat.gov.au>; s. 22(1)(a)(ii) @dfat.gov.au>
Subject: [EXTERNAL] Request for Internal Review of Feedback – IMMI-S. 47F(1)

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Dear Global Feedback Unit (GFU),

Re: IMMI-S. 47F(1)

s. 37(1)(a)

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s. 37(1)(a)

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----- Forwarded message -----
From: **Immigration Vietnam** <s. 22(1)(a)(ii)@dfat.gov.au>

Date: Wed, Jun 25, 2025 at 1:28 PM
Subject: Feedback response [SEC=OFFICIAL]
To: S. 47F(1)

OFFICIAL

Dear Mr S. 47F(1)

Reference: IMM/S. 47F(1)

S. 37(1)(a)

S. 22(1)(a)(ii)

Deputy Consul General, Immigration

Department of Home Affairs

Australian Consulate General, Ho Chi Minh City

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under the *Freedom of Information Act 1982*

From: s. 22(1)(a)(ii)@homeaffairs.gov.au
Sent: Monday, 19 May 2025 12:43 PM
To: s. 22(1)(a)(ii) (DFAT)
Cc: s. 22(1)(a)(ii) (DFAT); s. 22(1)(a)(ii) (DFAT)
Subject: FEEDBACK (IMMI s. 47F(1)) s. 47F(1) Assigned to you for response [SEC=OFFICIAL: Sensitive]
Attachments: ATT00001; IMMI s. 47F(1) Feedback Details 19-May-2025(1).doc
Follow Up Flag: Follow up
Flag Status: Flagged

Dear Principal Migration Officer s. 22(1)(a)(ii)

The attached feedback (IMMI s. 47F(1)) was received by the Global Feedback Unit (GFU) from s. 47F(1) on 6 May 2025.

This feedback is forwarded to you for investigation and response.

Your response to the client should:

- refer to the feedback matter by the GFU reference (IMMI s. 47F(1))
- note the date the feedback was received by the GFU
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If you have any questions or require additional information, please contact the GFU by email.

Regards

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

Feedback Officer
 Global Feedback Unit
 Service Delivery Operation Branch | Service Design and Delivery Programs
 Immigration Group
 Department of Home Affairs
 E: s. 22(1)(a)(ii)@homeaffairs.gov.au

19 May 2025

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IMMI-s. 47F(1)**Identified Issues**

ISSUE: IMMI-s. 47F(1)

Issue Type: Complaint
 Issue: Visa > Client Service > Professionalism
 Primary Issue: Yes

RBA Contact: s. 22(1)(a)(ii)
 Position number: s. 47E(c)
 RBA Org Unit: A HO CHI MINH CITY
 Org Unit ID: s. 22(1)(a)(ii)
 Cost Centre:

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	6 May 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Member of the public		
ICSE Number:	s. 47F(1)		
Phone BH:	s. 47F(1)	Phone AH:	
Phone MB:		Email:	s. 47F(1)
Address			
Passport			

Summary

GFU Note: s. 47F(1) but I cant' see the relevant note. Refer to RBA to investigate
 Subject of your feedback: Visa
 Type of feedback: Complaint
 Do you wish your feedback to be anonymous?: No

Client type: Member of the public
 Departmental reference number: CID s. 47F(1)
 Are you providing feedback on behalf of a visa applicant?: No

Dear Global Feedback Unit Manager,

I am writing to lodge a formal complaint regarding the conduct of a staff member at the Australian Consulate-General in Ho Chi Minh City, whom I believe to be s. 22(1)(a)(ii) (PN s. 47E(c)), based on prior

s. 37(1)(a), s. 47F(1)

Please direct all correspondence to my email address s. 47F(1), as I prefer email communication.

Thank you for your attention to this serious matter. I trust the Department will investigate the staff member's conduct promptly and in accordance with its commitment to fair and transparent processes.

Yours sincerely,
s. 47F(1)

From: s. 22(1)(a)(ii) @dfat.gov.au>
Sent: Monday, 12 May 2025 2:44 PM
To: s. 22(1)(a)(ii)(DFAT)
Subject: FW: Australian immigration enquiry - Other (give details below) - Receipt number s. 47F(1) [SEC=OFFICIAL]
Attachments: Complaint Letter 12.05.25.pdf; ICSE s. 47F(1) notes CID s. 47F(1) _Redacted.pdf

OFFICIAL

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

Please help to have look enquiry regarding complaint below for your further action.

Best regards,

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

Visa Support Officer
Australian Consulate-General, Ho Chi Minh City, Vietnam

hcmc.vietnam.embassy.gov.au | [Facebook](#) | [Twitter](#)
[Contact Us through the Enquiry Form](#)

From: noreply@homeaffairs.gov.au <noreply@homeaffairs.gov.au>
Sent: Monday, May 12, 2025 11:09 AM
To: s. 22(1)(a)(ii) @dfat.gov.au>
Subject: Australian immigration enquiry - Other (give details below) -- Receipt numbers s. 47F(1) [SEC=OFFICIAL]

This enquiry was submitted through the departmental website.

Originating form: <https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/australian-immigration-enquiry-form>

It was submitted by s. 47F(1) on Monday, 12 May 2025 at 2:09:19 PM

Privacy and Security

Vietnam (Hanoi or Ho Chi Minh City)

Do you want to continue making an enquiry to an Australian Visa Office in Vietnam?: Yes

Enquiry details

Type of enquiry: Other (give details below)

If you cannot find the information on the Department of Home Affairs website provide more details below, then complete and submit this form..:

Dear Australian Immigration Office in Vietnam, Due to limited space in the online form, I have attached a detailed complaint letter regarding the s. 47F(1). Please escalate this complaint to the Principal Migration Officer, an SES-level officer, and the First Secretary. I have also notified the Global Feedback Unit (GFU) of my complaint, but due to delays within the GFU, I believe this separate submission is necessary for prompt action. For further details, I can be contacted at my email s. 47F(1). Thank you for your attention and assistance. Kind regards s. 47F(1), s. 47F(1)

Visa applicant details

Given name: s. 47F(1)

Family name: s. 47F(1)

Date of Birth:

Phone number: s. 47F(1)

Authorised email address: s. 47F(1)

Country of residence: Australia

Select Identifier type from the drop down list: Client ID (CID)

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

Passport details

Passport details

Passport number: s. 47F(1)

Submit: True

Request ID: Req-s. 47F(1)

Email attachments information

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

File name	Size	Type
Complaint Letter 12.05.25.pdf	21KB	application/pdf
ICSEs_47F(1) notes CIDs_47F(1) _Redacted.pdf	61KB	application/pdf

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To whom it may concern,

s. 37(1)(a), s. 47F(1)

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under the *Freedom of Information Act 1982*

s. 37(1)(a), s. 47F(1)

Contact Information

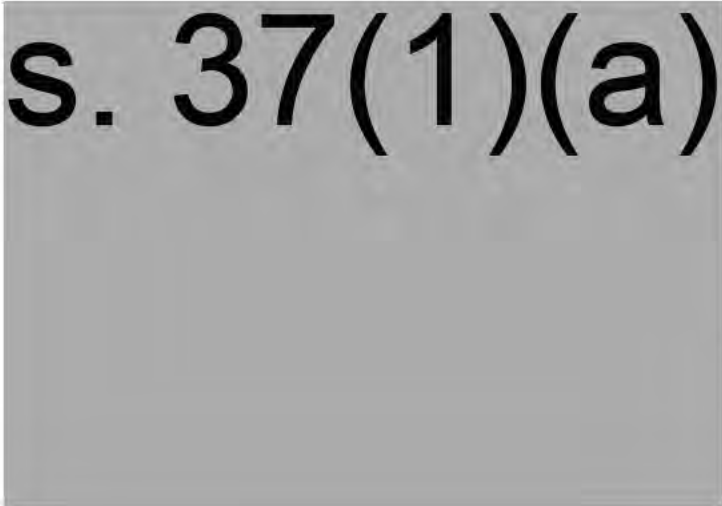
Please direct all correspondence to my email address s. 47F(1), as I prefer email communication.

