Updated: 25 May 2021

This automatic response is confirmation we have received your email. Status enquiries will not receive a further response.

If you are sending an email to this mailbox you must include your application identifiers including your file number in the subject line. Your file number is in the format BCC20XX/XXXX

The information in this email is for the following visas only:

- Business Innovation and Investment (subclass **188**) (Provisional)
- Business Innovation and Investment (subclass **888**) (Permanent)
- Business Talent (subclass **132**)
- Business Skills (subclasses **890**, **891**, **892** and **893**)

Providing documents

This information is for applications being processed by BIIP Program Delivery South Australia (Adelaide Business Skills) only.

If your business or investment activity is located in the People's Republic of China, Macau, Hong Kong or Taiwan you must send your documents to the Australian Consulate General Hong Kong.

You should provide all supporting documentation as soon as possible after lodging your application as sending a request for further documents is at our discretion. **We are not required to request further documents before making a decision on an application**.

Required documents for Business Innovation and Investment visas

Application checklists and information about required supporting documentation is available on our website:

- Subclass 132 applications
- Subclass 188 applications
- Subclass 888 applications

Provide a selection of documents and supporting evidence that are specific to your claims and the visa criteria. Providing excessive or irrelevant supporting material or submitting incomplete documentation will extend the processing time of your application.

How do I provide the documents?

This office prefers to receive documents through ImmiAccount where possible and via email where ImmiAccount is unavailable.

You must provide either clear colour scans or photos of documents.

Documents provided electronically do not need to be certified copies but you should be aware we can later request original documents if required to assess your application.

Our website has instructions about using ImmiAccount including how to attach documents and acceptable document formats. This information is also relevant to providing documents via email.

Documents cannot be provided via links to cloud and file sharing services and information presented this way is not before the Department for the purpose of considering an application.

Using ImmiAccount to provide documents

If you submitted your application through ImmiAccount for one of the following subclasses you should attach all documents to your application through ImmiAccount.

- **188** Subsequent Entrant – all streams
- **188** Business Innovation Extension stream

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

- **188** Significant Investor Extension stream
- **188** Entrepreneur stream
- **888** Business Innovation and Investment for applications lodged after 1 July 2018

Successfully attached documents will show as 'Received' in ImmiAccount and you should not email duplicate copies to us.

If you reach the attachment limit for an applicant, you can attach more documents to other clients included in the application.

Using email to provide documents

You cannot use ImmiAccount to provide documents for the following visa subclasses and should provide documents by email to: business.skills.adelaide@homeaffairs.gov.au

- **132** Business Talent
- **188** Business Innovation and Investment for the following streams:
  - Business Innovation
  - Investor
  - Significant Investor
  - Premium Investor
- **888** Business Innovation and Investment - applications lodged prior to 1 July 2018
- **890** Business Owner
- **891** Investor
- **892** State/Territory Sponsored Business Owner
- **893** State/Territory Sponsored Investor

Your Application ID and File Number must be included in the subject line of your email. The file number is the number commencing BCC20XX/XXXX and was provided in the email acknowledging your application was received by the Department.

COVID-19 – Disruption of visa processing services

We are aware that services relating to the visa application process may be impacted by COVID-19 including visa medical appointments with overseas panel doctors and with BUPA in Australia, obtaining police clearances, and biometric collection.

We will take service disruptions and/or closures into account when considering your visa application and you can assist by attaching evidence, such as receipts, of applying for relevant clearances to your application in ImmiAccount where possible or by emailing this mailbox.

Health and character

Where you have provided this evidence in relation to medical appointments and applications for police clearances you do not need to also request an extension of time to provide the clearances.

Passports

If you have attempted to obtain, or extend the validity of, a passport and been unable to do so please provide evidence of your request and the response.

COVID-19 – Information for subclass 188 visa holders

Travel exemptions

Holders of a Business Innovation and Investment (subclass 188) visa are automatically exempt from the travel restrictions and can enter Australia (without obtaining an individual exemption). Please refer to our website for details.

COVID-19 concessions

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

On 19 September 2020 concessions became available for eligible visa holders impacted by the COVID-19 pandemic. The COVID-19 concession period commenced on 1 February 2020 and is an interim arrangement.

If you hold, or held, a Business Innovation and Investment (Provisional)(Subclass 188) visa during the COVID-19 concession period you may be eligible for COVID-19 concessions.

COVID concessions apply to the relevant streams for the following visas.

- Business Innovation and Investment (Provisional)(Subclass 188) visa
- Business Innovation and Investment (Permanent)(Subclass 888) visa

You should refer to the information relevant to your circumstances.

Information for clients unable to make their first entry to Australia (Initial Entry Date)

If you have been granted one of the visas listed above and you are unable to make your first entry into Australia by the date specified in your Grant Notification letter, please refer to the attached **Facilitation Notice.**

We understand there will be circumstances where visa holders can't arrive in Australia by the first entry date. Generally you can arrive in Australia after the first entry date, as long as it is before the **"Must not arrive after"** date. You will find the **"Must not arrive after"** date in the visa Grant Notification letter sent when the visa was granted (see example below).

Example:

Visa duration and travel	
Date of grant	25 February 2020
For first entry, arrive by	25 February 2021
Must not arrive after	25 February 2024
Length of stay	25 February 2024
Travel	Multiple entries

You do not need to be granted an extension to the initial entry date but you must enter Australia by the "Must not arrive after" date.

You may wish to carry a copy of the Facilitation Notice when travelling. You may need to show it to your travel provider or the airline when checking in at the airport, and to the border officer on arrival in Australia.

This notice should be sufficient evidence for a travel provider to be satisfied that the visa holder can enter Australia as the holder of a Skilled Migration visa. If you show this letter to the airline, but still have a problem checking-in for your flight, ask the airline representative to contact the Australian Border Operations Centre (BOC) to resolve the issue.

Before arranging travel to Australia you should refer to the Department's website for current information about travel restrictions due to the COVID-19 (Coronavirus) pandemic. See: https://covid19.homeaffairs.gov.au/

You can only enter Australia while the visa mentioned above is valid. Information about your visa validity period is contained in your visa grant notification. You can check your visa details in VEVO: www.homeaffairs.gov.au/vevo

This office cannot assist with facilitation requests for other visa subclasses. You will need to contact the processing office that granted your visa.

Information for visa holders impacted by travel restrictions / border closures

Very limited flights are currently available to and from Australia and you may not be able to travel at this time. You should refer to the Department's website for information about these restrictions and be aware that this information is updated frequently.

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

If your visa will cease while you are outside of Australia information about visa options is available from the Department's website.

You can check visa details and conditions through Visa Entitlement Verification Online system (VEVO).

Very limited flights are currently available to and from Australia and you may not be able to travel at this time. You should refer to the Department's website for information about these restrictions and be aware that this information is updated frequently.

Processing times

Current skilled migration processing times are available here.

Visa processing times are updated monthly, providing you with an *indicative* timeframe for processing applications.

Further information on processing priorities for skilled migration visa applications is available here.

If you are a Migration Agent or Legal Practitioner

Emails requesting a pre-lodgement assessment or migration advice will not receive a response.

If you are a Registered Migration agent or Legal Practitioner and require information on complex policy or procedural issues, please refer your enquiry through the online form

If you are an Intending Migrant

Emails requesting a pre-lodgement assessment or migration advice will not receive a response.

For further information on Skilled Migration to Australia, refer to the Working in Australia page on the Department's website.

You can find information about who can help you with an application for a visa here.

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