

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: S. 47F(1)

Email:

S. 47F(1)

Case Parties:

Name: S. 47F(1)

ICSE Client ID: S. 47F(1)

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: S. 47F(1)

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

Personal-Privacy

OFFICIAL: Sensitive

Request ID: S. 47F(1)

Email attachments information

File name Size Type

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

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whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and attachments immediately. This email, including attachments, may contain confidential, sensitive, legally privileged and/or copyright information.

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Unsolicited commercial emails **MUST NOT** be sent to the originator of this email.

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

The attached feedback (IMMIS. 47F(1)) was received by the Global Feedback Unit (GFU) from 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 (IMMIS. 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

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: FW: Feedback s. 47F(1) [SEC=OFFICIAL]
Date: Monday, 29 September 2025 7:51:24 PM
Attachments: [image001.jpg](#)

OFFICIAL

Hi Feedback,

Pls see below email to the agent. Can you pls review and close the GFU accordingly.

Kind regards,

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: NoReply AustralianVisaOffice
Sent: Monday, 29 September 2025 4:50 PM
To: s. 47F(1)
Subject: Feedback IMMI s. 47F(1) [SEC=OFFICIAL]

OFFICIAL

Dear s. 47F(1)

Thank you for your feedback that was received on 18 August 2025, our reference IMMI-S. 47F(1).

S. 47F(1)

S. 47F(1) Thank you for bringing this application to our attention. Applications are assessed as quickly as possible and on an individual basis. The processing office will contact the visa applicant, via their nominated representative, if further information is required. We will otherwise endeavour to have this application processed in as expedient manner as possible.

Please note, global visa processing times are based on averages of global historical data and are indicative only. As such, processing times may vary considerably. Are

We apologise for any inconvenience caused.

Kind regards,

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

Australian Visa Office, Vietnam

[Visa Office website](#) | [Home affairs website](#)

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: RE: FEEDBACK (IMMI s. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL]
Date: Tuesday, 14 October 2025 6:00:52 PM
Attachments: [image001.jpg](#)

OFFICIAL

Hi Feedback,

This application has been finalised today. Grateful if you could take s. 47F(1) s. 47F(1) as correspondence for the purposes of closing the matter.

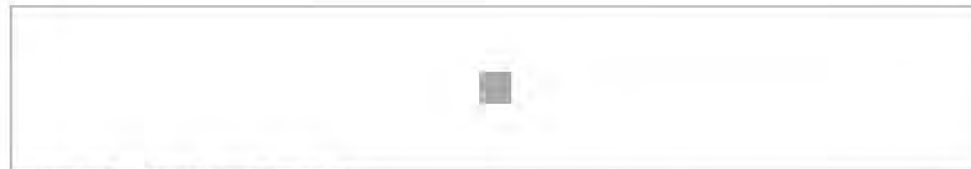
Thanks and let me know if you have any questions.

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

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: s. 22(1)(a)(ii)
Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	25 August 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Applicant		
ICSE Number:	s. 47F(1)		
Phone BH:		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)
Visa type: Visitor (subclass 600)

Dear Sir/Madam,

s. 47F(1) According to the Department of Home Affairs website, the application has now exceeded the standard processing timeframe.

Given this delay, I kindly request that the application be reviewed and processed as soon as possible
S. 47F(1) .

Visa application reference number: S. 47F(1)

Thank you very much for your attention and assistance.

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 25 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))
- 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

22 September 2025

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: FW: Your Feedback IMMI s. 47F(1) [SEC=OFFICIAL]
Date: Monday, 29 September 2025 4:59:42 PM
Attachments: [image001.jpg](#)

OFFICIAL

Hi Feedback,

Pls see below response to s. 47F(1) Grateful if you could review and close the matter accordingly.

Kind regards,

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: NoReply AustralianVisaOffice
Sent: Monday, 29 September 2025 1:57 PM
To: s. 47F(1)
Subject: Your Feedback IMMI-s. 47F(1) [SEC=OFFICIAL]

OFFICIAL

Dear s. 47F(1)

Thank you for your feedback that was received on 25 August 2025, our reference
IMMI s. 47F(1)

s. 47F(1)

s. 47F(1) Applications are assessed as quickly as possible and on an individual basis. The processing office will contact you or your nominated legal representative if further information is required. We will let you know the outcome of your application in writing. Do not arrange to travel to Australia until we let the visa applicant know, in writing, that they have been granted a visa.

Please note, global visa processing times are based on averages of global historical data and are indicative only. As such, processing times may vary considerably.

We apologise for any inconvenience caused.

Kind regards,

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

Australian Visa Office, Vietnam

[Visa Office website](#) | [Home affairs website](#)

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: s. 22(1)(a)(ii)
Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	30 August 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Applicant		
ICSE Number:	s. 47F(1)		
Phone BH:		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: Family member/friend/advocate
Departmental reference number: No s. 47F(1)
Are you providing feedback on behalf of a visa applicant?: No
Visa type: Tourist visa (subclass 676)

Dear Sir/ Madam,

On 30 Jul 2025, at 10:11, I sent an email (below) to the email address
s. 22(1)(a)(ii)@dfat.gov.au, with reference to the visa application No s. 47F(1)

s. 47F(1)

However, I have not received any responses as of today.

I would try this channel to present my case and look forward to the response from the official in charge.

I received the refusal to the visa application (reference number above) due to lack of proofs that I would come back to Vietnam after my travel.

FYI, at the time of submission, I could not upload any attachments, so I left a message, stating the reason (due to time out error), and after that I had logged in to upload the documents as "required", but not as "recommended". I could not delete the error message either. I believe the history of the system log should record these log-ins. Then it turns out that the reasons for refusal are the lack of recommended evidence.

This is the first time I s. 47F(1)

, so I just submitted/ uploaded similar evidence as previously required, both finance and employment. I logged in my immi account often to check if there are any further requirements. However, I did not received any. And today, in the refusal, I understand that the Immigration Department is not required to do so.

I am wondering if there is any chance that you could provide me with exactly what I need to submit to prove that I do not have any intention to stay in Australia, so that I could re-submit the evidence for the reconsideration?

Recently, I have uploaded the copy of s. 47F(1) together with the request for refund of the fee because I failed to locate a right channel to request for reconsideration of the application.

Thank you and I look forward to your response.

Regards,

s. 47F(1)

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 30 August 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends in Australia are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

We hope this information has been helpful to you.

Yours sincerely

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

Global Feedback Unit
Department of Home Affairs

29 September 2025

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

The attached feedback (IMMI S. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) S. 47F(1) on 29 Sep, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii)@homeaffairs.gov.au.

Please quote Feedback Case Number (IMM S. 47F(1)) in all correspondence relating to this matter.

Regards

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

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

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

Receipt Details			
Received On:	1 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by			
Name:	S. 47F(1)		
Client Type:	Client		
ICSE Number:	S. 47F(1)		
Phone BH:		Phone AH:	
Phone MB:	S. 47F(1)	Email:	S. 47F(1)
Address			
Passport			

Case Parties:	
Name:	S. 47F(1)
ICSE Client ID:	S. 47F(1)

Summary	
Subject of your feedback: Visa	
Type of feedback: Complaint	
Do you wish your feedback to be anonymous?: No	
Client type: Sponsor of visa applicant	
Your client ID: 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)	
Visa type: Visitor (subclass 600)	

The application has been processing for almost s. 47F(1) with no updates on the application status or if there is any request or problems with the application. s. 47F(1)

s. 47F(1)

s. 47F(1) not sure
how long we must wait and I can not ask or do anything to help the processing of the visa. It would be greatly appreciated if this matter can be
Dealt with as soon as possible.

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 behalf of S. 47F(1)) on 1 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

30 September 2025

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: RE: FEEDBACK (IMM s. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL]
Date: Monday, 10 November 2025 4:02:17 PM
Attachments: [image001.jpg](#)

OFFICIAL

Hi Feedback,

s. 47F(1)

Grateful if this feedback could be closed on the basis of the client being notified their application was finalised.

Regards,

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>
Sent: Friday, 7 November 2025 8:55 AM
To: s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) s. 22(1)(a)(ii) @homeaffairs.gov.au>
Cc: s. 22(1)(a)(ii) @dfat.gov.au>; s. 22(1)(a)(ii) s. 22(1)(a)(ii) @dfat.gov.au>; s. 22(1)(a)(ii) s. 22(1)(a)(ii) @homeaffairs.gov.au>
Subject: RE: FEEDBACK (IMM s. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL]

OFFICIAL

Dear Colleagues,

The above feedback response was due on 22nd of October.

Please advise if a response has been sent to the client and if so please forward this response to the Global Feedback Unit, otherwise we will need to escalate this complaint to the Assistant Secretary.

Kind regards

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

Global Feedback Officer | Global Feedback Unit

Service Delivery Operations Branch

Citizenship, Humanitarian, Family Visa Programs & Support Division

Immigration Programs Group

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

OFFICIAL

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

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

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:	S. 22(1)(a)(ii)
Generic Email:	Vietnam Post (DFAT)

Receipt Details			
Received On:	4 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by			
Name:	S. 47F(1)		
Client Type:	Applicant		
ICSE Number:	S. 47F(1)		
Phone BH:		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: Delegate of the Minister Position Number: S. 47E(c) Department of Home Affairs	
Your client ID: S. 47F(1)	
Visa type: Visitor (subclass 600)	
I'm extremely disappointed with how the Department of Home Affairs handled my tourist visa application.	

My visa was refused under clause 600.211 for the following reasons:

First, , I provided my s. 47F(1) , and they claimed I had not submitted verifiable salary payment documents to prove my employment. What more do they need?

Second, they said I did not provide evidence of owning property in Vietnam, suggesting we might not intend to return there. Two facts: s. 47F(1)

to Australia. Had they asked, we would have gladly provided additional documents related to s. 47F(1) in Vietnam.

Third, one factor in the decision record was that I applied to travel with s. 47F(1) so close family members in Vietnam may not be an incentive for me to return. Again, s. 47F(1)

s. 47F(1)

What else do they expect? Is Australia so precious that I must travel around the world before coming to Australia?

Fifth, I have a s. 47F(1) . That's the main reason we want to visit. She wrote a letter and is willing to take responsibility if I violate any conditions in Australia. But the officer ?attached less weight to this evidence as this is not, of itself, sufficient evidence of a genuine visit.?

Worst of all, the refusal notification said, ?There is no right of merits review for this decision.? So basically, we have to accept this visa refusal silently. We must also declare this visa denial in every future visa application for other countries. The Department of Home Affairs didn't give us a single chance to explain ourselves or answer their questions.

I regret applying to visit Australia and just want to provide this feedback. In my view, Australia's process seems unnecessarily harsh and unfair.

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 4 September 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends in Australia are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

We hope this information has been helpful to you.

Yours sincerely

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

Global Feedback Unit
Department of Home Affairs

6 October 2025

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

The attached feedback (IMMIS. 47F(1) was received by the Global Feedback Unit from S. 47F(1) S. 47F(1) on 6 Oct, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii)@homeaffairs.gov.au.

Please quote Feedback Case Number (IMMIS. 47F(1) in all correspondence relating to this matter.

Regards

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

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

6 October 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: S. 22(1)(a)(ii)

Receipt Details

Received On:	4 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	S. 47F(1)		
Client Type:	Family Member		
ICSE Number:	S. 47F(1)		
Phone BH:		Phone AH:	
Phone MB:	S. 47F(1)	Email:	S. 47F(1)
Address			
Passport			

Case Parties:

Name: S. 47F(1)
ICSE Client ID: S. 47F(1)

Summary

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

Client type: Family member/friend/advocate
Your client ID: 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)
Visa type: Visitor (subclass 600)

s. 47F(1)

On behalf of my family, I am writing to express our deep concern and disappointment regarding the disgraceful and heartless treatment and wish to lodge this complaint regarding the refusal of the Subclass 600 Visitor Visa applications of s. 47F(1), and s. 47F(1), s. 47F(1).

I strongly believe these refusals have not been assessed fairly or with due consideration of the genuine and compassionate circumstances of their intended visit.

s. 47F(1)

-Failure to Consider Compassionate Grounds

s. 47F(1)

Refusing their visa prevented them from fulfilling their cultural and family duties, causing severe emotional harm.

-Genuine Temporary Stay

Their purpose was purely to attend this s. 47F(1). They have no intention of overstaying or breaching visa conditions. Both have strong commitments in Vietnam, including family, employment, property, and my nephew's schooling.

-Credibility of Inviter

I am the main inviter and a s. 47F(1)

, I fully understand the importance of respecting Australian laws and visa conditions. There is absolutely no way I would allow my invited family members to breach visa conditions or overstay after their intended visit.

s. 47F(1)

-Unclear Decision-Making Process

We have not been provided with adequate or specific reasons as to why their documents and explanations were not accepted. This lack of transparency makes it impossible for me to properly address the Department's concerns in good faith for any future applications. Furthermore, the lengthy processing times meant that the rejection was only received after the s. 47F(1) date had already passed. This has caused profound disappointment and distress. If the intention was to refuse the applications, it would have been more respectful and fair to advise us within the first week, rather than prolonging the process unnecessarily.

Despite providing genuine documentation, financial records, and evidence of strong ties to their home country, their applications were refused with standardised wording that does not appear to take into account the compassionate and temporary nature of my visit.

The refusal has caused significant emotional distress to our grieving family, intensifying the pain and loss we are already experiencing, both physically and psychologically. It has also led to financial hardship due to repeated applications, and has created a sense of discrimination, as our applications

do not appear to have been assessed fairly on their merits.

Personally, I have experienced deep feelings of guilt, shame, and betrayal, which have been affecting my wellbeing and my ability to concentrate and fulfil my duty of care and responsibilities as a healthcare professional.

This is not a matter of tourism but of **S. 47F(1)** ?an irreplaceable occasion of great cultural and emotional importance.

This matter is extremely important to me and my family. I sincerely hope the Department will take a fair, compassionate, and culturally sensitive approach in reviewing my case. Lastly, I wish to emphasise that I am not seeking to bring anyone to Australia who would cause disruption, breach visa conditions, or pose any concerns to the community. Inviting someone who might overstay their visa would have serious consequences, including potential legal issues and damage to my career as a nurse, which I would never risk. Thank you for your attention to this complaint.