Thank you for your attention to this serious matter. I trust the Department will investigate the staff member's conduct promptly and in accordance with its commitment to fair and transparent processes.

Yours sincerely,

s. 47F(1)

s. 37(1)(a)



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under the Freedom of Information Act 1982

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under the *Freedom of Information Act 1982*

From: s. 22(1)(a)(ii) @dfat.gov.au>
Sent: Tuesday, 19 November 2024 5:51 PM
To: s. 22(1)(a)(ii) (DFAT); s. 22(1)(a)(ii) (DFAT)
Subject: RE: Australian immigration enquiry - Other (give details below) - - Receipt number s. 47F(1) [SEC=OFFICIAL]

OFFICIAL

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

I have responded to this enquiry using your suggested wording.

Thanks & best regards,

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

Visa Processing Officer | Department of Home Affairs
 Australian Embassy Vietnam

T s. 22(1)(a)(ii) | M s. 22(1)(a)(ii)

From: s. 22(1)(a)(ii)
Sent: Saturday, November 16, 2024 11:18 AM
To: s. 22(1)(a)(ii)
Subject: RE: Australian immigration enquiry - Other (give details below) - - Receipt number s. 47F(1) [SEC=OFFICIAL]

OFFICIAL

Hi,

s. 47C(1)
 s. 47C(1) . Can we please respond per the below:

The Department of Home Affairs has received your below feedback. Feedback on our processes and services is important.

While the Department understands your frustration at the Visitor visa application being refused, all applicants are required to meet the legal requirements in order to be granted a visa. In deciding whether or not an applicant intends a genuine visit, decision makers are required to take into account a number of factors, including applicant's personal circumstances, incentive to return home, financial situation and family commitment. The likelihood of the applicant not abiding by the conditions of their visa, or seeking to remain in Australia, is also a matter that must be assessed.

The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria. This decision may be made using the information provided at the time of application lodgement, without requesting further information.

The following website links provide information regarding the Visitor visa criteria. Any new Visitor visa application lodged will be considered on its merits and additional information provided with the application will be taken into account. You should, however, carefully consider that the decision may not be different if the application does not contain new information.

For further information regarding the Visitor visa criteria, please refer to immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/visitor-600/

We hope this information has been helpful to you.

Yours sincerely

Thanks,

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

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

First Secretary (Home Affairs)
 Australian Embassy Vietnam

T s. 22(1)(a)(ii) | M s. 22(1)(a)(ii)
vietnam.embassy.gov.au | Facebook



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We acknowledge the Traditional Custodians of Country throughout Australia, and their continuing connection to land, waters and community. We pay our respects to all First Nations peoples, their cultures and to their Elders, past, present and emerging.

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

From: S. 22(1)(a)(ii) <@dfat.gov.au>
 Sent: Friday, November 15, 2024 10:58 AM
 To: S. 22(1)(a)(ii) <@dfat.gov.au>
 Subject: FW: Australian immigration enquiry - Other (give details below) -- Receipt number S. 47F(1) [SEC=OFFICIAL]

OFFICIAL

Hi S. 47F(1)

Below is an enquiry complaining about FA600 refusal with following complaint wording:

Since it is not clear whether my application is from the processing office in Vietnam, please forward this complaint to Case Officer S. 22(1)(a)(ii) the principal migration officer and the team leader of the relevant processing office.

I am writing regarding the recent refusal of my Visitor Visa application. To clarify, I am not challenging the decision itself, as I understand there are no merits review options available. However, I am formally registering a complaint regarding the handling of my application, specifically in relation to Case Officer S. 22(1)(a)(ii) whose lack of thorough and individualized consideration has raised serious concerns. As a paying applicant, I expected a detailed assessment of my circumstances, which was evidently not provided.

Given this application is not finalised in VN and kind of sensitive complaint wording, could you please help respond to client's feedback or forward enquiry to post in charge.

Thanks & best regards,

S. 22(1)(a)(ii)

Visa Processing Officer | Department of Home Affairs
 Australian Embassy Vietnam

T S. 22(1)(a)(ii) | M S. 22(1)(a)(ii)

From: noreply@homeaffairs.gov.au <noreply@homeaffairs.gov.au>
 Sent: Thursday, November 14, 2024 6:00 PM
 To: S. 47F(1) <@dfat.gov.au>
 Subject: Australian immigration enquiry - Other (give details below) -- Receipt number S. 47F(1) [SEC=OFFICIAL]

This enquiry was submitted through the departmental website.

Originating form: <https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/australian-immigration-enquiry-form>

It was submitted by S. 47F(1) on Thursday, 14 November 2024 at 9:59:55 PM

Privacy and Security

Vietnam (Hanoi or Ho Chi Minh City)

Do you want to continue making an enquiry to an Australian Visa Office in Vietnam?: Yes

Enquiry details

Type of enquiry: Other (give details below)

If you cannot find the information on the Department of Home Affairs website provide more details below, then complete and submit this form.: Due to space limitations here, please find the attached letter for forwarding. As it is unclear whether my application was being handled by the processing office in Vietnam, kindly ensure this complaint is directed to Case Officer S. 22(1)(a)(ii) the Principal Migration Officer, and the team leader of the relevant processing office. Sincerely, S. 47F(1)

Authorised email address: S. 47F(1)

Visa applicant details

Given name: S. 47F(1)

Family name

Date of Birth

Phone number: S. 47F(1)

Authorised email address: S. 47F(1)

Select identifier type from the drop down list: Application ID

Enter your reference number: S. 22(1)(a)(ii) S. 47F(1)

Date application submitted: 09/10/2024

Passport details

Passport details

Passport number: S. 47F(1)

Passport country:

Submit: True

Request ID: Req. S. 47F(1)

Email attachments information

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

File name	Size	Type
Complaint Letter .pdf	81KB	application/pdf
IMMI Refusal Notification with Decision Record.pdf	114KB	application/pdf

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From: NoReply AustralianVisaOffice <nil-reply.vietnam@dfat.gov.au>
Sent: Monday, 18 November 2024 6:03 PM
To: S. 47F(1)
Subject: FW: Australian immigration enquiry - Other (give details below) - Receipt number S. 47F(1) [SEC=OFFICIAL]

OFFICIAL

Dear Client,

The Department of Home Affairs has received your below feedback. Feedback on our processes and services is important.

