From: s.22(1)(a)(ii)
To: s.22(1)(a)(ii)
Cc: Content Management and Optimisation; s.22(1)(a)(ii)
Subject: KMS Article - Pandemic Event Visa Changes [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]
Date: Wednesday, 30 August 2023 3:21:42 PM
Attachments: image001.jpg
29082023 - COVID-19 Pandemic Event (subclass 408) visa article number 2303.DOCX

~~OFFICIAL: Sensitive~~
~~Legal-Privilege~~

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

As discussed, attached is the cleared KMS Article (with track changes) on the Pandemic Event visa changes.

The media release announcement on the closure of the Pandemic Event visa is scheduled for 2pm tomorrow. We would like the KMS script update to coincide with the website updates which is embargoed to be published following the announcement tomorrow. As the article requires a link to the media release, we will provide you with the link when it is available tomorrow.

Grateful for your review of the article and please let me know if you require any further details.

Regards

s.22(1)(a

s.22(1)(a)(ii)
Pacifc, WHM and Short Stay Work Visa Section
Skilled Branch, Immigration Programs Division
Department of Home Affairs
T: s.22(1)(a)(ii)
E: s.22(1)(a)(ii) homeaffairs.gov.au

~~Legal-Privilege~~
~~OFFICIAL: Sensitive~~

From: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Sent: Tuesday, 29 August 2023 2:42 PM
To: 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>
Cc: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Subject: RE: KMS Article - Pandemic Event Visa Changes [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

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~~OFFICIAL: Sensitive~~
~~Legal-Privilege~~

Thank you all.

KMS changes approved.

Kind regards,
s.22(1)(a)(ii)

s.22(1)(a)(ii)
Assistant Director
Pacific, WHM & Short Stay Work Section
P: s.22(1)(a)(ii)

~~Legal-Privilege~~
~~OFFICIAL: Sensitive~~

From: s.22(1)(a)(ii) <s.22(1)(a)(ii)homeaffairs.gov.au>
Sent: Tuesday, 29 August 2023 2:29 PM
To: 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>
Cc: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Subject: RE: KMS Article - Pandemic Event Visa Changes [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

~~OFFICIAL: Sensitive~~
~~Legal-Privilege~~

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

Thanks for developing this KMS script update.

Good idea to give coverage to the visa condition 8107 given recent GFU/FOI requests.

No further changes from me.

Thanks
s.22(1)(a)

s.22(1)(a)(ii)
Assistant Director, Pacific, WHM and Short Stay Work Visas Section
Skilled Visas Branch | Immigration Programs Division
Immigration Group

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Department of Home Affairs
P: s.22(1)(a)(ii)
E: s.22(1)(a)(ii) homeaffairs.gov.au

Acknowledgement+of+Country+Signature+Block+Graphic+2022

~~Legal-Privilege~~
~~OFFICIAL: Sensitive~~

From: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Sent: Tuesday, 29 August 2023 2:05 PM
To: 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>
Cc: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Subject: RE: KMS Article - Pandemic Event Visa Changes [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

~~OFFICIAL: Sensitive~~
~~Legal-Privilege~~

Thanks s.22(1)(a) – I have made some further changes.

Kind regards,
s.22(1)(a)(ii)

---

s.22(1)(a)(ii)
Assistant Director
Pacific, WHM & Short Stay Work Section
P: s.22(1)(a)(ii)

~~Legal-Privilege~~
~~OFFICIAL: Sensitive~~

From: s.22(1)(a)(ii) ss.22(1)(a)(ii) homeaffairs.gov.au>
Sent: Tuesday, 29 August 2023 11:56 AM
To: 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>

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Cc: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Subject: KMS Article - Pandemic Event Visa Changes [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

~~OFFICIAL: Sensitive~~
~~Legal-Privilege~~

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

Below is the link to the draft KMS article which is based on the web updates and hopefully incorporates all the changes. As advised by CM&O, we have tried to minimise the information and refer clients to the website.

Please review and make any changes or updates in the TRIM document.