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 behalf of s. 47F(1)) on 4 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

3 October 2025

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: RE: FEEDBACK (IMMI-S. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL]
Date: Monday, 24 November 2025 6:03:00 PM
Attachments: [image001.jpg](#)
[FEEDBACK \(IMMI-S. 47F\(1\) SECOFFICIAL.msg](#)

OFFICIAL

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

Pls see attached response sent to the enquirer today- grateful if you could consider the correspondence and close the matter accordingly.

Apologies as well for the delayed response.

Kind regards,

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>
Sent: Friday, 21 November 2025 8:24 AM
To: s. 22(1)(a)(ii) @dfat.gov.au>
Cc: s. 22(1)(a)(ii) @dfat.gov.au>
Subject: FW: FEEDBACK (IMMI-S. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL]

OFFICIAL

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

This is a courtesy reminder as the attached feedback is now due.

Please advise if a response has been sent to the client and if so please forward this response to the Global Feedback Unit, otherwise we will need to escalate this complaint to the Assistant Secretary.

Kind regards

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

Feedback Officer | Global Feedback Unit
Service Delivery Operations Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Programs Group
Department of Home Affairs

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

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

From: [NoReply AustralianVisaOffice](#)
To: S. 47F(1)
Subject: FEEDBACK (IMMI S. 47F(1)) [SEC=OFFICIAL]

OFFICIAL

Dear S. 47F(1)

The Department of Home Affairs has received your feedback, our reference IMMI S. 47F(1) S. 47F(1). Feedback on our processes and services is important.

S. 47F(1)

S. 47F(1) all applicants are required to meet the legal requirements in order to be granted a visa. In deciding whether 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 commitments. 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 Visitor visa application criteria. While assurances and statements from interested parties are factored for, it remains the responsibility of the visa applicant to meet all relevant visa criteria. Note as well decisions may be made using information provided at the time of application lodgement, without the need for a decision maker to request further information.

The following website link 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. 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

Department of Home Affairs

Australian Visa Office, Vietnam

[Visa Office website](#) | [Home affairs website](#)

[Contact Us through the Enquiry Form](#)

PLEASE DO NOT REPLY TO THIS EMAIL. *This mailbox is not monitored and any emails received to this mailbox will not be read or responded to.*

If you need to contact us, you may submit an enquiry through the [Australian Immigration Enquiry form](#) which allows us to triage all our incoming correspondence.

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

Receipt Details

Received On:	7 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	S. 47F(1)		
Client Type:	Family Member		
ICSE Number:	S. 47F(1)		
Phone BH:	S. 47F(1)	Phone AH:	
Phone MB:		Email:	S. 47F(1)

Case Parties:

Name:	S. 47F(1)
ICSE Client ID:	S. 47F(1)

Summary

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

Client type: Sponsor of visa applicant
Departmental reference 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)
Visa type: Visitor (subclass 600)

Dear Sir/Madam,

I am writing to follow up on the Visitor Visa (subclass 600) application for S. 47F(1)

S. 47F(1), with application ID/reference number: S. 47F(1)

It has now been over two months since the application was submitted (much over 90% of the standard processing time), but we have not received any update. I have contacted the support line regarding this matter; however, I was not able to obtain helpful information about the progress of her application.

S. 47F(1)

Given these circumstances, we respectfully request that her application be given urgent consideration. If any further documents or information are required, please let us know and we will provide them immediately.

Thank you for your understanding and assistance. I look forward to your response.

Yours faithfully,

S. 47F(1)

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 behalf of S. 47F(1)) on 7 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

3 October 2025

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: RE: FEEDBACK (IMMI s. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL]
Date: Monday, 13 October 2025 7:51:31 PM
Attachments: [image001.jpg](#)

OFFICIAL

Hi Feedback,

Pls note the application was finalised on s. 47F(1). Can you take the s. 47F(1) s. 47F(1) and close the GFU accordingly.

In thanks,

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

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

First Secretary (Home Affairs)
Australian Embassy Vietnam

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

s. 22(1)(a)(i)

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

Receipt Details			
Received On:	9 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by			
Name:	S. 47F(1)		
Client Type:	S. 47F(1)		
ICSE Number:			
Phone BH:		Phone AH:	
Phone MB:	S. 47F(1)	Email:	S. 47F(1)
Address			
Passport			

Case Parties:	
Name:	S. 47F(1)
ICSE Client ID:	S. 47F(1)

Summary	
Subject of your feedback: Visa	
Type of feedback: Complaint	
Do you wish your feedback to be anonymous?: No	
Client type: Family member/friend/advocate	
Departmental reference number: S. 47F(1)	
Your client ID: 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)	

Visa type: Visitor (subclass 600)

Previous GFU reference number: Position Number: s. 47F(1)

Hi Team,

My name is s. 47F(1) I am already the authorised person on this application, a 956a has been filled in.

I just want to express my concern about the most recent declined application. I understand that there are no rights to review on the decision. However, I do believe that the decision is looked at incorrectly. Especially some facts are looked at incorrectly.

s. 47F(1)

I am happy to lodge another application on behalf of Miss s. 47F(1). However, I do appreciate if issues can be discussed with myself before a decision is made.

Thanks

s. 47F(1)

Acknowledgement of feedback

Dear s. 47F(1)

The Department of Home Affairs has received your feedback on 9 September 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends in Australia are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

Global Feedback Unit
Department of Home Affairs

4 October 2025

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

The attached feedback (IMMI S. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) (on behalf of S. 47F(1)) on 9 Sep, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to S. 22(1)(a)(ii)@homeaffairs.gov.au.

Please quote Feedback Case Number (IMMI S. 47F(1)) in all correspondence relating to this matter.

Regards

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

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

4 October 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: s. 22(1)(a)(ii)

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:	s. 47F(1)		
Phone MB:		Email:	s. 47F(1)

Case Parties:

Name:	s. 47F(1)
ICSE Client ID:	s. 47F(1)

Summary

Departmental reference number: s. 47F(1)
Visa type: Visitor (subclass 600)

Hi there,

I would like to complain about my visa application 600 s. 47F(1) and s. 47F(1) s. 47F(1). We are s. 47F(1). The visa application was lodged on s. 47F(1) and s. 47F(1) but until today it has been almost s. 47F(1) and I have not received a reply from the Australian embassy. I am wondering if my visa application is lost or I need to provide additional information. Please let me know if my visa application is still in the review process.

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 behalf of 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

9 October 2025

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: RE: FEEDBACK (IMMI s. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL]
Date: Tuesday, 14 October 2025 4:17:37 PM
Attachments: [image001.jpg](#)

OFFICIAL

Hi Feedback,

s. 47F(1)

s. 47F(1) as correspondence for the purposes of closing this GFU.

In 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.

s. 22(1)(a)(i)

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

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), s. 47E(c)
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 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

From: s. 22(1)(a)(ii)
To: s. 22(1)(a)(ii) (DFAT); Feedback
Cc: s. 22(1)(a)(ii) (DFAT) s. 22(1)(a)(ii) s. 22(1)(a)(ii) s. 22(1)(a)(ii)
Subject: RE: FEEDBACK (IMMI-S. 47F(1) s. 47F(1) Assigned to you for response
[SEC=OFFICIAL:Sensitive]
Date: Wednesday, 8 October 2025 2:45:59 PM
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)

OFFICIAL: Sensitive

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

s. 47E(d)

Kind regards

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

A/g Director | Visitor Visa Program Management
Temporary Visas | Skilled and Temporary Visa and Capability Division
Immigration Programs
Department of Home Affairs
T: s. 22(1)(a)(ii)
E s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

OFFICIAL: Sensitive

From: s. 22(1)(a)(ii)@dfat.gov.au>
Sent: Wednesday, 8 October 2025 1:28 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) s. 22(1)(a)(ii)@homeaffairs.gov.au>; s. 22(1)(a)(ii) s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) s. 22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU>
Subject: RE: FEEDBACK s. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

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

Kind regards,

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](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>
Sent: Wednesday, 8 October 2025 9:36 AM
To: s. 22(1)(a)(ii) [@dfat.gov.au](mailto:s.22(1)(a)(ii)@dfat.gov.au)>; s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>
Cc: s. 22(1)(a)(ii) [@dfat.gov.au](mailto:s.22(1)(a)(ii)@dfat.gov.au)>; s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>; s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>; s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)>
Subject: RE: FEEDBACK (IMMI s. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

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

Thank you for the below email and I apologise for the time taken to get back to you.

The below sounds fine and I look forward to receiving s. 22(1)(a)(ii) response.

Kind regards

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

Feedback Officer | Global Feedback Unit
Service Delivery Operations Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Programs Group
Department of Home Affairs

OFFICIAL: Sensitive

From: S. 22(1)(a)(ii) @dfat.gov.au>
Sent: Friday, 3 October 2025 6:15 PM
To: S. 22(1)(a)(ii) @homeaffairs.gov.au>
Cc: S. 22(1)(a)(ii) @dfat.gov.au>; S. 22(1)(a)(ii) S. 22(1)(a)(ii) @homeaffairs.gov.au>; S. 22(1)(a)(ii) S. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; S. 22(1)(a)(ii) S. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Subject: RE: FEEDBACK (IMMI S. 47F(1) S. 47F(1) Assigned to you for response [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Hi Feedback,

S. 47E(d)

Kind regards,

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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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, 1 October 2025 2:20 PM
To: S. 22(1)(a)(ii) <[S.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.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\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au)>
Subject: RE: FEEDBACK (IMMI S. 47F(1) S. 47F(1) Assigned to you for response [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

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

S. 47E(d)

I will respond, however, as soon as possible as this case remains a priority.

Kind regards,

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)
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From: S. 22(1)(a)(ii) <[S.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au)>
Sent: Wednesday, 24 September 2025 10:35 AM

To: s. 22(1)(a)(ii) @dfat.gov.au>
Cc: s. 22(1)(a)(ii) s. 22(1)(a)(ii) @dfat.gov.au>;
s. 22(1)(a)(ii) @homeaffairs.gov.au>
Subject: RE: FEEDBACK (IMMI-s. 47F(1)) s. 47F(1) Assigned to you for
response [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

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

s. 47E(d)

Happy to discuss if you have any questions.

Kind Regards,

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

Acting Assistant Director, Global Feedback Unit
Service Delivery Operations Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Programs Group
Department of Home Affairs
Telephone: **s. 22(1)(a)(ii)**
Email: **s. 22(1)(a)(ii)**[@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

OFFICIAL: Sensitive

From: **s. 22(1)(a)(ii)** [@dfat.gov.au](mailto:s.22(1)(a)(ii)@dfat.gov.au)>
Sent: Tuesday, 23 September 2025 9:25 PM
To: **s. 22(1)(a)(ii)** [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>
Cc: **s. 22(1)(a)(ii)** [@dfat.gov.au](mailto:s.22(1)(a)(ii)@dfat.gov.au)>; **s. 22(1)(a)(ii)** (DFAT)
s. 22(1)(a)(ii) [@dfat.gov.au](mailto:s.22(1)(a)(ii)@dfat.gov.au)>
Subject: RE: FEEDBACK (IMMI **s. 22(1)(a)(ii)** **s. 22(1)(a)(ii)** Assigned to you for response [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Hi Feedback,

s. 47E(d)

s. 47E(d)

Grateful for your views and input.

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)

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

Sent: Wednesday, 17 September 2025 4:31 PM

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

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

OFFICIAL: Sensitive

Hi Feedback,

Further to the below-s. 47F(1)

s. 47F(1)

In summary s. 47F(1)

s. 47F(1)

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

TS. 22(1)(a)(ii)

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

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

Sent: Wednesday, 17 September 2025 2:41 PM

To: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

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

OFFICIAL: Sensitive

Hi Feedback,

s. 47E(d)

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

s. 47E(d)

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)
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under the Freedom of Information Act 1982

From: [Visitors Program Management](#)
To: s. 22(1)(a)(ii) [DFAT](#)
Cc: [Feedback](#); s. 22(1)(a)(ii) [DFAT](#); s. 22(1)(a)(ii) [DFAT](#); s. 22(1)(a)(ii) s. 22(1)(a)(ii)
Subject: RE: FEEDBACK (IMMI s. 47F(1) s. 47F(1) Assigned to you for response
[SEC=OFFICIAL:Sensitive]
Date: Friday, 3 October 2025 3:30:14 PM
Attachments: [image002.jpg](#)
[image003.jpg](#)
s. 47F(1) [GFU Complaint IMM s. 47F\(1\).pdf](#)
[FW FEEDBACK \(IMMI s. 47F\(1\) s. 47F\(1\) Assigned to you for response](#)
[SECOFFICIAL Sensitive.msg](#)
[2025.10.01 GFU s. 47F\(1\) Proposed Response_VVPM edits.docx](#)

OFFICIAL: Sensitive

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

s. 47E(d)

Regards,

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

Program Officer, Visitor Visa Program Management
Temporary Visas Branch | Skilled and Temporary Visa and Capability Division
Immigration Programs

Department of Home Affairs

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

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



OFFICIAL: Sensitive

From: s. 22(1)(a)(ii) @dfat.gov.au>
Sent: Wednesday, 1 October 2025 3:34 PM
To: s. 22(1)(a)(ii) @homeaffairs.gov.au>
Cc: Feedback <s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) (DFAT)
s. 22(1)(a)(ii) @dfat.gov.au>; s. 22(1)(a)(ii) (DFAT) s. 22(1)(a)(ii) @dfat.gov.au>;
s. 22(1)(a)(ii) @homeaffairs.gov.au>
Subject: FW: FEEDBACK (IMMI s. 47F(1) s. 47F(1) Assigned to you for
response [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Hi Visitor Program Management,

s. 47E(d)

Many thanks,

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

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

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

First Secretary (Home Affairs)
Australian Embassy Vietnam

Ts. 22(1)(a)(ii)) | Ms. 22(1)(a)(ii)

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

From: s. 22(1)(a)(ii) [DFAT](#)
To: s. 22(1)(a)(ii) s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii) [\(DFAT\)](#); s. 22(1)(a)(ii) [\(DFAT\)](#)
Subject: FW: FEEDBACK (IMMI-s. 47F(1) s. 47F(1) Assigned to you for response
[SEC=OFFICIAL:Sensiti
Date: Wednesday, 24 September 2025 12:08:39 PM
Attachments: s. 47E(d)

OFFICIAL: Sensitive

Good morning s. 22(1)(a)(ii) and s. 22(1)(a)(ii)

s. 47E(d)

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

Deputy Consul General, Immigration
Department of Home Affairs
Australian Consulate General, Ho Chi Minh City

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

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

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

From: s. 22(1)(a)(ii) (DFAT)
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)
Subject: s. 47E(d)
Date: Monday, 22 September 2025 8:16:30 PM
Attachments: s. 47E(d)

OFFICIAL

Hi all,

s. 47E(d)

Thanks and regards,

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

Team Leader (Visitor Visa Program)
Department of Home Affairs
Australian Consulate-General Ho Chi Minh City
T s. 22(1)(a)(ii) | Voice net: s. 22(1)(a)(ii)

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

From: [No Reply Visitor Enquiry](#)
To: S. 47F(1)
Cc: [Feedback](#)
Subject: Response to Feedback S. 47F(1) [SEC=OFFICIAL]
Date: Thursday, 9 October 2025 11:48:23 AM

OFFICIAL

Dear S. 47F(1)

Thank you for your feedback (IMMI S. 47F(1)) submitted to the Department of Home Affairs' Global Feedback Unit (GFU) on 16 September 2025.