While the Department understands your frustration at the Visitor visa application being refused, all applicants are required to meet the legal requirements in order to be granted a visa. In deciding whether or not an applicant intends a genuine visit, decision makers are required to take into account a number of factors, including applicant's personal circumstances, incentive to return home, financial situation and family commitment. The likelihood of the applicant not abiding by the conditions of their visa, or seeking to remain in Australia, is also a matter that must be assessed.

The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria. This decision may be made using the information provided at the time of application lodgement, without requesting further information.

The following website links provide information regarding the Visitor visa criteria. Any new Visitor visa application lodged will be considered on its merits and additional information provided with the application will be taken into account. You should, however, carefully consider that the decision may not be different if the application does not contain new information.

For further information regarding the Visitor visa criteria, please refer to immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/visitor-600/

We hope this information has been helpful to you.

Yours sincerely,

Regards,

Australian Visa Office, Vietnam
Visa Office website | Home affairs website
Contact Us through the Enquiry Form

Originating form: <https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/australian-immigration-enquiry-form>

It was submitted by S. 47F(1) on Thursday, 14 November 2024 at 9:59:55 PM

Privacy and Security

Vietnam (Hanoi or Ho Chi Minh City)

Do you want to continue making an enquiry to an Australian Visa Office in Vietnam?: Yes

Enquiry details

Type of enquiry: Other (give details below)

If you cannot find the information on the Department of Home Affairs website provide more details below, then complete and submit this form.: Due to space limitations here, please find the attached letter for forwarding. As it is unclear whether my application was being handled by the processing office in Vietnam, kindly ensure this complaint is directed to Case Officer S. 22(1)(a)(ii) the Principal Migration Officer, and the team leader of the relevant processing office. Sincerely, S. 47F(1)

Authorised email address: S. 47F(1)

Visa applicant details

Given name: S. 47F(1)

Family name

Date of Birth: S. 47F(1)

Phone number

Authorised email address: S. 47F(1)

Select Identifier type from the drop down list: Application ID

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

Date application submitted: 09/10/2024

Passport details

Passport details

Passport number S. 47F(1)

Passport country:

Submit: True

Request ID: Req-S. 47F(1)

Email attachments information

File name	Size	Type
Complaint Letter .pdf	81KB	application/pdf
IMMI Refusal Notification with Decision Record.pdf	114KB	application/pdf

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

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From: S. 22(1)(a)(ii) @dfat.gov.au>
 Sent: Friday, 15 November 2024 2:58 PM
 To: S. 22(1)(a)(ii) (DFAT)
 Subject: FW: Australian immigration enquiry - Other (give details below) - - Receipt number S. 47F(1) [SEC=OFFICIAL]
 Attachments: Complaint Letter .pdf; IMMI S. 47F(1) Notification with Decision Record.pdf

OFFICIAL

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

Below is an enquiry complaining about FA600 refusal with following complaint wording:

Since it is not clear whether my application is from the processing office in Vietnam, please forward this complaint to Case Officer S. 22(1)(a)(ii) the principal migration officer and the team leader of the relevant processing office.

I am writing regarding the recent refusal of my Visitor Visa application. To clarify, I am not challenging the decision itself, as I understand there are no merits review options available. However, I am formally registering a complaint regarding the handling of my application, specifically in relation to Case Officer S. 22(1)(a)(ii) whose lack of thorough and individualized consideration has raised serious concerns. As a paying applicant, I expected a detailed assessment of my circumstances, which was evidently not provided.

Given this application is not finalised in VN and kind of sensitive complaint wording, could you please help respond to client's feedback or forward enquiry to post in charge.

Thanks & best regards,

S. 22(1)(a)(ii)

Visa Processing Officer | Department of Home Affairs
 Australian Embassy Vietnam

T S. 22(1)(a)(ii) | M S. 22(1)(a)(ii)

From: noreply@homeaffairs.gov.au <noreply@homeaffairs.gov.au>
 Sent: Thursday, November 14, 2024 6:00 PM
 To: S. 22(1)(a)(ii) @dfat.gov.au>
 Subject: Australian immigration enquiry - Other (give details below) - - Receipt number S. 47F(1) [SEC=OFFICIAL]

This enquiry was submitted through the departmental website.

Originating form: <https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/australian-immigration-enquiry-form>

It was submitted by S. 47F(1) on Thursday, 14 November 2024 at 9:59:55 PM

Privacy and Security

Vietnam (Hanoi or Ho Chi Minh City)

Do you want to continue making an enquiry to an Australian Visa Office in Vietnam?: Yes

Enquiry details

Type of enquiry: Other (give details below)

If you cannot find the information on the Department of Home Affairs website provide more details below, then complete and submit this form.: Due to space limitations here, please find the attached letter for forwarding. As it is unclear whether my application was being handled by the processing office in Vietnam, kindly ensure this complaint is directed to Case Officer S. 22(1)(a)(ii), the Principal Migration Officer, and the team leader of the relevant processing office. Sincerely, S. 47F(1)

Authorised email address: S. 47F(1)

Visa applicant details

Given name: S. 47F(1)

Family name

Date of Birth

Phone number: S. 47F(1)

Authorised email address: S. 47F(1)

Select Identifier type from the drop down list: Application ID

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

Date application submitted: 09/10/2024

Passport details

Passport details

Passport number: S. 47F(1)

Passport country:

Submit: True

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

Email attachments information		
File name	Size	Type
Complaint Letter .pdf	81KB	application/pdf
IMMI Refusal Notification with Decision Record.pdf	114KB	application/pdf

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Dear Visa Processing Office,

Client name s. 47F(1)
 Date of birth s. 47F(1)
 Date of visa application 09 October 2024
 Application ID s. 47F(1)
 Transaction reference number s. 47F(1)
 File number s. 47F(1)
 Visa application charge receipt number s. 47F(1)

Since it is not clear whether my application is from the processing office in Vietnam, please forward this complaint to Case Officer s. 22(1)(a)(ii) the principal migration officer and the team leader of the relevant processing office.

I am writing regarding the recent refusal of my Visitor Visa application. To clarify, I am not challenging the decision itself, as I understand there are no merits review options available. However, I am formally registering a complaint regarding the handling of my application, specifically in relation to Case Officer s. 22(1)(a)(ii), whose lack of thorough and individualized consideration has raised serious concerns. As a paying applicant, I expected a detailed assessment of my circumstances, which was evidently not provided.

The refusal letter I received contained generic, template language, with standard text such as:

"Under policy when considering 'any other relevant matter,' decision-makers may take into account a wide range of considerations to determine whether an applicant genuinely intends a temporary stay in Australia. This may include, but is not limited to, the applicant's employment, economic and family circumstances, their credibility, the claimed purpose and period of stay, and the applicant's previous travel history. I have considered the evidence submitted in support of the applicant's circumstances, financial capacity, and commitments in Vietnam. Following due consideration of this evidence as well as the claimed intentions of the applicant's travels to Australia declared in the visa application, I am not satisfied the applicant's personal circumstances are such that they have sufficient incentive to return to Vietnam at the end of any stay in Australia."