The Department appreciates feedback from clients as it provides a measure of client service experience from the client's viewpoint. The Department's client service procedures are regularly reviewed, and feedback such as those from yourself are a valuable contribution towards improving the Department's operations in Australia and overseas.

We note your concerns with regards to the decision record you received, advising you of the outcome of your application for a Visitor (subclass 600) visa. S. 47F(1)

S. 47F(1)

S. 47F(1)

Delegates assess each Visitor visa application on its individual merits and in accordance with the Migration Act 1958 and the Migration Regulations 1994. There is no discretion for delegates to depart from these requirements.

Please note, the Department is unable to provide feedback or advice to visa applicants through decision records on how to satisfy the legal criteria for the grant of a Visitor visa. However, information and suggestions on relevant information and documents that may support a Visitor visa application can be found under 'Step by Step' section on the Department's website:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/visitor-600/tourist-stream-overseas#HowTo>

We appreciate your concerns regarding public guidance to access to information held by us. The Department is committed to accountability and transparency by enabling access to information. Further information about requesting access to information can be found here: <https://www.homeaffairs.gov.au/access-and-accountability/freedom-of-information/overview>

Thank you for bringing your concerns to our attention.

Regards

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

Position number: S. 47E(c)

Department of Home Affairs

**** PLEASE DO NOT REPLY TO THIS EMAIL ****

This mailbox is not monitored and any emails sent to this address will not be read or actioned

OFFICIAL

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

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

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	19 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	S. 47F(1)		
Client Type:	Migration Agent		
ICSE Number:			
Phone BH:	S. 47F(1)	Phone AH:	
Phone MB:	S. 47F(1)	Email:	S. 47F(1)
Address			
Passport			

Case Parties:

Name:	S. 47F(1)
ICSE Client ID:	S. 47F(1)

Summary

GFU NOTE - it is now outside the 61 days SPT

Client type: Migration Agent
Departmental reference number: S. 47F(1)
MARA number: S. 47F(1)
Your client ID: 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)

Visa type: Visitor (subclass 600)

Previous GFU reference number: S. 47F(1)

Primary applicant S. 47F(1)

Visa Visitor (Sponsored Family) (subclass 600)

Date of application 09 July 2025

Application ID S. 47F(1)

Transaction reference number S. 47F(1)

Sponsor S. 47F(1)

To whom it may concern,

This sponsored sc600 visa application was lodged on S. 47F(1). This is S. 47F(1) ago. Current processing time for this type of application is 41 days for 90% of applications to be finalised.

It is well outside the standard processing time.

This is the S. 47F(1) I have sent an enquiry in relation to this application. With no way to contact the processing centre, I have no other option.

kind regards

S. 47F(1)

(MARN 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 S. 47F(1) (on behalf of S. 47F(1)) on 19 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

11 October 2025

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: RE: FEEDBACK (IMMI S. 47F(1) S. 47F(1) Assigned to you for response [SEC=OFFICIAL]
Date: Monday, 13 October 2025 7:25:46 PM
Attachments: [image001.jpg](#)

OFFICIAL

Hi Feedback,

s. 47F(1)

S

notification and close off the GFU according.

Thank you,

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)

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

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

Receipt Details

Received On:	19 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	S. 47F(1)		
Client Type:	Migration Agent		
ICSE Number:			
Phone BH:	S. 47F(1)	Phone AH:	
Phone MB:		Email:	S. 47F(1)
Address			
Passport			

Case Parties:

Name: S. 47F(1)
ICSE Client ID: S. 47F(1)

Summary

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

Client type: Sponsor of visa applicant
Departmental reference number: S. 47F(1)
Your client ID: 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)

Visa type: Visitor (subclass 600)

It has been more than s. 47F(1) now that I have been waiting for the outcome of s. 47F(1) application for visiting Australia.

It is more than the global visa processing time frame as indicated.

It is absolutely unusual for waiting so that long.

I have rung the Dept.a few times to check in file REF. s. 47F(1) but all she can said was " you have to wait because lots of workloads in the department..... it is not unusual ". But it is very unusual for me. The staff just wanted to get rid of me without giving me a good reason.

If it is for just a couple weeks different then I can understand that.

That's why I am making a complaint to you.

s. 47F(1)

Please I would like you to find out for me how thing could happen like this.

Please let me know as soon as possible , I am eagerly waiting for your explanation.

I am really disappointed for this so much delay.

Thank you so much

Regards

s. 47F(1)

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 behalf of s. 47F(1)) on 19 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

11 October 2025

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: RE: FEEDBACK (IMMI s. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL]
Date: Friday, 7 November 2025 7:58:33 PM
Attachments: [image001.jpg](#)

OFFICIAL

Hi GFU,

s. 47F(1)

Grateful if you could consider the correspondence sent to client as finalising this matter.

Kind regards,

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.

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

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

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	21 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)	
Client Type:	3rd Party	
ICSE Number:	s. 47F(1)	
Phone MB:	s. 47F(1)	Email: s. 47F(1)

Case Parties:

Name: s. 47F(1)
ICSE Client ID: s. 47F(1)

Name: s. 47F(1)
ICSE Client ID: s. 47F(1)

Summary

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

Client type: Sponsor of visa applicant
Departmental reference number: Reference Number: s. 47F(1)

Are you providing feedback on behalf of a visa applicant?: No
Visa type: Visitor (subclass 600)

Dear The Global Feedback Unit,

s. 47F(1)

s. 47F(1) I'd like to make this feedback/complaint regarding the processing time.

The applications are about exceeding the standard processing time (i.e. approximate s. 47F(1) based on the Department's website info).

We expect that this shouldn't be the case s. 47F(1)

s. 47F(1)

s. 47F(1)

Would you please consider and assess the applications in a timely manner?

We appreciate your work and support and look forward to receiving your response.

Thanks and best regards,

s. 47F(1)

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

The attached feedback (IMMIS. 47F(1)) was received by the Global Feedback Unit (GFU) from S. 47F(1) (on behalf of S. 47F(1) on 21 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 (IMMIS. 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

13 October 2025

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: Re: FEEDBACK (IMM) s. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL]
Date: Monday, 13 October 2025 6:52:46 PM
Attachments: s. 22(1)(a)(ii)

OFFICIAL

Hi GFU,

s. 47F(1)
s. 47F(1) to the client for
the purposes of closing the GFU.

Thank you and let me know if you have any questions.

Kind regards,

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.

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

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

Receipt Details

Received On:	22 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Applicant		
ICSE Number:	s. 47F(1)		
Phone BH:		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?: Yes

Client type: Visa applicant
Visa type: Visitor (subclass 600)

Dear Global Feedback Unit,

Please note that I am s. 47F(1) in this complaint. My concern is with the process by which refusal decisions are communicated to applicants.

s. 47F(1) consisted largely of a templated extract that could have been applied to any applicant. s. 47F(1)

s. 47F(1)

This practice is problematic for two large reasons:

1. Lack of transparency: refusal letters do not identify which factors were determinative, leaving applicants unable to understand the true basis for refusal.
2. Denial of procedural fairness: without specific reasoning, applicants cannot remedy or respond to the Department's concerns in future applications.

The Department's own Procedural Instructions on LEGEND state that refusal letters must provide a logical causal link between the decision and the evidence a decision maker considered. s. 47F(1)

s. 47F(1)

The effect is that applicants are treated in a generic, unfair, and potentially discriminatory way, as though their personal circumstances are irrelevant. s. 47F(1)

I request that this matter be referred to the Principal Migration Officer and Chief Migration Officer of the relevant business area (RBA), and that I am provided with a substantive response that directly addresses the concerns I have raised.

Thank you and regards,
Applicant ID s. 47F(1)

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

The attached feedback (IMMI s. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) s. 47F(1) on 22 Sep, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMIS. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch | Service Design & 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)

13 October 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 22 September 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

Global Feedback Unit
Department of Home Affairs

13 October 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: s. 22(1)(a)(ii)

Receipt Details

Received On:	23 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

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

Summary

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

Subject: Complaint re Process & Quality of Decision ? Visitor (subclass 600) s. 47F(1)
Applicant: s. 47F(1) ? TRN: s. 47F(1) Application ID: s. 47F(1)
? Officer Position No.: s. 47E(c)

Dear Global Feedback Unit,

Please note s. 47F(1). My concern is the process and quality of the decision communication s. 47F(1).

Applicant: s. 47F(1)
TRN: s. 47F(1) Application ID: s. 47F(1)
Decision date: s. 47F(1) | Officer Position No.: s. 47E(c)

s. 47F(1) recites cl. 600.211 in a templated extract s. 47F(1). It provides no logical link between s. 47F(1).

Key evidence submitted but not addressed:

s. 47F(1)

This lack of case-specific reasoning raises transparency and procedural-fairness concerns and does not meet the Department's Procedural Instructions (requiring a logical causal link between evidence considered and the decision).

Requests:

1. Refer this matter to the Principal Migration Officer/Chief Migration Officer of the relevant business area for quality assurance.
2. Provide a substantive written response addressing s. 47F(1) s. 47F(1).
3. If the record is found inadequate, remit to a different delegate or invite me to provide any further particulars before re-applying.

Thank you for your attention. I look forward to a substantive reply.

Kind regards,

s. 47F(1)

Passport No: s. 47F(1)

Email: s. 47F(1)

Spouse: s. 47F(1)

Due to the limitation of the webform (no attachments allowed), s. 47F(1)

s. 47F(1)

Please confirm receipt of this complaint and provide an email address or instructions so I can submit the full evidence pack, or I will post it to GPO Box 241, Melbourne VIC 3001 quoting the complaint reference.

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

The attached feedback (IMMI s. 47F(1) was received by the Global Feedback Unit from s. 47F(1) on 13 Oct, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMI s. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch | Service Design & 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)

13 October 2025

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 23 September 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

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

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

Global Feedback Unit
Department of Home Affairs

13 October 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: S. 22(1)(a)(ii)

Receipt Details

Received On:	S. 47F(1)	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			

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 Global Feedback Unit,

Please note that I am S. 47F(1) in this complaint. My concern is with the process by which refusal decisions are communicated to applicants.

s. 47F(1)

This practice is problematic for two large reasons:

1. Lack of transparency: refusal letters do not identify which factors were determinative, leaving applicants unable to understand the true basis for refusal.
2. Denial of procedural fairness: without specific reasoning, applicants cannot remedy or respond to the Department's concerns in future applications.

The Department's own Procedural Instructions on LEGEND state that refusal letters must provide a logical causal link between the decision and the evidence a decision maker considered. s. 47F(1)
s. 47F(1)

The effect is that applicants are treated in a generic, unfair, and potentially discriminatory way, as though their personal circumstances are irrelevant. s. 47F(1)
s. 47F(1)

I request that this matter be referred to the Principal Migration Officer and Chief Migration Officer of the relevant business area (RBA), and that I am provided with a substantive response that directly addresses the concerns I have raised.

Thank you and regards,
s. 47F(1)

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

The attached feedback (IMMI s. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) on 14 Oct, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMI s. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch | Service Design & 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)

14 October 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 23 September 2025.

Note: The email address you have used to submit this feedback is not recorded as an authorised contact for communication about this matter. The Department is committed to handling personal information in line with our obligations under the *Privacy Act 1988*.

You may wish to re-submit the feedback via our [web form](#) using the contact details we have on file. Alternatively, if you have an appointed migration agent for this matter, please contact them in the first instance.

The Global Feedback Unit considers this case closed.

Thank you for contacting the Department of Home Affairs.

Yours sincerely

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

Global Feedback Unit
Department of Home Affairs

14 October 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: s. 22(1)(a)(ii)

Receipt Details

Received On:	26 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Applicant		
ICSE Number:	s. 47F(1)		
Phone BH:		Phone AH:	
Phone MB:	s. 47F(1)	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: TRN: s. 47F(1)
Your client ID: s. 47F(1)
Visa type: Visitor (subclass 600)

Dear Global Feedback Unit,
?Please note that I s. 47F(1). My
concern relates both to the process by which refusal decisions are communicated to applicants and to
the apparent disregard of specific evidence I provided.
s. 47F(1) a templated
extract that could have applied to any applicant. s. 47F(1)

s. 47F(1)

This is problematic for two reasons:

1. Lack of transparency ? refusal letters do not specify which factors were determinative, leaving applicants unable to understand the true basis for refusal.
2. Denial of procedural fairness ? without specific reasoning, applicants cannot reasonably address the Department's concerns in future applications.

The Department's own Procedural Instructions (LEGEND) state that refusal letters should ?provide a logical causal link between the decision and the evidence considered.? s. 47F(1)
s. 47F(1)

The effect is that applicants are treated in a generic and potentially unfair way, as though their personal circumstances are irrelevant. s. 47F(1)

s. 47F(1)

I respectfully request that this matter be referred to the Principal Migration Officer and Chief Migration Officer of the relevant business area (RBA), and that I receive a substantive response directly addressing the concerns raised.

Thank you for your attention to this matter.

Yours sincerely,

s. 47F(1)

Application ID: s. 47F(1)

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

The attached feedback (IMMI-S. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) S. 47F(1) on 15 Oct, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMI S. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch | Service Design & 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)

15 October 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 26 September 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends in Australia are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

Global Feedback Unit
Department of Home Affairs

15 October 2025

IMMI-S. 47F(1)

Identified Issues

ISSUE: IMMI S. 47F(1)

Issue Type: Complaint
Issue: Visa > Other>JE
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: S. 22(1)(a)(ii)

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	28 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

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

Summary

GFU Note: S. 47F(1) refer to RBA to review
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: TRN S. 47F(1) and File number S. 47F(1)
Your client ID: S. 47F(1)
Visa type: Visitor (subclass 600)
Previous GFU reference number: No

Dear Department of Home Affairs,

S. 47F(1)

s. 47F(1) I respectfully request that the Department investigate this matter, as it appears to be an administrative or technical error that has significantly impacted the outcome of my application. Thankyou.

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 28 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

1 October 2025

From: s. 47F(1)
To: [Feedback](#)
Subject: Re: FEEDBACK (IMMI s. 47F(1) s. 47F(1) [SEC=OFFICIAL: Sensitive]
Date: s. 47F(1)
Attachments: s. 47F(1)

Hi s. 22(1)(a)(ii) and the Global Feedback Unit team,

I hope this message finds you well.

S. 47F(1)

Thank you very much for your time and assistance.

Kind regards,

s. 47F(1)

Feedback Case Number: IMMI s. 47F(1)

Email: s. 47F(1)

On Wed, 1 Oct 2025 at 13:58, s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s. 22(1)(a)(ii)@homeaffairs.gov.au) wrote:

Acknowledgement of feedback

Dear s. 47F(1)

The Department of Home Affairs has received your feedback on s. 47F(1). 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 IMMI s. 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

1 October 2025

Important Notice: The content of this email is intended only for use by the individual or entity to whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and attachments immediately. This email, including attachments, may contain confidential, sensitive, legally privileged and/or copyright information.

Any review, retransmission, dissemination or other use of this information by persons or entities other than the intended recipient is prohibited. The Department of Home Affairs, the ABF and the National Emergency Management Agency respect your privacy and have obligations under the Privacy Act 1988.

Unsolicited commercial emails MUST NOT be sent to the originator of this email.

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: RE: 2nd reminder sent s. 47F(1) [SEC=OFFICIAL]
Date: Tuesday, 28 October 2025 4:57:25 PM
Attachments: [image001.jpg](#)
[Your Feedback our reference IMMI-s. 47F\(1\) SECOFFICIAL.msg](#)

OFFICIAL

Hi Feedback,

S. 47F(1)

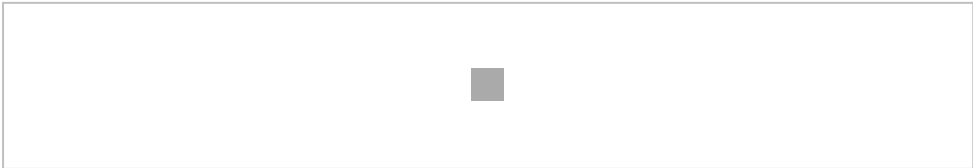
Grateful if you could close of this GFU on the basis of the response sent to the applicant today.

Kind regards,

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: Feedback s. 22(1)(a)(ii)@homeaffairs.gov.au>
Sent: Tuesday, 28 October 2025 12:21 PM
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) s. 22(1)(a)(ii)@dfat.gov.au>
Subject: 2nd reminder sent s. 47F(1) [SEC=OFFICIAL]

OFFICIAL

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

The above case is now overdue and ready for escalation to the Assistant Secretary. If there has been a response to the client, please send it through so we can close the feedback item. Your assistance on this matter is appreciated.

Please see the email trail below for this case. Please note this is the 2nd reminder.

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

Feedback Officer

Service Delivery Operation Branch | Citizenship, Humanitarian, Family Visa Programs & Support Division

Immigration Group

Department of Home Affairs

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

OFFICIAL

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

From: [NoReply AustralianVisaOffice](#)
To: S. 47F(1)
Subject: Your Feedback, our reference IMMI-S. 47F(1) [SEC=OFFICIAL]

OFFICIAL

Dear S. 47F(1)

Thank you for your feedback (received S. 47F(1), our reference IMMI-S. 47F(1)). Please be advised the Hanoi Visa Office is reviewing your application,

S. 47F(1)

Thank you for your patience. The Hanoi Visa Office will update you as soon as we have completed the review associated with the finalisation of your visa application.

Kind regards,

Australian Visa Office, Vietnam

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

PLEASE DO NOT REPLY TO THIS EMAIL. *This mailbox is not monitored and any emails received to this mailbox will not be read or responded to. If you need to contact us, you may make a further enquiry through the [Australian Immigration Enquiry form](#) which allows us to triage all our incoming correspondence*

From: s. 47F(1)
To: [Feedback](#)
Subject: Re: FEEDBACK (IMMI-s. 47F(1)s. 47F(1) [SEC=OFFICIAL: Sensitive]
Date: s. 47F(1)

Dear s. 22(1)(a)(ii) & Global Feedback Unit Team,

Hope this email finds you well.

I am writing to follow up, as I have not yet received any response from the Hanoi Visa Office regarding my feedback submitted on 28 September 2025.

For reference, my Feedback Case Number is IMMI s. 47F(1)

In your acknowledgement, you advised that a response would be provided within s. 47F(1) s. 47F(1). I have not yet received a reply. I would greatly appreciate an update on the progress of my feedback or advice on when I might expect a response.

Thank you for your assistance. I look forward to your reply.

Kind regards,

s. 47F(1)

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

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: RE: 2nd reminder sent s. 47F(1) [SEC=OFFICIAL]
Date: Monday, 24 November 2025 8:32:16 PM
Attachments: [image001.jpg](#)
[image002.jpg](#)
[RE Your Feedback our reference IMM s. 47F\(1\) SECOFFICIAL.msg](#)

OFFICIAL

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

s. 47F(1) I sent another holding response today (to s. 47F(1) see attached).

Kind regards,

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: Feedback s. 22(1)(a)(ii)<[s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)>
Sent: Friday, 21 November 2025 9:56 AM
To: s. 22(1)(a)(ii)<[s.22\(1\)\(a\)\(ii\)@dfat.gov.au](mailto:s.22(1)(a)(ii)@dfat.gov.au)>
Subject: RE: 2nd reminder sent s. 47F(1) [SEC=OFFICIAL]

OFFICIAL

Dear Colleagues,

We have received further correspondence from the client regarding the temporary response you have issued to their feedback.

FYI

Thanks!

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

Feedback Officer

Service Delivery Operation Branch | Citizenship, Humanitarian, Family Visa Programs &
Support Division

Immigration Group

Department of Home Affairs

E: s. 47F(1)@homeaffairs.gov.au

OFFICIAL

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

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

From: [NoReply AustralianVisaOffice](#)
To: S. 47F(1)
Subject: RE: Your Feedback, our reference IMMI-S. 47F(1)[SEC=OFFICIAL]

OFFICIAL

Dear S. 47F(1)

We understand you have contacted the Global Feedback Unit Team on 20 November 2025, seeking an update on the feedback you provided on 28 September 2025. Please be assured your original feedback remains under active assessment by the Department. We will endeavour to update you as soon as practicable.

Kind regards,

Australian Visa Office, Vietnam

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

PLEASE DO NOT REPLY TO THIS EMAIL. This mailbox is not monitored and any emails received to this mailbox will not be read or responded to. If you need to contact us, you may make a further enquiry through the [Australian Immigration Enquiry form](#) which allows us to triage all our incoming correspondence

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

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

IMMI-s. 47F(1)

Identified Issues

ISSUE: IMMI-s. 47F(1)

Issue Type: Complaint
Issue: Visa > Client Service > Response time
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: s. 22(1)(a)(ii)

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	1 October 2025	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)	Email:	s. 47F(1)
Passport	s. 47F(1)		

Case Parties:

Name:	s. 47F(1)
ICSE Client ID:	s. 47F(1)
Passport:	s. 47F(1)

Summary

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

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

My s. 47F(1), and I urgently needs to travel to
Australia s. 47F(1).

We respectfully urge your assistance in facilitating this urgent request.

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 behalf of s. 47F(1)) on 1 October 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 feedback@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 Deputy Consul-General, Deputy Consul 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

2 October 2025

From: [NoReply AustralianVisaOffice](#)
To: s. 47F(1)
Cc: [Feedback](#)
Subject: Response to Feedback IMMIS. 47F(1) [SEC=OFFICIAL]
Date: Wednesday, 8 October 2025 6:36:16 PM

OFFICIAL

Client name: s. 47F(1)
Date of birth: s. 47F(1)
Date of visa application: s. 47F(1)
Application ID: s. 47F(1)
Transaction reference number: s. 47F(1)
File number: s. 47F(1)

Dear s. 47F(1)

I am writing to you in my capacity as a Senior Migration Officer in Ho Chi Minh City, in response to the feedback you submitted to the Global Feedback Unit on 1 October 2025.

S. 47F(1)

I trust this information has been of assistance.

Kind regards,

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

Position Number: s. 47E(c)
Department of Home Affairs

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

Receipt Details

Received On:	2 October 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	S. 47F(1)		
Client Type:	Applicant		
ICSE Number:	S. 47F(1)		
Phone BH:		Phone AH:	
Phone MB:	S. 47F(1)	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)
Passport number: S. 47F(1)
Your client ID: S. 47F(1)
Visa type: Visitor (subclass 600)
Previous GFU reference number: TNR: S. 47F(1)

Dear Global Feedback Unit,

My name is S. 47F(1) Passport
number: S. 47F(1)

Please note that I s. 47F(1) . My
concern lies with the process by which refusal decisions are communicated to applicants.

s. 47F(1)

This practice is problematic for two major reasons:

Lack of transparency: refusal letters do not identify which factors were determinative, leaving applicants unable to understand the true basis for refusal.

Denial of procedural fairness: without specific reasoning, applicants cannot remedy or respond to the Department's concerns in future applications.

The Department's own Procedural Instructions on LEGEND state that refusal letters must provide a logical causal link between the decision and the evidence a decision maker considered. s. 47F(1)
s. 47F(1)

The effect is that applicants are treated in a generic, unfair, and potentially discriminatory manner, as though their personal circumstances are irrelevant. s. 47F(1)
s. 47F(1)

I respectfully request that this matter be referred to the Principal Migration Officer and Chief Migration Officer of the relevant business area (RBA), and that I be provided with a substantive response directly addressing the concerns I have raised.

Thank you and regards,
s. 47F(1)

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

The attached feedback (IMMI-S. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) S. 47F(1) on 2 Oct, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: S. 22(1)(a)(ii)@homeaffairs.gov.au.

Please quote Feedback Case Number (IMMI S. 47F(1)) in all correspondence relating to this matter.

Regards

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

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

18 October 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 2 October 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

Global Feedback Unit
Department of Home Affairs

18 October 2025

IMMI-s. 47F(1)

Identified Issues

ISSUE: IMMI-s. 47F(1)

Issue Type: Complaint
Issue: Visa > Processing times > Application outside SPT > Health
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: s. 22(1)(a)(ii)

Receipt Details

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

Feedback submitted by

Name: s. 47F(1)

Client Type: Applicant

ICSE Number: s. 47F(1)

Phone BH: Phone AH:

Phone MB: Email:

Address

Passport

Summary

Do you wish your feedback to be anonymous?: Yes

Visa type: Visitor (subclass 600)

S. 47F(1)

S. 47F(1)

THE PROCESSING TIME IS S. 47F(1) SO I HOPE TO BE INSTRUCTED MORE
NECESSARY INFORMATION IF YOU REQUEST TO COMPLY WITH THE RULES FOR
GENUINE VISITORS LIKE ME. THANKS FOR YOUR SUPPORT.

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

The attached feedback (IMMI S. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) on 6 October 2025 and this feedback has been provided to you for information.

The option of responding to the client is still available to your area should you consider it appropriate. Should you choose to respond to the client, please forward a copy of your response to us:

S. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au)

Please quote Feedback Case Number (IMMI S. 47F(1)) in all correspondence relating to this matter.

We have marked this feedback as finalised.

Kind regards

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

Feedback Officer

Global Feedback Unit

Service Delivery Operations Branch | Service Design & 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)

20 October 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: s. 22(1)(a)(ii)

Receipt Details

Received On:	14 October 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

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

Case Parties:

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

Dear Visa Processing Officer,

I hope this message finds you well.

s. 47F(1)

The application has now been outside the standard processing timeframe, as 90% of similar applications are processed within 23 days. We fully understand that some cases may take longer due to additional assessments; however, we would greatly appreciate an update on the progress or estimated timeframe for a decision.

s. 47F(1)

Please let me know if any further documents or information are required to support the application.

Thank you very much for your time and consideration.

Kind regards,
s. 47F(1)

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

The attached feedback (IMMI s. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) s. 47F(1) (on behalf of s. 47F(1)) on 14 Oct, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii)@homeaffairs.gov.au.

Please quote Feedback Case Number (IMMI s. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer | Global Feedback Unit
Service Delivery Operations Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Programs Group
Department of Home Affairs
E: s. 22(1)(a)(ii)@homeaffairs.gov.au

25 October 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 14 October 2025.

While we value all feedback on our processes and services, S. 47F(1)

S. 47F(1)

Thank you for contacting the Department of Home Affairs.