This language, which fails to address my specific circumstances, suggests that my case was treated in a formulaic manner rather than given the individualized attention expected from a competent case officer. I had submitted detailed and specific evidence addressing each prior refusal point, including s. 47F(1) s. 47F(1). This documentation does not appear to have been considered adequately, and the decision letter fails to offer any specific reasoning relevant to my unique situation. As you are aware, the Visitor Visa program brings significant economic benefit to Australia, and applicants expect their applications to be handled with due care.

The Department, and ultimately the Australian taxpayer, should expect higher standards of performance from public servants in roles such as Case Officer s. 22(1)(a)(ii). It is disappointing to see such generic processing, which reflects poorly on the Department's commitment to fair and comprehensive application assessments. I believe that Case Officer s. 22(1)(a)(ii) handling of my case demonstrates a lack of competence and accountability, and it would be appropriate for the Department to consider disciplinary action, given that taxpayers fund

these positions. Staff members who fail to perform their duties properly should not receive compensation without fulfilling the responsibilities expected of them.

As a result of this unsatisfactory handling, I will be lodging a Freedom of Information request for my Integrated Client Services Environment (ICSE) notes. **Decisions lacking detailed reasoning compel applicants to pursue FOI requests, adding unnecessary workload to the Department and wasting resources on avoidable administrative processes.**

I find it unacceptable to receive a standard reply along the following lines, as this simply deflects responsibility without addressing the merits of my individual case.

It is important to note that I am not requesting a re-review here. Instead, I am expressing my dissatisfaction with the lack of transparency, specific feedback, and Case Officer s. 22(1)(a)(ii) lack of attention to detail.

I urge the Department to take this matter seriously and to address the need for detailed, fair assessments for all applicants. This complaint serves to highlight the deficiencies in my recent refusal and to recommend corrective action within the Department. I, like many others, expect fair consideration and transparency in decision-making.

Thank you for your attention to this matter.

Sincerely,
S. 47F(1)

From: s. 22(1)(a)(ii) <[redacted]@dfat.gov.au>
Sent: Friday, 31 May 2024 3:09 PM
To: s. 22(1)(a)(ii) (DFAT)
Cc: s. 22(1)(a)(ii) (DFAT)
Subject: FW: FEEDBACK (IMM s. 47F(1)) Assigned to you for response [SEC=OFFICIAL]
Attachments: ATT00001; IMM s. 47F(1) GFU Complaint Acknowledgement (31-May-2024 02 21).docx; IMM s. 47F(1) Feedback Details 31-May-2024(1).doc

OFFICIAL

s. 22(1)(a)(ii) - could you please have a quick look and finalise if ready.

Thank you,

Regards

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

First Secretary (Home Affairs)
 Australian Embassy Vietnam
 T s. 22(1)(a)(ii) | M s. 22(1)(a)(ii)
vietnam.embassy.gov.au | Facebook

From: s. 22(1)(a)(ii) <[redacted]@homeaffairs.gov.au>
Sent: Friday, May 31, 2024 11:52 AM
To: s. 22(1)(a)(ii) <[redacted]@HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii) <[redacted]@homeaffairs.gov.au>
Subject: FEEDBACK (s. 47F(1)) Assigned to you for response [SEC=OFFICIAL: Sensitive]

Dear Assistant Director s. 22(1)(a)(ii)

The attached feedback (IMM s. 47F(1)) was received by the Global Feedback Unit (GFU) from Mr s. 47F(1) on 21 May 2024.

This feedback is forwarded to you for investigation and response.

Your response to the client should:

- refer to the feedback matter by the GFU reference (IMM s. 47F(1))
- note the date the feedback was received by the GFU
- make reference to the issue(s) raised by the client feedback
- address each issue in turn
- be tailored to the client's individual feedback and concerns
- include the first name and position number of the departmental author

Your response to the client should be sent by email (unless the client has specified otherwise), with a copy (CC) to the GFU at s. 22(1)(a)(ii) <[redacted]@homeaffairs.gov.au>

If a response is provided verbally to the client, please email the GFU at the above address advising the details (i.e. the method of delivery, date, time and a summary of the conversation).

Your responses should be completed within 15 working days, as per the service standards prescribed in the *Client Feedback Policy* (VM-3001). If a response is not received within this timeframe, the case will be escalated to your Assistant Secretary for follow-up.

Business areas can monitor open feedback cases at s. 22(1)(a)(ii)

If this feedback has been incorrectly allocated to your business area, please notify the GFU as soon as possible, as service standards commence from the date of the original referral.

Further information about responding to feedback can be located in the *Client Feedback Standard Operating Procedures* (VM-5430).

If you have any questions or require additional information, please contact the GFU by email.

Regards

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

Feedback Officer
 Global Feedback Unit
 Service Delivery Operation Branch | Service Design and Delivery Programs
 Immigration Group
 Department of Home Affairs
 E: s. 22(1)(a)(ii) <[redacted]@homeaffairs.gov.au>

31 May 2024

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Acknowledgement of feedback

Dear Mr s. 47F(1)

The Department of Home Affairs has received your feedback on 21 May 2024. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

This matter has been referred to the relevant business area for action. We aim to provide a response within 15 working days of this email.

Your Feedback Case Number is IMMs. 47F(1) . You should quote this number in any further enquiries relating to this matter.

Yours sincerely

s. 22(1)(a)

Global Feedback Unit
Department of Home Affairs

31 May 2024

IMMIs. 47F(1)**Identified Issues**

ISSUE: IMMIs. 47F(1)

Issue Type: Complaint

Issue: Visa > Processing times > Application outside SPT > General

Primary Issue: Yes

RBA Contact: s. 22(1)(a)(ii)

Position number: s. 47E(c)

RBA Org Unit: A HANOI

Org Unit ID: s. 22(1)(a)(ii)

Cost Centre:

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On: 21 May 2024

How Received:

Feedback Type: Complaint

Sensitive:

No

Feedback submitted by

Name: s. 47F(1)

Client Type: Applicant

ICSE Number: s. 47F(1)

Phone BH: s. 47F(1)

Phone AH:

Phone MB:

Email:

s. 47F(1)

Address

Passport s. 47F(1)

Summary

Subject of your feedback: Visa

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Visa applicant

Your client ID: s. 47F(1)

Visa type: Visitor (subclass 600)

Application ID s. 47F(1)

s. 47F(1)

Dear GFU,

I am writing to complain and demand immediate action regarding my visa application submitted on

April 2, 2024. As of today, May 21, 2024, the application has not yet been finalised, far exceeding the standard processing time provided on your website.

Despite my four inquiries, there have been no updates or progress, which reflects a concerning lack of professional operations at the Visa Office in Vietnam. This delay is unacceptable and has caused significant travel disruptions.

I require an urgent update and the expedited finalization of my visa application. Your immediate attention to this matter is expected.