Yours sincerely

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

Global Feedback Unit
Department of Home Affairs

25 October 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:	s. 22(1)(a)(ii)

Receipt Details			
Received On:	17 October 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by			
Name:	s. 47F(1)		
Client Type:	Family Member		
ICSE Number:	s. 47F(1)		
Phone BH:		Phone AH:	
Phone MB:	s. 47F(1)	Email:	s. 47F(1)
Address			
Passport			

Case Parties:	
Name:	s. 47F(1)
ICSE Client ID:	s. 47F(1)

Summary	
Subject of your feedback: Visa	
Type of feedback: Complaint	
Do you wish your feedback to be anonymous?: No	
Client type: Sponsor of visa applicant	
Departmental reference number: s. 47F(1)	
s. 47F(1)	
Are you providing feedback on behalf of a visa applicant?: No	
Visa type: Visitor (subclass 600)	

Transaction REF.number : S. 47F(1)
Application ID : S. 47F(1)
File number S. 47F(1)

S. 47F(1)

I implore you , please do something for me.

I would like to thank you very much before hand and hope that with the knowledge you have, you can do something.

Kind regards

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

The attached feedback (IMMI-s. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) s. 47F(1) on behalf of s. 47F(1) on 17 Oct, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMI-s. 22(1)(a)(ii)) in all correspondence relating to this matter.

Regards

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

Feedback Officer | Global Feedback Unit
Service Delivery Operations Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Programs Group
Department of Home Affairs
E: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

27 October 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 17 October 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends in Australia are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

Global Feedback Unit
Department of Home Affairs

27 October 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: S. 22(1)(a)(ii)

Receipt Details

Received On:	24 October 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

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

Case Parties:

Name: S. 47F(1)
ICSE Client ID: S. 47F(1)

Summary

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

Client type: S. 47F(1)
Departmental reference 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)
Visa type: Visitor (subclass 600)

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

The attached feedback (IMMI S. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) S. 47F(1) (on behalf of S. 47F(1)) on 31 Oct, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: S. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMI S. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Programs Group
Department of Home Affairs
E: S. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au)

31 October 2025

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 24 October 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends in Australia are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

Global Feedback Unit
Department of Home Affairs

31 October 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: S. 22(1)(a)(ii)

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	27 October 2025	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
Departmental reference number: S. 47F(1)
Your client ID: S. 47F(1)
Visa type: Visitor (subclass 600)

Dear Global Feedback Unit,

Please note that this complaint is not to challenge the refusal decision as I understand that this would be out of scope of the Global Feedback Unit. As I did not receive an acknowledgment by email since

13 October 2025, I am having to resubmit another form.

I am writing to raise a further complaint following my review of the ICSE notes for RID s. 47F(1) concerning the conduct of Delegated Decision Maker s. 22(1)(a)(ii) (Position Number: s. 47E(c)). Please treat this as a new complaint containing further information that has arisen as of 13 October 2025.

This delegate wrote in ICSE: 'Funds, asset considered.' This statement is both factually inaccurate and administratively inadequate.

- There is no mention of my mortgage documentation.
- No reference to the full scope of my assets, despite my clear submission of eight properties and three vehicles and additional financial evidence, and
- No acknowledgement of credit capacity documentation submitted.

Most importantly, the delegate's use of the singular term 'asset' strongly suggests that the full scope of my evidence was not properly considered. Combined with the absence of any reference to key documents, this represents a serious failure to take relevant evidence into account and may amount to procedural unfairness.

I have, therefore, serious concerns that this delegate's conduct:

- Fails to comply with the Department's policy and record-keeping requirements;
 - Demonstrates deficient reasoning inconsistent with administrative law principles; and
- s. 47F(1) raising the possibility of systemic failure to properly consider supporting documents from other applicants.

s. 47F(1)

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 s. 47F(1) on 27 October 2025. In addition, the client has also lodged feedback IMMI s. 47F(1) (attached). I have acknowledged both feedback cases, and advised the two cases will be consolidated.

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](#). If a response is not received within this timeframe, the case will be escalated 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](#).

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

Regards

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

Manager
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

28 October 2025

From: [No Reply Visitor Enquiry](#)
To: s. 47F(1)
Cc: [Feedback](#)
Subject: Response to s. 47F(1) [SEC=OFFICIAL]
Date: Thursday, 13 November 2025 6:33:07 PM

OFFICIAL

Dear s. 47F(1)

Thank you for your feedback submitted to the Department of Home Affairs' Global Feedback Unit (GFU), s. 47F(1)
s. 47F(1)

s. 47F(1)

s. 47F(1) However, we have forwarded your feedback to the appropriate area for their information.

s. 47F(1)

Estimates of processing times on our website are provided as a guide only. Individual processing times may vary from the published estimates due to a number of factors. More information on processing times is available on the Home Affairs' website: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-processing-times/global-visa-processing-times>

Thank you for advising us of the documents you have submitted with your pending visa application. You may check the status of you visa application through [IMMIAccount](#).

We trust this assists.

Regards

Temporary Visa Branch
Department of Home Affairs

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OFFICIAL

From: [Feedback](#)
To: s. 22(1)(a)(ii)
Cc: [Immigration Vietnam \(DEAT\)](#); s. 22(1)(a)(ii)
Subject: FW: Response to Feedback S. 47F(1) [SEC=OFFICIAL]
Date: Friday, 21 November 2025 3:20:00 PM

OFFICIAL

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

S. 47F(1)

S. 47E(d)

Kind Regards,

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

Manager, Global Feedback Unit
Service Delivery Operations Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Programs Group
Department of Home Affairs
Telephone: s. 22(1)(a)(ii)
Email: s. 22(1)(a)(ii)@homeaffairs.gov.au

OFFICIAL

From: S. 47F(1)

s. 47F(1)

OFFICIAL

Dear s. 47F(1)

Thank you for your feedback submitted to the Department of Home Affairs' Global Feedback Unit (GFU), s. 47F(1)
s. 47F(1)

s. 47F(1)

s. 47F(1)

However, we have forwarded your feedback to the appropriate area for their information.

In relation to your feedback, IMMI s. 47F(1), please note, we are currently processing a high number of visa applications and s. 47F(1)
s. 47F(1)

Estimates of processing times on our website are provided as a guide only. Individual processing times may vary from the published estimates due to a number of factors. More information on processing times is available on the Home Affairs' website: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-processing-times/global-visa-processing-times>

Thank you for advising us of the documents you have submitted with your pending visa application. You may check the status of you visa application through [IMMIAccount](#).

We trust this assists.

Regards

Temporary Visa Branch
Department of Home Affairs

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This mailbox is not monitored and any emails sent to this address will not be read or

actioned

OFFICIAL

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Unsolicited commercial emails **MUST NOT** be sent to the originator of this email.

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Cc: [Visitors Program Management](#)
Subject: RE: Response to Feedback s. 47F(1) [SEC=OFFICIAL]
Date: Monday, 24 November 2025 2:33:28 PM

OFFICIAL

Hi Feedback,

I would not propose to respond further.

Regards,

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

From: [Feedback](#)
To: s. 47F(1)
Subject: RE: Response to Feedback s. 47F(1) [SEC=OFFICIAL]
Date: Wednesday, 26 November 2025 2:37:00 PM

OFFICIAL

Dear s. 47F(1)

I refer to your correspondence received s. 47F(1)
s. 47F(1)

The information addressing your concerns has been reviewed and the Department is satisfied that each of the issues raised has been addressed. Consequently, no further consideration within the Department has been deemed necessary.

Should you wish to pursue this matter further, external review options such as the Commonwealth Ombudsman maybe available to you. You may find the following information helpful:

Commonwealth Ombudsman

The Commonwealth Ombudsman has the power to investigate the administrative actions and decisions of Australian Government agencies to see if they are wrong, unjust, unlawful or discriminatory.

Australian Human Rights Commission

The Australian Human Rights Commission has responsibilities for inquiring into alleged infringements under five anti-discrimination laws - the Racial Discrimination Act 1975, the Sex Discrimination Act 1984, Disability Discrimination Act 1992 and the Age Discrimination Act 2004 as well as inquiring into alleged infringements of human rights under the Human Rights and Equal Opportunity Commission Act 1986.

Office of the Australian Information Commissioner

The Office of the Australian Information Commissioner (OAIC) can promote and uphold privacy and information access rights.

The Department thanks you once again for your feedback.

Yours sincerely

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

Manager, Global Feedback Unit
Department of Home Affairs

OFFICIAL

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

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

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	30 October 2025	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)
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
Departmental reference number: RID s. 47F(1)
Your client ID: s. 47F(1)
Visa type: Visitor (subclass 600)

Dear Global Feedback Unit,

s. 47F(1)

s. 47F(1)

The processing

time of my application is outside standard processing timeframe as indicated on the website.

To assist the Department in making a timely decision, s. 47F(1)

s. 47F(1)

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 S. 47F(1) on 30 October 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
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Programs Group
Department of Home Affairs
E: s. 22(1)(a)(ii)@homeaffairs.gov.au

6 November 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: S. 22(1)(a)(ii)

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	3 November 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	S. 47F(1)		
Client Type:	Applicant		
ICSE Number:	S. 47F(1)		
Phone BH:		Phone AH:	
Phone MB:	S. 47F(1)	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: File number S. 47F(1)
Visa type: Visitor (subclass 600)

Dear Global Feedback Unit,

Please note that I S. 47F(1).
Rather, my concern lies with the process and manner in which refusal decisions are communicated to applicants.

s. 47F(1)
s. 47F(1)

which could apply to virtually any applicant. s. 47F(1)

s. 47F(1)

This practice raises two major issues:

- Lack of transparency: The refusal letter does not identify which particular factors were decisive, making it impossible for applicants to understand the real reasons behind the decision.
- Denial of procedural fairness: Without clear and specific reasoning, applicants are unable to address or rectify the Department's concerns in any future applications.

s. 47F(1)

s. 47F(1)

According to the Department's own

Procedural Instructions on LEGEND, refusal letters must provide a logical causal link between the decision and the evidence a decision maker considered. s. 47F(1)

s. 47F(1)

s. 47F(1)

s. 47F(1)

As a result, applicants are effectively treated

in a generic and impersonal manner, as though their individual circumstances are irrelevant. This undermines confidence that applications are being assessed fairly, carefully, and with due diligence by decision-makers.

I therefore request that this matter be referred to the Principal Migration Officer and the Chief Migration Officer of the relevant business area (RBA), and that I receive a substantive written response addressing the specific process concerns raised in this letter.

Thank you for your attention and understanding.

Kind regards,

Dear 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 3 November 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.

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

14 November 2025

From: S. 47F(1)
To: [Feedback](#)
Subject: Re: FEEDBACK (IMMI-S. 47F(1) S. 47F(1) [SEC=OFFICIAL: Sensitive]
Date: Monday, 10 November 2025 6:30:18 PM

Dear Sir/Madam,

Thank you for your email. Please find the requested information below to assist with my feedback case (IMMI S. 47F(1)

- Full name: S. 47F(1)
- Date of birth: S. 47F(1)
- File reference: S. 47F(1)
- Passport number: S. 47F(1)
- Type of application: Visitor Visa (Subclass 600)
- Date of application lodgement: 05/10/2025
- Office where the application was lodged: S. 47F(1)

In addition, S. 47F(1)

- Full name: S. 47F(1)
- Date of birth: S. 47F(1)
- File reference: S. 47F(1)
- Passport number: S. 47F(1)
- Type of application: Visitor Visa (Subclass 600)
- Date of application lodgement: S. 47F(1)

•
Office where the application was lodged: s. 47F(1)

s. 47F(1)

Please let us know if any further information or documents are required. Thank you for your time and understanding.

Yours faithfully,

s. 47F(1)

10 November 2025

Vào Th 2, 10 thg 11, 2025 vào lúc 10:23 s. 22(1)(a)(ii) <[s. 22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s. 22(1)(a)(ii)@homeaffairs.gov.au)> đã viết:

Dear s. 47F(1)

The Department of Home Affairs has received your feedback on 3 November 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

To assist you with this matter, we require the following information:

- Full name
- If an application is involved – Name of Applicant/s
- Applicant's Date of Birth
- File reference
- Passport number (if known)
- Type of Application
- Date of application lodgement (if applicable)
- Office where the application has been lodged or will be lodged

You should supply this information within seven (7) days of this email, quoting your Feedback Case Number (IMMIS. 47F(1))

We look forward to receiving your information on this matter.

Yours sincerely

s. 22(1)(a)

Global Feedback Unit

Department of Home Affairs

10 November 2025

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Unsolicited commercial emails MUST NOT be sent to the originator of this email.

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: RE: FEEDBACK (IMM s. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL]
Date: Tuesday, 18 November 2025 2:22:41 PM
Attachments: [image001.jpg](#)
s. 47F(1) GFU IMM s. 47F(1) .docx
s. 47E(d)

OFFICIAL

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

I have reviewed the Visitor application linked to GFU IMM s. 47F(1), s. 47F(1)

s. 47F(1)

On this basis, the attached GFU response is appropriate s. 47E(d)

Thanks,

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

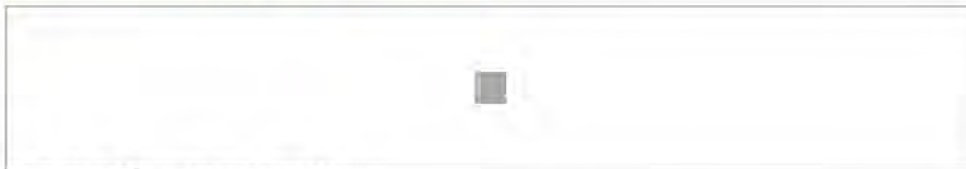
s. 22(1)(a)(ii)

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.

s. 22(1)(a)(i)

From: [Feedback](#)
To: S. 47F(1)
Subject: Department of Home Affairs feedback (IMMI-S. 47F(1) [SEC=OFFICIAL]
Date: Friday, 21 November 2025 3:55:00 PM

OFFICIAL

Dear S. 47F(1)

Thank you for your feedback (IMMI S. 47F(1) submitted to the Department of Home Affairs' Global Feedback Unit (GFU) on 03 Nov 2025 and your subsequent email 10 Nov 2025.

The Department appreciates feedback from clients as it provides a measure of client service experience from the client's viewpoint. The Department's client service procedures are regularly reviewed, and feedback such as those from yourself are a valuable contribution towards improving the Department's operations in Australia and overseas.

S. 47F(1)
S. 47F(1)

Delegates assess each Visitor visa application on its individual merits and in accordance with the Migration Act 1958 and the Migration Regulations 1994. There is no discretion for delegates to depart from these requirements.

Please note, the Department is unable to provide feedback or advice to visa applicants through decision records on how to satisfy the legal criteria for the grant of a Visitor visa. However, information and suggestions on relevant information and documents that may support a Visitor visa application can be found under 'Step by Step' section on the Department's website:
<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/visitor-600/tourist-stream-overseas#HowTo>

Thank you for bringing your concerns to our attention.

Kind Regards,

S. 22(1)(a)(i)

Global Feedback Unit
Department of Home Affairs

OFFICIAL

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

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	10 November 2025	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
Departmental reference number: S. 47F(1)
Your client ID: S. 47F(1)
Visa type: Visitor (subclass 600)

Dear Global Feedback Unit,
I am writing to raise a complaint regarding the prolonged processing time of my Subclass 600 S. 47F(1) visa application, which has now exceeded the global processing timeframe published on your website.

s. 47F(1)

Given this

background, I am concerned about the unusually long delay in my application's assessment.

As you would appreciate, s. 47F(1), and I would be grateful if my application could be prioritised s. 47F(1)

Thank you for your attention to this matter.

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 S. 47F(1) on 10 November 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)

Global Feedback Unit

Client Support & Feedback Services Section

Immigration and Citizenship Services Division

Immigration Operations, Immigration Group

Department of Home Affairs

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

21 November 2025

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: RE: FEEDBACK (IMMI s. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL]
Date: Monday, 24 November 2025 2:40:04 PM

OFFICIAL

Hi Feedback,

s. 47F(1)

Grateful if this GFU could be finalise on this basis (applicant advised outcome of application).

Regards,

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

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

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

Receipt Details

Received On:	11 November 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

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

Summary

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

Dear Global Feedback Unit,

Please note that I s. 47F(1). I am writing to express my concern regarding the communication of refusal decisions to applicants.

s. 47F(1)
s. 47F(1) a templated extract that could have been applied to
any applicants. s. 47F(1)
s. 47F(1)

However, it did not give specific explanation why those evidence were deemed ?not satisfied?.

This practice is problematic for two large reasons:

1. Lack of transparency: refusal letters do not identify which factors were determinative, leaving applicants unable to understand the true basis for refusal.
2. Denial of procedural fairness: without specific reasoning, applicants cannot remedy or respond to the Department's concerns in future applications.

The Department's own Procedural Instructions on LEGEND state that refusal letters must provide a logical causal link between the decision and the evidence a decision maker considered. s. 47F(1)
s. 47F(1)

The effect is that applicants are treated in a generic, unfair, and potentially discriminatory way, as though their personal circumstances are irrelevant. s. 47F(1)
s. 47F(1)

I request that this matter be referred to the Principal Migration Officer and Chief Migration Officer of the relevant business area (RBA), and that I am provided with a substantive response that directly addresses the concerns I have raised.

Thank you and regards

s. 47F(1)

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

The attached feedback (IMMI-S. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) on 15 Nov, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: S. 22(1)(a)(ii) @homeaffairs.gov.au.

Please quote Feedback Case Number (IMMI S. 47F(1)) in all correspondence relating to this matter.

Regards

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

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

15 November 2025

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

The Department of Home Affairs has received your feedback on 11 November 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends in Australia are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

Global Feedback Unit
Department of Home Affairs

15 November 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: s. 22(1)(a)(ii)

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	12 November 2025	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			

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)
Previous GFU reference number: s. 47F(1)

s. 47F(1)

S. 47F(1)

I urge you to please reconsider my application - thank you

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

The attached feedback (IMMS. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) on 18 Nov, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: S. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:S. 22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMS. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Group
Department of Home Affairs
E: S. 22(1)(a)(ii)@homeaffairs.gov.au

18 November 2025

Acknowledgement of feedback

Dear **s. 47F(1)**

The Department of Home Affairs has received your feedback on 12 November 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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, length of stay already in Australia, 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.

This decision may be made using the information provided at time of application lodgement, without requesting further information.

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, including the documents you can provide to prove you are a genuine visitor, please refer to the following link - [Explore visa options for visiting \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au/visiting)

We hope this information has been helpful to you.

Kind Regards

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

Global Feedback Unit
Department of Home Affairs

18 November 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: S. 22(1)(a)(ii)

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	14 November 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	S. 47F(1)		
Client Type:	Applicant		
ICSE Number:	S. 47F(1)		
Phone BH:		Phone AH:	
Phone MB:	S. 47F(1)	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 Global Feedback Unit,

S. 47F(1) My
concern relates solely to the process by which refusal decisions are communicated to applicants.

s. 47F(1)

s. 47F(1) templated wording that could have been applied to any applicant. s. 47F(1)

s. 47F(1)

This practice raises two significant issues:

1. Lack of transparency: The refusal letter does not identify which factors were determinative. As a result, applicants are unable to understand the actual basis for the Department's concerns.
2. Denial of procedural fairness: Without meaningful, evidence-based reasoning, applicants cannot address or remedy the Department's concerns in any future application.

The Department's own Procedural Instructions on LEGEND require that refusal letters provide a logical causal link between the decision and the evidence a decision maker considered. s. 47F(1)
s. 47F(1)

The consequence is that applicants are left feeling that their individual circumstances were not genuinely considered and that the delegate did not discharge their duties with the level of care and diligence required by the Migration Act and Regulations. The use of formulaic refusal text also gives rise to concerns about consistency, fairness, and potential inadvertent bias.

I respectfully request that this matter be referred to the Principal Migration Officer and Chief Migration Officer of the relevant business area (RBA) for review. I also request a substantive written response addressing the issues raised in this complaint.

Thank you for your attention to this matter.

Kind regards,

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

The attached feedback (IMMI-S. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) on 26 Nov, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMI-S. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Group
Department of Home Affairs

26 November 2025

Acknowledgement of feedback

Dear S. 47F(1)

Thank you for your feedback (IMMIS. 47F(1)) submitted to the Department of Home Affairs' Global Feedback Unit (GFU) on 14 November 2025.

The Department appreciates feedback from clients as it provides a measure of client service experience from the client's viewpoint. The Department's client service procedures are regularly reviewed, and feedback such as those from yourself are a valuable contribution towards improving the Department's operations in Australia and overseas.

S. 47F(1)
S. 47F(1)

Delegates assess each Visitor visa application on its individual merits and in accordance with the Migration Act 1958 and the Migration Regulations 1994. There is no discretion for delegates to depart from these requirements.

Please note, the Department is unable to provide feedback or advice to visa applicants through decision records on how to satisfy the legal criteria for the grant of a Visitor visa. However, information and suggestions on relevant information and documents that may support a Visitor visa application can be found under 'Step by Step' section on the Department's website:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/visitor-600/tourist-stream-overseas#HowTo>

Thank you for bringing your concerns to our attention.

Yours sincerely

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

Global Feedback Unit
Department of Home Affairs

26 November 2025

IMMIS. 47F(1)

Identified Issues

ISSUE: IMMIS. 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: s. 22(1)(a)(ii)

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	15 November 2025	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
Departmental reference number: RID s. 47F(1)
Your client ID: s. 47F(1)
Visa type: Visitor (subclass 600)
Previous GFU reference number: IMMIS. 47F(1)

Dear Global Feedback Unit,

s. 47F(1)

Unfortunately, the reply provided did not address the concerns I raised, and the issues remain unresolved.

s. 47F(1)

I request confirmation that this request for internal review has been registered and will be actioned.

Yours sincerely,

s. 47F(1)

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 15 November 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

S. 47F(1)

Commonwealth Ombudsman

The Commonwealth Ombudsman has the power to investigate the administrative actions and decisions of Australian Government agencies to see if they are wrong, unjust, unlawful or discriminatory.

Australian Human Rights Commission

The Australian Human Rights Commission has responsibilities for inquiring into alleged infringements under five anti-discrimination laws - the Racial Discrimination Act 1975, the Sex Discrimination Act 1984, Disability Discrimination Act 1992 and the Age Discrimination Act 2004 as well as inquiring into alleged infringements of human rights under the Human Rights and Equal Opportunity Commission Act 1986.

Office of the Australian Information Commissioner

The Office of the Australian Information Commissioner (OAIC) can promote and uphold privacy and information access rights.

We have now closed this case. However, we have referred your feedback to the relevant business area. While no further response has been requested, business areas may exercise their discretion and provide additional comment.

Yours sincerely

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

Global Feedback Unit
Department of Home Affairs

2 December 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: s. 22(1)(a)(ii)

Receipt Details

Received On:	17 November 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Family Member		
ICSE Number:	s. 47F(1)		
Phone MB:		Email:	s. 47F(1)

Case Parties:

Name:	s. 47F(1)
ICSE Client ID:	s. 47F(1)

Summary

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

Re: Complaint regarding the Visitor visa s. 47F(1) (subclass 600) ? Decision record
s. 47F(1)

Dear Sir/Madam,

s. 47F(1)

s. 47F(1)

I am not requesting a reversal of the decision (as I understand the decision is final and not reviewable).

Instead, I respectfully request acknowledgment of the concerns above and assurance that s. 47F(1)

s. 47F(1)

s. 47F(1)

I appreciate Australia's commitment to fairness, integrity, and multicultural values.

Thank you for your attention
Sincerely,

S. 47F(1)

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

The attached feedback (IMMI S. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) S. 47F(1) (on behalf of S. 47F(1)) on 22 Nov, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: S. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMI S. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch | Service Design & 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)

22 November 2025

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 17 November 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends in Australia are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

Global Feedback Unit
Department of Home Affairs

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

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	19 November 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Applicant		
ICSE Number:	s. 47F(1)		
Phone BH:		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)

s. 47F(1)

S. 47F(1)

Please consdier it carefully and fairly.
Once again, I really love your country!
Thank you.

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

The attached feedback (IMMS. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) S. 47F(1) on 25 Nov, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: S. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMS. 47F(1)) in all correspondence relating to this matter.

Regards

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

Global Feedback Unit

Service Delivery Operation Branch

Citizenship, Humanitarian, Family Visa Programs & Support Division

Immigration Programs Group

Department of Home Affairs

E: S. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au)

25 November 2025

Acknowledgement of feedback

Dear s. 47F(1)

The Department of Home Affairs has received your feedback on 19 November 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends in Australia are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

Global Feedback Unit
Department of Home Affairs

25 November 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: s. 22(1)(a)(ii)

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	19 November 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name: s. 47F(1)

Client Type: Applicant

ICSE Number:

Phone BH: Phone AH:

Phone MB: Email:

Address

Passport

Summary

GFU Note: s. 47F(1)

s. 47F(1)

Subject of your feedback: Visa

Type of feedback: Complaint

Do you wish your feedback to be anonymous?: Yes

Client type: Visa applicant

Visa type: Visitor (subclass 600)

Applicant name: s. 47F(1)

Passport: s. 47F(1)

Date of birth: s. 47F(1)

Reference number: S. 47F(1)

Visa class :600

S. 47F(1)

been well beyond the expected processing timeframe. The application continues to remain in
?Further Assessment? without any update.

S. 47F(1)

S. 47F(1), and I kindly request that the
Department review and progress my application as soon as possible.

Thank you for your attention to this matter.

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

The attached feedback (IMMI-S. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) on 19 November 2025.

As the client has not specifically requested a response, this feedback has been provided to you for information.

The option of responding to the client is still available to your area should you consider it appropriate. Should you choose to respond to the client, please forward a copy of your response to us:

S. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

Please quote Feedback Case Number (IMMI S. 47F(1)) in all correspondence relating to this matter.

We have marked this feedback as finalised.

Kind regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Group
Department of Home Affairs

26 November 2025

IMMIS. 47F(1)

Identified Issues

ISSUE: S. 47F(1)

Issue Type: Complaint
Issue: Visa > Processing times > Application within 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: S. 22(1)(a)(ii)

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	25 November 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	S. 47F(1)	
Client Type:	Family Member	
ICSE Number:		
Phone BH:		Phone AH:
Phone MB:	S. 47F(1)	Email: S. 47F(1)
Address		
Passport		

Case Parties:

S. 47F(1)

Summary

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

Client type: Family member/friend/advocate
Departmental reference number: Group ID: S. 47F(1)

Your client ID: 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)

Visa type: Visitor (subclass 600)

S. 47F(1)

S. 47F(1) - which is standard processing timeframe - so we would love to follow up. Thanks a lot for your assistance. Regards, S. 47F(1)

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

The attached feedback (IMMI s. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) s. 47F(1) (on behalf of multiple people) on 1 Dec, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii)@homeaffairs.gov.au.

Please quote Feedback Case Number (IMMIS. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Group
Department of Home Affairs
E: s. 22(1)(a)(ii)@homeaffairs.gov.au

1 December 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 25 November 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

All raised applications are within our published processing times. We cannot provide any updates on your application's progress. If you have lodged the applications online, you can check the status of all applications through [ImmiAccount](#).

You may find the following information helpful:

Processing times

You can view current processing times on the following pages of the Department's website; [visa processing times](#) or [citizenship processing times](#). Information on visa and citizenship processing times is updated often as new data is available. You should check regularly to ensure you remain aware of the current processing times.

This information is only an indication of how long your application may take to process and does not guarantee that your application will be processed within the specified time frame.

Circumstances that affect processing times

We assess applications on a case-by-case basis, and actual processing times can vary due to individual circumstances including:

- whether you have lodged a complete application, including all necessary supporting documents
- how promptly you respond to any requests for additional information (remember to check your junk folder, as our correspondence may auto-filter into spam)
- how long it takes to perform required checks on the supporting information provided
- for permanent migration visa applications, how many places are available in the migration program
- for citizenship applications, the time taken to attend a Citizenship Ceremony or receive a Citizenship Certificate.

We have now referred your feedback to the relevant business area and closed this case. While no further response has been requested, business areas may provide additional comment at their discretion.

We hope this information has been helpful to you.

Yours sincerely

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

Global Feedback Unit
Department of Home Affairs

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

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	25 November 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Applicant		
ICSE Number:	s. 47F(1)		
Phone BH:		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: Position Number: s. 47E(c)/Department of Home Affairs
Your client ID: s. 47F(1)
Visa type: Visitor (subclass 600)

Dear Sir/Madam,

s. 47F(1)

S. 47F(1)

If you need more information, please do not hesitate to contact me.
I am looking forward to your consideration and Thank you for your attention.