Sincerely,

s. 47F(1)

Authorized recipient: s. 47F(1)

Sent: Tuesday, 21 November 2023 8:38 PM
 Subject: Australian immigration enquiry - I have applied for a Visitor (tourism, business or medical treatment) visa online - s. 47F(1)- Receipt number s. 47F(1) [SEC=OFFICIAL]

Dear s. 47F(1)

I am writing in response to your enquiry on behalf of the following applicant:

Name: s. 47F(1)
 Date of birth: s. 47F(1)
 Application ID: s. 47F(1)
 Transaction reference number: s. 47F(1)
 File number: s. 47F(1)

Thank you for bringing this matter to our attention. I have investigated your concerns, however, the decision stands.

In deciding whether an applicant intends a genuine visit, decision makers are required to consider several factors, including applicant's personal circumstances, incentive to return home, financial situation, and family commitment. The likelihood of the applicant not abiding by the conditions of their visa, or seeking to remain in Australia, is also a matter that must be assessed.

Travel history is only one part of a decision maker's assessment of this likelihood. s. 47F(1)

s. 47F(1)

s. 47F(1) While travel history is taken into consideration, it can be outweighed by the other factors outlined above such as employment history, financial capacity, and incentive to return home. s. 47F(1)

s. 47F(1)

Considering all the evidence provided, I am satisfied that all relevant information was taken into account by the decision maker before the decision was made.

Kind regards,

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

PN s. 47E(o)

Department of Home Affairs
 Australian Consulate-General, Ho Chi Minh City

This enquiry was submitted through the departmental website.

Originating form: <https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/australian-immigration-enquiry-form>

Destination email: ()

It was submitted by s. 47F(1) () on Monday, 20 November 2023 at 8:10:42 PM

Privacy and Security

Overseas post

What overseas post would you like to contact?: Vietnam (Hanoi or Ho Chi Minh City)

Vietnam (Hanoi or Ho Chi Minh City)

Do you want to continue making an enquiry to an Australian Visa Office in Vietnam?: Yes

Enquiry details

Type of enquiry: I have applied for a Visitor (tourism, business or medical treatment) visa online

If you cannot find the information on the Department of Home Affairs website provide more details below, then complete and submit this form.: Please forward this message and its attachments to the Principal Migration Officer.

Visa applicant details

Given name: s. 47F(1)

Family name

Date of Birth

Phone number: s. 47F(1)

Authorised email address s. 47F(1)

Select Identifier type from the drop down list: Application ID

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

Date application submitted: 14/10/2023

Passport details

Passport details

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

Request ID: Reqs. 47F(1)

Email attachments information			
File name		Size	Type
ICSE Notes S. 47F(1)	png	249KB	image/png
Application S. 47F(1)	pdf	46KB	application/pdf
S. 47F(1)	letter.pdf	36KB	application/pdf

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From: s. 22(1)(a)(ii) @dfat.gov.au>
Sent: Tuesday, 21 November 2023 6:30 PM
To: s. 22(1)(a)(ii) (DFAT); s. 22(1)(a)(ii) (DFAT)
Cc: s. 22(1)(a)(ii) (DFAT); s. 22(1)(a)(ii) (DFAT); s. 22(1)(a)(ii) (DFAT)
Subject: RE: Australian immigration enquiry - I have applied for a Visitor (tourism, business or medical treatment) visa online - s. 47F(1) - Receipt number s. 47F(1) [SEC=OFFICIAL]

OFFICIAL

Thanks, both, will send it out now.



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

Senior Migration Officer
 Australian Consulate-General, HCMC, Vietnam
 T s. 22(1)(a)(ii) | M s. 22(1)(a)(ii)

hcmc.vietnam.embassy.gov.au | [Facebook](#) | [Twitter](#)

From: s. 22(1)(a)(ii)
Sent: Tuesday, 21 November 2023 1:10 PM
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii)
Subject: RE: Australian immigration enquiry - I have applied for a Visitor (tourism, business or medical treatment) visa online - s. 47F(1) - Receipt number s. 47F(1) [SEC=OFFICIAL]

OFFICIAL

Thank you, s. 22(1)(a)

s. 22(1) thank you and looks good to me. I would also suggest to remove the last sentence as there are no review rights in this case.

Regards



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

First Secretary (Home Affairs)
 Australian Embassy Vietnam
 T s. 22(1)(a)(ii) | M s. 22(1)(a)(ii)

vietnam.embassy.gov.au | [Facebook](#) | [Twitter](#)

From: s. 22(1)(a)(ii) @dfat.gov.au>
Sent: Tuesday, 21 November 2023 1:07 PM
To: s. 22(1)(a)(ii) @dfat.gov.au>; s. 22(1)(a)(ii) @dfat.gov.au>; s. 22(1)(a)(ii) @dfat.gov.au>
Cc: s. 22(1)(a)(ii) @dfat.gov.au>; s. 22(1)(a)(ii) @dfat.gov.au>; s. 22(1)(a)(ii) @dfat.gov.au>
Subject: RE: Australian immigration enquiry - I have applied for a Visitor (tourism, business or medical treatment) visa online - s. 47F(1) - Receipt number s. 47F(1) [SEC=OFFICIAL]

OFFICIAL

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

s. 47C(1)

cheers

Consul/Principal Migration Officer
Australian Consulate-General, HCMC, Vietnam
T s. 22(1)(a)(ii) M s. 22(1)(a)(ii)

s. 22

hcmc.vietnam.embassy.gov.au | [Facebook](#) | [Twitter](#)

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

Sent: Tuesday, 21 November 2023 12:41 PM

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

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

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

Subject: RE: Australian immigration enquiry - I have applied for a Visitor (tourism, business or medical treatment) visa online - s. 47F(1) - Receipt number s. 47F

s. 47F(1) [SEC=OFFICIAL]

Hi s. 22(1)(a)

I have found an FOI request for this case; it was lodged immediately after refusal on 27/10/23. In s. 47F(1)

s. 47F(1)

In terms of response to the AR, I have drafted the below. Please advise if you have any suggested changes/ if you are happy for me to respond as below:

s. 47C(1)

Thanks

s. 22(1)(a)

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

Senior Migration Officer
Australian Consulate-General, HCMC, Vietnam
T s. 22(1)(a)(ii) M s. 22(1)(a)(ii)

hcmc.vietnam.embassy.gov.au | [Facebook](#) | [Twitter](#)

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

Sent: Tuesday, 21 November 2023 12:09 PM

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

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

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

Subject: RE: Australian immigration enquiry - I have applied for a Visitor (tourism, business or medical treatment) visa online - s. 47F(1) - Receipt number s. 47F

s. 47F(1) [SEC=OFFICIAL]

OFFICIAL

Thank you, s. 22(1)

s. 47C(1)

Regards

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

First Secretary (Home Affairs)
Australian Embassy Vietnam
T s. 22(1)(a)(ii) M s. 22(1)(a)(ii)

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From: S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>
 Sent: Tuesday, 21 November 2023 12:01 PM
 To: S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>; S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>
 Cc: S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>; S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>; S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>; S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>
 Subject: RE: Australian immigration enquiry - I have applied for a Visitor (tourism, business or medical treatment) visa online - S. 47F(1) - Receipt number S. 47F(1)
 SEC=OFFICIAL

OFFICIAL

Hi S. 22(1)(a)

S. 37(1)(a)

Please advise if we should contact FOI for more information about this case.

Thanks and regards,



S. 22(1)(a)(ii)

Team Leader (Temp Visa Program) – Department of Home Affairs
 Australian Consulate-General Vietnam
 P: S. 22(1)(a)(ii)

hcmc.vietnam.embassy.gov.au | [Facebook](#) | [Twitter](#)

From: S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>
 Sent: Tuesday, 21 November 2023 9:23 AM
 To: S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>; S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>
 Cc: S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>; S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>; S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>; S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>
 Subject: FW: Australian immigration enquiry - I have applied for a Visitor (tourism, business or medical treatment) visa online - S. 47F(1) - Receipt number S. 47F(1)
 SEC=OFFICIAL

OFFICIAL

Hi S. 22(1)

S. 37(1)(a)

S. 37(1)(a)

you go.

Please let me know how

S. 22(1)(a)(ii) – could you please respond to the authorised recipient's feedback once we have further information from S. 22(1)(a)

S. 37(1)(a)

Regards



S. 22(1)(a)(ii)

First Secretary (Home Affairs)
 Australian Embassy Vietnam
 T: S. 22(1)(a)(ii) | M: S. 22(1)(a)(ii)

vietnam.embassy.gov.au | [Facebook](#) | [Twitter](#)

From: S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>
 Sent: Monday, 20 November 2023 4:47 PM
 To: S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>
 Cc: S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>; S. 22(1)(a)(ii) <[redacted]@dfat.gov.au>

OFFICIAL

Hi S. 22(1)(a) and TLs,

FYI we receive an appeal letter and the S. 37(1)(a)

Best regards,



S. 22(1)(a)(ii)

Visa Processing Officer (Home Affairs)
Australian Embassy Vietnam
M S. 22(1)(a)(ii)

vietnam.embassy.gov.au | [Facebook](#) | [Twitter](#)

From: noreply@homeaffairs.gov.au <noreply@homeaffairs.gov.au>

Sent: Monday, 20 November 2023 4:11 PM

To: Visa Vietnam <[S. 22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:S. 22(1)(a)(ii)@dfat.gov.au)>

Subject: Australian immigration enquiry - I have applied for a Visitor (tourism, business or medical treatment) visa online - S. 47F(1) - Receipt number S. 47F(1) [SEC=OFFICIAL]

This enquiry was submitted through the departmental website.

Originating form: <https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/australian-immigration-enquiry-form>

Destination email: ()

It was submitted by S. 47F(1) () on Monday, 20 November 2023 at 8:10:42 PM

Privacy and Security

Overseas post

What overseas post would you like to contact?: Vietnam (Hanoi or Ho Chi Minh City)

Vietnam (Hanoi or Ho Chi Minh City)

Do you want to continue making an enquiry to an Australian Visa Office in Vietnam?: Yes

Enquiry details

Type of enquiry: I have applied for a Visitor (tourism, business or medical treatment) visa online

If you cannot find the information on the Department of Home Affairs website provide more details below, then complete and submit this form.: Please forward this message and its attachments to the Principal Migration Officer.

Visa applicant details

Given name: S. 47F(1)

Family name: S. 47F(1)

Date of Birth: S. 47F(1)

Phone number: S. 47F(1)

Authorised email address: S. 47F(1)

Select Identifier type from the drop down list: Application ID

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

Date application submitted: 14/10/2023

Passport details

Passport details

Passport country: S. 47F(1)

Passport number: S. 47F(1)

Submit: True

Request ID: Reqs. 47F(1)

Email attachments information

File name	Size	Type
ICSE Notes S. 47F(1).png	249KB	image/png
Application S. 47F(1).pdf	46KB	application/pdf
S. 47F(1) Letter.pdf	36KB	application/pdf

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From: S. 22(1)(a)(ii) @dfat.gov.au>
Sent: Wednesday, 17 September 2025 5:41 PM
To: Feedback
Subject: RE: FEEDBACK (IMM s. 47F(1)) S. 47F(1) Assigned to you for response [SEC=OFFICIAL:Sensitive]
Attachments: FW: Australian immigration enquiry - Other (give details below) - Receipt number s. 47F(1) SEC=OFFICIAL]
Follow Up Flag: Follow up
Flag Status: Flagged

OFFICIAL: Sensitive

Hi Feedback,

S. 37(1)(a)

Thanks and happy to discuss.

S. 22(1)(a)(ii)

S. 22(1)(a)(ii)

First Secretary (Home Affairs)
 Australian Embassy Vietnam
 T S. 22(1)(a)(ii) | M S. 22(1)(a)(ii)
vietnam.embassy.gov.au | Facebook



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We acknowledge the Traditional Custodians of Country throughout Australia, and their continuing connection to land, waters and community. We pay our respects to all First Nations peoples, their cultures and to their Elders, past, present and emerging.

From: S. 22(1)(a)(ii) @homeaffairs.gov.au S. 22(1)(a)(ii) @homeaffairs.gov.au>
Sent: Wednesday, 17 September 2025 9:38 AM
To: S. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU
Cc: Immigration Vietnam <S. 22(1)(a)(ii) @dfat.gov.au>; S. 22(1)(a)(ii) @dfat.gov.au>
Subject: FEEDBACK (IMM s. 47F(1)) S. 47F(1) Assigned to you for response [SEC=OFFICIAL]

Dear First Secretary Derek S. 22(1)(a)(ii)

The attached feedback (IMM s. 47F(1)) was received by the Global Feedback Unit (GFU) from S. 47F(1) on 16 September 2025.

This feedback is forwarded to you for investigation and response.

Your response to the client should:

- refer to the feedback matter by the GFU reference (IMM s. 47F(1))
- note the date the feedback was received by the GFU
- make reference to the issue(s) raised by the client feedback
- address each issue in turn
- be tailored to the client's individual feedback and concerns
- include the first name and position number of the departmental author

Your response to the client should be sent by email (unless the client has specified otherwise), with a copy (CC) to the GFU at S. 22(1)(a)(ii) @homeaffairs.gov.au

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If a response is provided verbally to the client, please email the GFU at the above address advising the details (i.e. the method of delivery, date, time and a summary of the conversation). **Document 2**

Your responses should be completed within 15 working days, as per the service standards prescribed in the *Client Feedback Policy* ([VM-3001](#)). If a response is not received within this timeframe, the case will be escalated to your Assistant Secretary for follow-up.

Business areas can monitor open feedback cases at [S. 22\(1\)\(a\)\(ii\)](#)

If this feedback has been incorrectly allocated to your business area, please notify the GFU as soon as possible, as service standards commence from the date of the original referral.

Further information about responding to feedback can be located in the *Client Feedback Standard Operating Procedures* ([VM-5430](#)).

If you have any questions or require additional information, please contact the GFU by email.