Best regards,

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

The attached feedback (IMMS. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) S. 47F(1) on 1 Dec, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) @homeaffairs.gov.au.

Please quote Feedback Case Number (IMMS. 47F(1)) in all correspondence relating to this matter.

Regards

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

Global Feedback Unit
Client Support & Feedback Services Section
Immigration and Citizenship Services Division
Immigration Operations, Immigration Group
Department of Home Affairs
E: feedback@homeaffairs.gov.au

1 December 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 25 November 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends in Australia are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

Global Feedback Unit
Department of Home Affairs

1 December 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_HO CHI MINH CITY
Org Unit ID: S. 22(1)(a)(ii)
Cost Centre: S. 22(1)(a)(ii)

Receipt Details

Received On:	18 August 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

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

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 9:21:44 PM and relates to Visa Complaint

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

feedbackSecurityStatement: 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
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): Visa applicant

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

Your title: s. 47F(1)

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

Your family name: s. 47F(1)

Your email address: s. 47F(1)

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

Feedback

s. 47F(1)

s. 47F(1) Thank you for your attention and consideration. I look forward to a positive review of my application. Yours sincerely, s. 47F(1)
Your phone number: s. 47F(1)

Personal-Privacy

OFFICIAL: Sensitive

Request ID: S. 47F(1)

Important Notice: The content of this email is intended only for use by the individual or entity to whom it is addressed. If you have received this email by mistake, please advise the sender and delete the message and attachments immediately. This email, including attachments, may contain confidential, sensitive, legally privileged and/or copyright information.

Any review, retransmission, dissemination or other use of this information by persons or entities other than the intended recipient is prohibited. The Department of Home Affairs, the ABF and the National Emergency Management Agency respect your privacy and have obligations under the Privacy Act 1988.

Unsolicited commercial emails MUST NOT be sent to the originator of this email.

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

The attached feedback (IMMIS. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) on 18 Aug, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMIS. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch | Service Design & 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

Acknowledgement of feedback

Dear s. 47F(1)

The Department of Home Affairs has received your feedback on 18 August 2025.

The email address you have used to submit this feedback is not recorded as an authorised contact for communication about this matter. The Department is committed to handling personal information in line with our obligations under the *Privacy Act 1988*.

You may wish to re-submit the feedback via our [web form](#) using the contact details we have on file. Alternatively, if you have an appointed migration agent for this matter, please contact them in the first instance.

The Global Feedback Unit considers this case closed.

Thank you for contacting the Department of Home Affairs.

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 HO CHI MINH CITY
Org Unit ID: s. 22(1)(a)(ii)
Cost Centre: s. 22(1)(a)(ii)

Receipt Details

Received On:	25 August 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

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

Summary

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

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

Dear Sir/Madam,

s. 47F(1)

S. 47F(1)

I hope you will consider my visa application favorably.

Thank you for your attention.

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

The attached feedback (IMMI-S. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) S. 47F(1) on 25 Aug, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMIS. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch | Service Design & 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)

22 September 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 25 August 2025.

The email address you have used to submit this feedback is not recorded as an authorised contact for communication about this matter. The Department is committed to handling personal information in line with our obligations under the *Privacy Act 1988*.

You may wish to re-submit the feedback via our [web form](#) using the contact details we have on file. Alternatively, if you have an appointed migration agent for this matter, please contact them in the first instance.

The Global Feedback Unit considers this case closed.

Thank you for contacting the Department of Home Affairs.

Yours sincerely

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

Global Feedback Unit
Department of Home Affairs

22 September 2025

IMMI-s. 47F(1)

Identified Issues

ISSUE: IMMI-s. 47F(1)

Issue Type: Complaint
Issue: Visa > Cancellation
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: s. 22(1)(a)(ii)

Receipt Details

Received On:	25 August 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Migration Agent		
ICSE Number:			
Phone BH:		Phone AH:	
Phone MB:	s. 47F(1)	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: Migration Agent
Departmental reference number: s. 47F(1)
MARA number: s. 47F(1)
Your client ID: 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)
Visa type: Student visa (subclass 500)

Global Feedback Unit
Department of Home Affairs

Subject: Request for New Decision ? s. 47F(1)
Subclass 500)

(Student Visa

s. 47F(1)

Please let us know if any further documentation or clarification is required to support this request.
Thank you for your attention and consideration.

Yours sincerely,

s. 47F(1)

s. 47F(1)

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

The attached feedback (IMMIS. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) s. 47F(1) on 27 Aug, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) @homeaffairs.gov.au.

Please quote Feedback Case Number (IMMIS. 47F(1)) in all correspondence relating to this matter.

Regards

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

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

27 August 2025

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 25 August 2025.

While we value all feedback on our processes and services, S. 47F(1)

S. 47F(1)

Thank you for contacting the Department of Home Affairs.

Yours sincerely

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

Global Feedback Unit
Department of Home Affairs

27 August 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: S. 22(1)(a)(ii)

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	30 August 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	S. 47F(1)		
Client Type:	Applicant		
ICSE Number:	S. 47F(1)		
Phone BH:		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: Family member/friend/advocate
Departmental reference number: S. 47F(1)
Are you providing feedback on behalf of a visa applicant?: No
Visa type: Tourist visa (subclass 676)

Dear Sir/ Madam,

On 30 Jul 2025, at 10:11, I sent an email (below) to the email address
S. 22(1)(a)(ii) @dfat.gov.au, with reference to the visa application No S. 47F(1)

s. 47F(1) . However, I have not received any responses as of today.

s. 47F(1)

s. 47F(1) so that I could re-submit the evidence
for the reconsideration?

Recently, I have uploaded the copy of s. 47F(1)
because I failed to locate a right channel to request for reconsideration of the application.

Thank you and I look forward to your response.

Regards,

s. 47F(1)

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

The attached feedback (IMMI-S. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) S. 47F(1) on 29 Sep, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: S. 22(1)(a)(ii) @homeaffairs.gov.au.

Please quote Feedback Case Number (IMMI-S. 47F(1)) in all correspondence relating to this matter.

Regards

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

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

29 September 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 30 August 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends in Australia are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

Global Feedback Unit
Department of Home Affairs

29 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_HO CHI MINH CITY
Org Unit ID: s. 22(1)(a)(ii)
Cost Centre: s. 22(1)(a)(ii)

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	19 September 2025	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			

Summary

Client type: Visa applicant
Departmental reference number: Transaction reference number s. 47F(1)
Your client ID: s. 47F(1)
Visa type: Student visa (subclass 500)

S. 47F(1)

s. 47F(1)

s. 47F(1)
decision.

I hope you can consider and reconsider your

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

The attached feedback (IMMI-S. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) s. 47F(1) on 11 Oct, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMI-S. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch | Service Design & 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)

11 October 2025

Acknowledgement of feedback

Dear s. 47F(1)

The Department of Home Affairs has received your feedback on 19 September 2025.

s. 47F(1)

s. 47F(1) The Department is committed to handling personal information in line with our obligations under the Privacy Act 1988.

However, I can provide you with general information on a visa application process. Please be advised that once a decision has been made on an application it cannot be reviewed or changed by the Department. Please refer to the notification letter and decision record for an explanation regarding the decision and information about the applicant's eligibility for review rights.

Any new 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.

The Global Feedback Unit considers this case closed.

Thank you for contacting the Department of Home Affairs.

Yours sincerely

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

Global Feedback Unit
Department of Home Affairs

11 October 2025

From: [NoReply AustralianVisaOffice](#)
To: s. 47F(1)
Cc: s. 47F(1) [Feedback](#)
Subject: Response to Feedback - IMMI S. 47F(1) [SEC=OFFICIAL]
Date: Friday, 31 October 2025 5:45:41 PM

OFFICIAL

In reply quote:

Client name s. 47F(1)
Date of birth s. 47F(1)
Date of visa application s. 47F(1)
Application ID s. 47F(1)

I am contacting you regarding the feedback you provided to the Global Feedback Unit on 19 September 2025 requesting that the Department review s. 47F(1)
s. 47F(1)

s. 47F(1)
s. 47F(1)

However, it is open to you to reapply and if you decide to lodge a further application, it is recommended that s. 47F(1)
s. 47F(1)

Please see the below examples of documents you may wish to provide as further evidence

S. 47F(1)

Please note that the visa decision-maker is under no obligation to request further information after lodgement before a decision is made.

If you have further questions you can contact us via our online enquiry form:
<https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/australian-immigration-enquiry-form/vietnam>

Thank you for your feedback and I trust this information is of assistance.

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

Position Number: s. 47E(c)

Department of Home Affairs

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_HO CHI MINH CITY
Org Unit ID: s. 22(1)(a)(ii)
Cost Centre: s. 22(1)(a)(ii)

Receipt Details

Received On:	23 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Applicant		
ICSE Number:	s. 47F(1)		
Phone BH:		Phone AH:	
Phone MB:	s. 47F(1)	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: Application ID: s. 47F(1) - TRN: s. 47F(1) - Date of refusal: s. 47F(1)
Your client ID: s. 47F(1)
Visa type: Visitor (subclass 600)

s. 47F(1)

s. 47F(1)

s. 47F(1) I trust that a fair and objective review will result in the granting of my visa.

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

The attached feedback (IMMI-S. 47F(1)) was received by the Global Feedback Unit from S. 47F(1) s. 47F(1) on 23 Sep, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMIS. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch | Service Design & 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)

15 October 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 23 September 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

Global Feedback Unit
Department of Home Affairs

15 October 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_HO CHI MINH CITY
Org Unit ID: S. 22(1)(a)(ii)
Cost Centre: S. 22(1)(a)(ii)

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	24 September 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	S. 47F(1)		
Client Type:	Applicant		
ICSE Number:	S. 47F(1)		
Phone BH:		Phone AH:	
Phone MB:	S. 47F(1)	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)
Previous GFU reference number: S. 47F(1)

Dear Global Feedback Unit,

S. 47F(1)

S. 47F(1)

This practice is problematic for two large reasons:

1. Lack of transparency: refusal letters do not identify which factors were determinative, leaving applicants unable to understand the true basis for refusal.
2. Denial of procedural fairness: without specific reasoning, applicants cannot remedy or respond to the Department's concerns in future applications.

The Department's own Procedural Instructions on LEGEND state that refusal letters must provide a

logical causal link between the decision and the evidence a decision maker considered.? s. 47F(1)
s. 47F(1)

The effect is that applicants are treated in a generic, unfair, and potentially discriminatory way, as though their personal circumstances are irrelevant. s. 47F(1)
s. 47F(1)

I request that this matter be referred to the Principal Migration Officer and Chief Migration Officer of the relevant business area (RBA), and that I am provided with a substantive response that directly addresses the concerns I have raised.

Thank you for your time and understanding.

Yours sincerely,

s. 47F(1)

Reference No: s. 47F(1)

Passport Number: 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 S. 47F(1) on 24 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

25 September 2025

From: s. 22(1)(a)(ii)
To: [Feedback](#)
Subject: FW: Response to Feedback IMMI-S. 47F(1) [SEC=OFFICIAL]
Date: Monday, 24 November 2025 4:19:04 PM

OFFICIAL

Good afternoon GFU

This GFU complaint was responded to on 9 October 2025. Please find response below for your records and to close the GFU.

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

Deputy Consul General, Immigration
Department of Home Affairs
Australian Consulate General, Ho Chi Minh City

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

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

From: s. 22(1)(a)(ii)
Sent: Friday, October 10, 2025 9:42 AM
To: s. 22(1)(a)(ii) @homeaffairs.gov.au>
Subject: FW: Response to Feedback IMMI S. 47F(1) [SEC=OFFICIAL]

OFFICIAL

From: s. 22(1)(a)(ii) @dfat.gov.au>
Sent: Thursday, October 9, 2025 3:15 PM
To: s. 22(1)(a)(ii) @dfat.gov.au>
Subject: Fw: Response to Feedback IMMI S. 47F(1) [SEC=OFFICIAL]

OFFICIAL

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

Best regards,

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

Visa Officer (Visa Section)

Department of Home Affairs | Australian Consulate-General, Ho Chi Minh City
Level 20, No. 45A Ly Tu Trong Street, Sai Gon Ward, Ho Chi Minh City

T: s. 22(1)(a)(ii) | E: s. 22(1)(a)(ii) @dfat.gov.au

[Australian Consulate-General](#) | <https://www.homeaffairs.gov.au/>Facebook

From: s. 22(1)(a)(ii) @dfat.gov.au>
Sent: s. 47F(1)
To: s. 47F(1)
Subject: Response to Feedback IMMI s. 47F(1) [SEC=OFFICIAL]

OFFICIAL

Client name: s. 47F(1)
Date of birth: s. 47F(1)
Date of visa application: s. 47F(1)
Application ID: s. 47F(1)
Transaction reference number: s. 47F(1)
File number: s. 47F(1)

Dear s. 47F(1)

Thank you for your enquiry through the Department of Home Affairs' Global Feedback online service concerning your Visitor visa decision. This matter has been referred to me for response.

s. 47F(1)
s. 47F(1)

Visa applicants must satisfy all criteria for a visa as set out in Australian migration law,

including among other things, that the applicant intends a genuine stay in Australia. When deciding whether an applicant intends a genuine temporary stay, the delegate must consider relevant factors including the applicant's personal circumstances, immigration history, incentive to return home, financial situation and ability to support themselves while in Australia.

s. 47F(1)

As the application has been finalised, no further action will be taken on this case. Should you wish to apply for a new Visitor visa application, it is important to address the concerns outlined in the earlier visa decision and include objective evidence to support your claims.

s. 47F(1)

s. 47F(1)

s. 22(1)(a)(ii) (PN s. 47E(c))

Deputy Consul-General, Immigration

Australian Consulate General, Ho Chi Minh City

IMMI s. 47F(1)

Identified Issues

ISSUE: IMMI s. 47F(1)

Issue Type: Complaint
Issue: Visa > Other>biometrics
Primary Issue: Yes

RBA Contact: s. 22(1)(a)(ii)
Position number: s. 47E(c)
RBA Org Unit: S BIOMETRICS COLLECTION & EXCHANGE
Org Unit ID: s. 22(1)(a)(ii)
Cost Centre: s. 22(1)(a)(ii)

Generic Email: Biocontracts

Receipt Details

Received On:	2 October 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Client		
ICSE Number:			
Phone BH:		Phone AH:	
Phone MB:	s. 47F(1)	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: Family member/friend/advocate
Your client ID: 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)
Visa type: Visitor (subclass 600)

s. 47F(1)

S. 47F(1)

Dear Director 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 2 October 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

20 October 2025

From: [BioContracts](#)
To: S. 47F(1)
Subject: Response to feedback: IMMIS. 47F(1) [SEC=OFFICIAL]
Date: Monday, 27 October 2025 4:04:36 PM

OFFICIAL

Dear S. 47F(1)

Thank you for your feedback on 2 October 2025 to the Department of Home Affairs (the department), S. 47F(1)

S. 47F(1)

S. 47F(1) VFS Global is contracted by the department to provide biometric collection services.

A requirement of the department is that as the contracted provider, VFS Global is responsible for identity checking visa applicants who attend an ABCC. This is to ensure that the person's identity matches that of the person who has biometrics collected. An essential part of this check is that the biographic information on the visa applicant's requirement to provide biometrics letter matches the biographic information on their passport. For this reason, the full requirement to provide biometrics letter must be provided at the time of the appointment with VFS Global. The letter may be printed or on an electronic device, but it must be complete.