Regards

[S. 22\(1\)\(a\)\(ii\)](#)

Feedback Officer
Global Feedback Unit
Service Delivery Operation Branch | Service Design and Delivery Programs
Immigration Group
Department of Home Affairs
E: [S. 22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:S. 22(1)(a)(ii)@homeaffairs.gov.au)

17 September 2025

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From: s. 22(1)(a)(ii) @dfat.gov.au>
Sent: Tuesday, 16 September 2025 7:40 PM
To: s. 22(1)(a)(ii) (DFAT)
Cc: s. 22(1)(a)(ii) (DFAT); s. 22(1)(a)(ii) (DFAT)
Subject: FW: Australian immigration enquiry - Other (give details below) - - Receipt number s. 47F(1) [SEC=OFFICIAL]
Attachments: Complaint Letter s. 47F(1) pdf; s. 47F(1)Passport Scan.pdf

OFFICIAL

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

The client has complained a refusal as below, and they even know the name of the VPO (s. 22(1)(a)(ii)) who refused the RID s. 47F(1), mentioned "ICSE" in the letter, and marked "Please also ask a TL to QA RID s. 47F(1)".

Thanks and Best regards,

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

Visa Processing Officer (Home Affairs)

AUSTRALIAN EMBASSY VIETNAM

p: s. 22(1)(a)(ii) m: s. 22(1)(a)(ii)

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Art by Brooks Rignay-Lively (2024)

We acknowledge the Traditional Custodians of Country throughout Australia, and their continuing connection to land, waters and community. We pay our respects to all First Nations peoples, their cultures and to their Elders, past, present and emerging.

From: noreply@homeaffairs.gov.au <noreply@homeaffairs.gov.au>
Sent: Tuesday, September 16, 2025 3:30 PM
To: s. 22(1)(a)(ii) @dfat.gov.au>
Subject: Australian immigration enquiry - Other (give details below) - - Receipt numbers s. 47F(1) [SEC=OFFICIAL]

This enquiry was submitted through the departmental website.

Originating form: <https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/australian-immigration-enquiry-form>

It was submitted by s. 47F(1) on Tuesday, 16 September 2025 at 6:30:24 PM

Privacy and Security

Vietnam (Hanoi or Ho chi Minh City)

Do you want to continue making an enquiry to an Australian Visa Office in Vietnam?: Yes

Enquiry details

Type of enquiry: Other (give details below)

If you cannot find the information on the Department of Home Affairs website provide more details below, then complete and submit this form.: Due to the insufficient characters available in this textbox, please refer to the attached letter. This is regarding the conduct of s. 22(1)(a)(ii) — please bring this to the attention of the Principal and Chief Migration Officer for response. Please also ask a TL to QA RID s. 47F(1). Thank you and regards, s. 47F(1).

Visa applicant details

Given name: s. 47F(1)

Family name: s. 47F(1)

Date of Birth: s. 47F(1)

Phone number: s. 47F(1)

Authorised email address: s. 47F(1)

Country of residence: s. 47F(1)

Select Identifier type from the drop down list: Client ID (CID)

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

Select Identifier type from the drop down list: Application ID

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

Date application submitted: 25/08/2025

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

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

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Passport details**Passport details****Passport number:** s. 47F(1)**Passport country:****Submit:** True**Request ID:** Req-s. 47F(1)

Email attachments information

File name	Size	Type
Complaint Letter s. 47F(1).pdf	46KB	application/pdf
s. 47F(1)Passport Scan.pdf	6MB	application/pdf

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16 September 2025

s. 47F(1)

Good afternoon,

Re:

Client name s. 47F(1)

Date of birth

Date of visa application 25 August 2025

Application ID s. 47F(1)

Transaction reference number s. 47F(1)

File number s. 47F(1)

Please note that this complaint is not intended to challenge the refusal decision itself, but rather to raise concerns about the process by which such decisions are communicated to applicants. I am well aware of the Department's standard feedback response, which typically states: "As the issues you raise in your feedback relate to an application for a Visitor visa and the subsequent decision, your feedback will be forwarded to the appropriate area for their information. Once a decision has been made on an application it cannot be reviewed or changed by the Department..." and further explains that the onus is on the applicant to satisfy the decision maker. That is precisely why I stress that my concern is not about reviewability or legal outcome, but about the quality, transparency, and utility of the refusal letters themselves, which currently fail to provide meaningful, applicant-specific reasoning.

In a recent visitor visa refusal decision, the wording provided by Delegate s. 22(1)(a)(ii) (Position Number: s. 47E(c)) was nothing more than a generic, copy-and-paste extract that could be applied indiscriminately to any applicant. This demonstrates a clear lack of care, competence, and professional judgment in decision-making. Such formulaic wording does not reflect a genuine assessment of the applicant's circumstances, nor does it provide specific or substantive feedback that would enable the applicant to understand the basis of the refusal or to address the Department's concerns in any future application.

I wish to emphasise that this type of templated refusal letter is problematic because (1) It **lacks transparency**, as the applicant cannot identify what particular factors were determinative in their case. (2) It **fails to provide procedural fairness**, as applicants are not in a position to remedy or respond to unstated concerns in the future. (3) It creates an **incentive for repeated FOI and Privacy Act requests**, as applicants will inevitably seek their ICSE notes and internal correspondence to determine the real basis for refusal. This imposes a **burden on the Department**, particularly the FOI and Legal teams.

For those reasons above, I cannot be satisfied that the delegate properly reviewed the documentation I submitted, or that they discharged their duties correctly. The decision refers to "having regard to any other relevant matter," yet without providing a copy of the internal assessment, there is no assurance that the delegate considered the full range of evidence. Furthermore, if the ICSE notes do not specifically list **every single document** that I submitted, this would itself demonstrate poor decision-making and a failure to properly perform their role.

If I do not receive a **satisfactory and substantive response** to this process complaint, please be aware that within the coming days, I intend to circulate **detailed public guidance** on how applicants may obtain their departmental files — including internal correspondence and ICSE notes — under the Freedom of Information Act and Privacy Act 1988.

As you will be aware, the current pattern of **increased refusal rates combined with non-transparent, copy-pasted decision letters** makes such guidance inevitable. This is not in the interests of the Department or applicants.

I therefore request that you review this matter and provide a **meaningful response** addressing how the Department intends to ensure decision letters contain clear, applicant-specific reasoning rather than generic text that can be copied and pasted for any applicant.

Yours sincerely,

S. 47F(1)

This enquiry was submitted through the departmental website.

Originating form: <http://www.homeaffairs.gov.au/Forms/Pages/compliments-complaints-suggestions.aspx>

Destination email: s. 22(1)(a)(iii) @homeaffairs.gov.au

Submitted at Tuesday, 16 September 2025 6:10 PM and relates to Visa Complaint

I have read and understood the Department's Privacy Statement.

I have read and understood the Department's Security Statement.

Do you wish to report fraud, criminal or suspicious behaviour?: No

Do you require Technical Support for ImmiAccount or VEVO?: No

Do you have an enquiry or seek a status update regarding a service or product offered by the Department, including ABF?: No

Title: Mrs

Given name(s): S. 47F(1)

Family name: S. 47F(1)

Email: S. 47F(1)

Subject of your feedback: Visa

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Client type: Visa applicant

Departmental reference number: S. 47F(1)

Your client ID: S. 47F(1)

Visa type: Visitor (subclass 600)

Dear GFU,

Please note that this complaint is not intended to challenge the refusal decision itself, but rather to raise concerns about the process by which such decisions are communicated to applicants. I am well aware of the Department's standard feedback response, which typically states: 'As the issues you raise in your feedback relate to an application for a Visitor visa and the subsequent decision, your feedback will be forwarded to the appropriate area for their information. Once a decision has been made on an application it cannot be reviewed or changed by the Department' and further explains that the onus is on the applicant to satisfy the decision maker. That is precisely why I stress that my concern is not about reviewability or legal outcome, but about the quality, transparency, and utility of the refusal letters themselves, which currently fail to provide meaningful, applicant-specific reasoning.