S. 47F(1)

Thank you once again for bringing these issues to our attention. Your feedback is valuable and will assist the department and VFS Global to improve the customer experience at our ABCCs for visa applicants in the future.

Yours Sincerely,

Biometrics Collection & Exchange
Specialist Identity Services | Citizenship, Humanitarian, Family Visa Programs & Support
Immigration Programs
Department of Home Affairs

OFFICIAL

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 HO CHI MINH CITY
Org Unit ID: s. 22(1)(a)(ii)
Cost Centre: s. 22(1)(a)(ii)

Receipt Details

Received On:	10 October 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

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

Case Parties:

Name: s. 47F(1)
ICSE Client ID: s. 47F(1)

Summary

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

Client type: Family member/friend/advocate
Departmental reference number: Application ID : s. 47F(1)
Your client ID: 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)

Visa type: Visitor (subclass 600)

To: Department of Home Affairs,

S. 47F(1)

Dear Chief 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 behalf of S. 47F(1)) on 10 October 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 Operations Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Programs Group
Department of Home Affairs

22 October 2025

From: [Feedback](#)
To: s. 22(1)(a)(ii) (DFAT)
Cc: s. 22(1)(a)(ii) (DFAT)
Subject: FW: FEEDBACK (IMMI-s. 47F(1) s. 47F(1) Assigned to you for response [SEC=OFFICIAL]
Date: Friday, 21 November 2025 12:58:34 PM
Attachments: [ATT00001](#)
s. 47F(1)
[IMMI s. 47F\(1\) - FU Complaint Acknowledgement](#) s. 47F(1) [docx](#)
s. 47F(1)

OFFICIAL

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

This is a courtesy reminder as the attached feedback is now due.

Please advise if a response has been sent to the client and if so please forward this response to the Global Feedback Unit, otherwise we will need to escalate this complaint to the Assistant Secretary.

Kind regards

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

Feedback Officer | Global Feedback Unit
Service Delivery Operations Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Programs Group
Department of Home Affairs

OFFICIAL

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

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 10 October 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 IMMI S. 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

22 October 2025

From: [NoReply AustralianVisaOffice](#)
To: s. 47F(1)
Cc: [Feedback](#)
Subject: Response to Feedback IMMI s. 47F(1) SEC=OFFICIAL]
Date: Tuesday, 16 December 2025 8:05:47 PM

OFFICIAL

Client name: s. 47F(1)
Date of birth: s. 47F(1)
Date of visa application: s. 47F(1)
Application ID: s. 47F(1)
File number: s. 47F(1)

Dear s. 47F(1)

I am contacting you regarding the feedback you provided to the Global Feedback Unit on 10 October 2025 requesting that the Department s. 47F(1)
s. 47F(1)

s. 47F(1)

However, it is open to you to reapply and if you decide to lodge a further application for s. 47F(1) it is recommended that you include the evidence you previously submitted with your first application as well as additional information that will further strengthen your application. This may include information that supports your claim s. 47F(1)
s. 47F(1).

Please note that the visa decision-maker is under no obligation to request further information after lodgement before a decision is made.

Thank you for your feedback and I trust this information is of assistance.

Kind regards,

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

Position Number: s. 47E(c)

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 HO CHI MINH CITY
Org Unit ID: s. 22(1)(a)(ii)
Cost Centre: s. 22(1)(a)(ii)

Generic Email: Vietnam Post (DFAT)

Receipt Details

Received On:	13 October 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Family Member		
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: Family member/friend/advocate
Departmental reference number: Application ID 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)

s. 47F(1)

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

The attached feedback (IMMS. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) s. 47F(1) on 24 Oct, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMS. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operation Branch
Citizenship, Humanitarian, Family Visa Programs & Support Division
Immigration Programs Group
Department of Home Affairs
E: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

24 October 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 13 October 2025.

S. 47F(1)
S. 47F(1) The Department is committed to handling personal information in line with our obligations under the *Privacy Act 1988*.

The applicant may wish to re-submit the feedback via our [web form](#) using the contact details we have on file. Alternatively, if they have an appointed migration agent for this matter, please contact them in the first instance.

The Global Feedback Unit considers this case closed.

Thank you for contacting the Department of Home Affairs.

Yours sincerely

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

Global Feedback Unit
Department of Home Affairs

24 October 2025

IMMI-s. 47F(1)

Identified Issues

ISSUE: IMMI-s. 47F(1)

Issue Type: Complaint
Issue: Visa > Processing times > Application within SPT > General
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: s. 22(1)(a)(ii)

Receipt Details

Received On:	30 October 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

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

Summary

Departmental reference number: s. 47F(1) - Your client ID: s. 47F(1)
Visa type: Partner (Provisional and Migrant) visa (subclass 309 100)

S. 47F(1)

We sincerely hope for an update on the progress of our application. Please let us know if you require any further information or documents from us. s. 47F(1)

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

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

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMIS. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch | Service Design & 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)

6 November 2025

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 30 October 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

S. 47F(1)

S. 47F(1) If you have lodged your application online, you can check the status of your application through [ImmiAccount](#).

You may find the following information helpful:

Processing times

You can view current processing times on the following pages of the Department's website; [visa processing times](#). Information on visa processing times is updated often as new data is available. You should check regularly to ensure you remain aware of the current processing times.

This information is only an indication of how long your application may take to process and does not guarantee that your application will be processed within the specified time frame.

Circumstances that affect processing times

We assess applications on a case-by-case basis, and actual processing times can vary due to individual circumstances including:

- whether you have lodged a complete application, including all necessary supporting documents
- how promptly you respond to any requests for additional information (remember to check your junk folder, as our correspondence may auto-filter into spam)
- how long it takes to perform required checks on the supporting information provided
- for permanent migration visa applications, how many places are available in the migration program

We have now referred your feedback to the relevant business area and closed this case. While no further response has been requested, business areas may provide additional comment at their discretion.

We hope this information has been helpful to you.

Yours sincerely

S. 22(1)(a)(i)

Global Feedback Unit
Department of Home Affairs

6 November 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_HO CHI MINH CITY
Org Unit ID: S. 22(1)(a)(ii)
Cost Centre: S. 22(1)(a)(ii)

Receipt Details

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

Feedback submitted by

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

Case Parties:

Name: S. 47F(1)
ICSE Client ID: S. 47F(1)

Summary

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

Client type: Sponsor of visa applicant
Departmental reference number: Application ID: S. 47F(1) Transaction reference number: S. 47F(1) File number: S. 47F(1)
Are you providing feedback on behalf of a visa applicant?: No
Visa type: Partner (Provisional and Migrant) visa (subclass 309 100)

Dear Sir/Madam,

S. 47F(1)

Thanks.

Kind regards,

S. 47F(1)

TRN: S. 47F(1)

Visa Request ID: S. 47F(1)

HAP ID: S. 47F(1)

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

The attached feedback (IMM s. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) s. 47F(1) on behalf of s. 47F(1) on 13 Nov, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMM s. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch | Service Design & 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)

13 November 2025

Dear s. 47F(1)

The Department of Home Affairs has received your feedback on 6 November 2025.

s. 47F(1)

s. 47F(1) The Department is committed to handling personal information in line with our obligations under the *Privacy Act 1988*.

You may wish to re-submit the feedback via our [web form](#) using the contact details we have on file. Alternatively, if you have an appointed migration agent for this matter, please contact them in the first instance.

The Global Feedback Unit considers this case closed.

Thank you for contacting the Department of Home Affairs.

Yours sincerely

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

Global Feedback Unit
Department of Home Affairs

13 November 2025

IMMI-S. 47F(1)

Identified Issues

ISSUE: IMMI-S. 47F(1)

Issue Type: Complaint
Issue: Visa > Decision > Conditions imposed
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: S. 22(1)(a)(ii)

Receipt Details

Received On:	11 November 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	S. 47F(1)		
Client Type:	Applicant		
ICSE Number:	S. 47F(1)		
Phone BH:		Phone AH:	
Phone MB:	S. 47F(1)	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)
S. 47F(1)

Your client ID: S. 47F(1)
Visa type: Visitor (subclass 600)

To: The Department of Home Affairs
Australian Government

Subject: Complaint Regarding Tourist Visa Application Decision (Submitted on 11 Oct 2025)

Dear Sir/Madam,

S. 47F(1)

We sincerely request your office to review our applications or at least provide a clear explanation for these inconsistent outcomes. We deeply respect Australian immigration policies and hope that our situation can be reconsidered fairly.

Thank you very much for your time and understanding.

Yours sincerely,

S. 47F(1)

Passport Number: S. 47F(1)

Date of Birth: S. 47F(1)

Email Address: S. 47F(1)

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

The attached feedback (IMMI-s. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) s. 47F(1) on 24 Nov, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Please quote Feedback Case Number (IMMI-s. 47F(1)) in all correspondence relating to this matter.

Regards

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

Feedback Officer
Global Feedback Unit
Service Delivery Operations Branch | Service Design & 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)

24 November 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 11 November 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration. Once a decision has been made on an application it cannot be reviewed or changed by the Department.

While the Department understands your frustration at the duration and conditions of the Visitor visa, 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 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 have now closed this case. However, we have referred your feedback to the relevant business area. While no further response has been requested, business areas may exercise their discretion and provide additional comment.

Yours sincerely

S: 22(1)(a)(i)

Global Feedback Unit
Department of Home Affairs

24 November 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_HO CHI MINH CITY
Org Unit ID: S. 22(1)(a)(ii)
Cost Centre: S. 22(1)(a)(ii)

Receipt Details

Received On:	17 November 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	S. 47F(1)		
Client Type:	Client		
ICSE Number:	S. 47F(1)		
Phone BH:		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: Family member/friend/advocate
Departmental reference number: S. 47F(1)
Are you providing feedback on behalf of a visa applicant?: No
Visa type: Visitor (subclass 600)

Subject: Complaint Regarding Subclass 600 Visitor Visa Refusal ? S. 47F(1)
S. 47F(1)

To the Department of Home Affairs,

My name is S. 47F(1) and I am writing to lodge a formal complaint regarding the

S. 47F(1)

?

Request

I respectfully request that:

1. This complaint be formally recorded.
2. My case be reviewed for procedural fairness.
3. Confirmation be provided that all submitted evidence S. 47F(1) [redacted] was considered.

S. 47F(1) [redacted]

S. 47F(1) [redacted], and I ask that this feedback be noted for my future re-application.

Thank you for your time.

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

The attached feedback (IMMI-s. 47F(1)) was received by the Global Feedback Unit from s. 47F(1) s. 47F(1) on 22 Nov, 2025.

The attached response has been sent to the client. We consider this response has resolved the matters raised by the client. This feedback has been provided to you for information purposes.

The option of responding further to the client is still available to your area should you consider it appropriate. Any additional correspondence should be copied to: s. 22(1)(a)(ii) @homeaffairs.gov.au.

Please quote Feedback Case Number (IMMIS. 47F(1)) in all correspondence relating to this matter.

Regards

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

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

22 November 2025

Acknowledgement of feedback

Dear S. 47F(1)

The Department of Home Affairs has received your feedback on 17 November 2025. Feedback on our processes and services is important and we thank you for bringing this matter to our attention.

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 and consideration.

Once a decision has been made on an application it cannot be reviewed or changed by the Department. You should refer to your decision letter as it will clarify whether you have any review rights with an external body or Tribunal.

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.

While offers of support or guarantees given by family and friends in Australia are given due consideration, their support alone is not sufficient evidence of a genuine visit. The onus is on the applicant to satisfy the decision-maker that they meet the visitor visa application criteria.

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

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

Global Feedback Unit
Department of Home Affairs

22 November 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_HO CHI MINH CITY
Org Unit ID: s. 22(1)(a)(ii)
Cost Centre: s. 22(1)(a)(ii)

Receipt Details

Received On:	25 November 2025	How Received:	
Feedback Type:	Complaint	Sensitive:	No

Feedback submitted by

Name:	s. 47F(1)		
Client Type:	Migration Agent		
Phone BH:	s. 47F(1)	Phone AH:	
Phone MB:	s. 47F(1)	Email:	s. 47F(1)

Case Parties:

Name:	s. 47F(1)
ICSE Client ID:	s. 47F(1)

Summary

Your client ID s. 47F(1)
Visa type: Partner (Provisional and Migrant) visa (subclass 309 100)

Dear GFU

The Subclass 309/100 visa application lodged for s. 47F(1) is now outside the published processing time of 24 months. The visa application was lodged on s. 47F(1). We request for an update on the status of the visa application. Thank you.

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

The attached feedback (IMMIS. 47F(1)) was received by the Global Feedback Unit (GFU) from s. 47F(1) (on behalf of s. 47F(1)) on 25 November 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
Department of Home Affairs
E: s. 22(1)(a)(ii)@homeaffairs.gov.au

1 December 2025