In a recent visitor visa refusal decision, the wording provided by the Delegate of the Minister S. 47F(1) (Position Number: S. 47E(c)) was nothing more than a generic, copy-and-paste extract that could be applied indiscriminately to any applicant. This demonstrates a clear lack of care, competence, and professional judgement in decision-making. Such formulaic wording does not reflect a genuine assessment of the applicant's circumstances, nor does it provide specific or substantive feedback that would enable the applicant to understand the basis of the refusal or to address the Department's concerns in any future application.

I wish to emphasise that this type of templated refusal letter is problematic because (1) It lacks transparency, as the applicant cannot identify what particular factors were determinative in their case. (2) It fails to provide procedural fairness, as applicants are not in a position to remedy or respond to unstated concerns in the future. (3) It creates an incentive for repeated FOI and Privacy Act requests, as applicants will inevitably seek their ICSE notes and internal correspondence to determine the real basis for refusal. This imposes a burden on the Department, particularly the FOI and Legal teams.

For those reasons above, I cannot be satisfied that the delegate properly reviewed the documentation I submitted, or that they discharged their duties correctly. The decision refers to 'having regard to any other relevant matter,' yet

without providing a copy of the internal assessment, there is no assurance that the delegate considered the full range of evidence. Furthermore, if the ICSE notes do not specifically list every single document that I submitted, this would itself demonstrate poor decision-making and a failure to properly perform their role.

If I do not receive a satisfactory and substantive response to this process complaint, please be aware that within the coming days, I intend to circulate detailed public guidance on how applicants may obtain their departmental files ? including internal correspondence and ICSE notes ? under the Freedom of Information Act and Privacy Act 1988.

As you will be aware, the current pattern of increased refusal rates combined with non-transparent, copy-pasted decision letters makes such guidance inevitable. This is not in the interests of the Department or applicants.

I therefore request that you review this matter and provide a meaningful response addressing how the Department intends to ensure decision letters contain clear, applicant-specific reasoning rather than generic text that can be copied and pasted for any applicant.

Please also note that if the GFU or RBA continues to provide the same generic response that fails to address my complaint substantively, I will have no choice but to escalate this matter to the Commonwealth Ombudsman.

Yours sincerely,

S. 47F(1)

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

The attached feedback (IMMI-S. 47F(1)) was received by the Global Feedback Unit (GFU) from Mr S. 47F(1) (on behalf of S. 47F(1)) on 18 August 2025.

This feedback is forwarded to you for investigation and response.

Your response to the client should:

- refer to the feedback matter by the GFU reference (IMMI-S. 47F(1)) (S. 47F(1))
- note the date the feedback was received by the GFU
- make reference to the issue(s) raised by the client feedback
- address each issue in turn
- be tailored to the client's individual feedback and concerns
- include the first name and position number of the departmental author

Your response to the client should be sent by email (unless the client has specified otherwise), with a copy (CC) to the GFU at s. 22(1)(a)(ii) @homeaffairs.gov.au

If a response is provided verbally to the client, please email the GFU at the above address advising the details (i.e. the method of delivery, date, time and a summary of the conversation).

Your responses should be completed within 15 working days, as per the service standards prescribed in the *Client Feedback Policy* ([VM-3001](#)). If a response is not received within this timeframe, the case will be escalated to your Assistant Secretary for follow-up.

Business areas can monitor open feedback cases at
s. 22(1)(a)(ii)

If this feedback has been incorrectly allocated to your business area, please notify the GFU as soon as possible, as service standards commence from the date of the original referral.

Further information about responding to feedback can be located in the *Client Feedback Standard Operating Procedures* ([VM-5430](#)).

If you have any questions or require additional information, please contact the GFU by email.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operation Branch | Service Design and Delivery Programs
Immigration Group
Department of Home Affairs
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

16 September 2025

IMMI-s. 47F(1)**Identified Issues**

ISSUE: IMMI-s. 47F(1)

Issue Type: Complaint

Issue: Visa > Processing times > Application outside SPT > General

Primary Issue: Yes

RBA Contact: s. 22(1)(a)(ii)

Position number: s. 47E(c)

RBA Org Unit: A HANOI

Org Unit ID: s. 22(1)(a)(ii)

Cost Centre:

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On: 18 August 2025

How Received:

Feedback Type: Complaint

Sensitive:

No

Feedback submitted by

Name: s. 47F(1)

Client Type: Migration Agent

Phone MB:

Email:

Case Parties:

Name: s. 47F(1)

ICSE Client ID:

Summary

s. 47F(1)

OFFICIAL: Sensitive

Personal-Privacy

This Complaint was submitted through the departmental website.

Originating form: <http://www.homeaffairs.gov.au/Forms/Pages/compliments-complaints-suggestions.aspx>

Destination email: s. 22(1)(a)(ii)@homeaffairs.gov.au

It was submitted on Monday, 18 August 2025 at 1:09:27 PM and relates to Visa Complaint

feedbackSecurityStatement: I have read and understood the Department's Security Statement

Privacy and security

feedbackPrivacyStatement: I have read and understood the Department's Privacy Statement.

Do you wish to report fraud, criminal or suspicious behaviour?: No

Do you require technical support for ImmiAccount or VEVO?: No

Do you have an enquiry or seek a status update regarding a service or product offered by the Department, including ABF?: No

Select the subject of your feedback: Visa

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: No

Visa

Client type (person lodging): Migration agent

MARA number: s. 47F(1)

Are you providing feedback on behalf of a visa applicant?: Yes

Applicant's given name(s): s. 47F(1)

Applicant's family name: s. 47F(1)

What visa type is your feedback related to?: Visitor (subclass 600)

Feedback

Feedback: Dear Visa Officer, On behalf of my client, s. 47F(1), I respectfully submit this request regarding their Visitor Visa (subclass 600) application, which was lodged on 11 July 2025 under Transaction Reference Number (TRN): s. 47F(1). My client has provided all the required documents and information in support of the application. The purpose of this visit is to s. 47F(1). Given the special family circumstances and the emotional importance of this visit, we kindly request the Department to review and finalise the application as soon as possible. Should any further information or documents be required, we are fully prepared to provide them immediately upon request. We sincerely appreciate your attention to this matter and look forward to your favourable response. Yours faithfully, s. 47F(1)

Your title: Mr

Your given name(s): s. 47F(1)

Your family name: s. 47F(1)

Your email address: s. 47F(1)

Your phone number:

Provide any departmental reference number relevant to this matter: s. 47F(1)

Personal-Privacy

OFFICIAL: Sensitive

Request ID: Req-s. 47F(1)

Email attachments information

File name Size Type

s. 47F(1) - Form 956.pdf 2MB application/pdf

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