Record ADD2023/3376612: 29082023 - COVID-19 Pandemic Event (subclass 408) visa article number 2303

Thanks

s.22(1)(a)

~~Legal-Privilege~~
~~OFFICIAL: Sensitive~~

From: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Sent: Monday, 28 August 2023 12:07 PM
To: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Cc: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>; s.22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; Content Management and Optimisation s.22(1)(a)(ii) @homeaffairs.gov.au>
Subject: FW: Pandemic Event Visa Changes [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

~~OFFICIAL: Sensitive~~
~~Legal-Privilege~~

Hi s.22(1)(a)

Please see request from CM&O below, noting you are in the process of revising the KMS script.

Also please note the below outline on how to draft the KMS content, as provided by CM&O:

After reviewing the proposed content changes for both articles, we have noticed a lot of content that overlaps with what is available to clients on the website. The Global Service Centre (GSC) operates using a self-service model. As such, as a first port of call, customer service representatives (CSRs) will refer applicants to the relevant pages of the website to assist with answering their enquiry. To avoid duplication

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of content, the knowledge base will point CSRs to where the information can be found on the website, as opposed to storing the content in the knowledge base itself. This is done to avoid requiring content to be updated in multiple places, as well as to allow an optimal workflow for CSRs, and identify gaps in information available to the public through the website or via the service centre. The GSC utilises the website as a single source of truth.

Happy to discuss.

Thanks

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

s.22(1)(a)(ii)
Pacific, WHM and Short Stay Work Visas Section
Skilled Visas Branch I Immigration Programs Division
Immigration Group I Department of Home Affairs
P: s.22(1)(a)(ii) I E: s.22(1)(a)(ii) homeaffairs.gov.au
Please note, I do not work Fridays.

~~Legal-Privilege~~
~~OFFICIAL: Sensitive~~

From: Content Management and Optimisation s.22(1)(a)(ii) @homeaffairs.gov.au>
Sent: Monday, 28 August 2023 11:52 AM
To: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Cc: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>; s.22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; Content Management and Optimisation s.22(1)(a)(ii) @homeaffairs.gov.au>
Subject: Pandemic Event Visa Changes [SEC=OFFICIAL:Sensitive, ACCESS=Legal-Privilege]

~~OFFICIAL: Sensitive~~
~~Legal-Privilege~~

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

I note there may be some changes to the Pandemic Event Visa for this Thursday.

Are you able to mark up the Knowledge Management article (attached) to align with any anticipated changes and I will look to get this reflected on the Knowledge Management system.

Thankyou

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

Content Management and Optimisation

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Service Delivery Operations Branch | Service Design & Delivery Programs Division
Immigration Operations| Immigration Group
Department of Home Affairs
P:: s.22(1)(a)(ii)
(Please call me on Microsoft Teams Wed,Thur,Fri)
Email: s.22(1)(a)(ii) @homeaffairs.gov.au

Acknowledgement of Country Signature Block Graphic 2022

We work with content owners and Datacom Connect Pty Ltd (our external enquiry service provider) to facilitate updates to knowledge articles which are used to respond to calls to the Department's Global Service Centre (GSC).
We review content to ensure it meets client needs and aligns with the Department's website content. You can view the current versions of knowledge management articles in the Knowledge Base

If a Knowledge Management update or enquiry relates to escalations, can you please confirm you have engaged with our Ticket Management System colleagues in the first instance.
As a specialised area, they can review your changes and ensure they meet the Department's contractual requirements with Datacom. Once confirmed, we can update the knowledge article accordingly to support this change

~~**Legal Privilege**~~
~~**OFFICIAL: Sensitive**~~

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Australian Government
Department of Home Affairs

DATACOM

Visas

COVID-19 Pandemic Event (subclass 408) visa

Australian Government
Department of Home Affairs

Contextual Information

This article outlines information about the **COVID-19 Pandemic Event (subclass 408) visa**. This is a temporary visa created in April 2020 as a response to the COVID-19 pandemic to allow temporary visa holders already in Australia to extend their stay in certain situations.

The COVID-19 Pandemic event visa will close to all applications on 1 February 2024.

MANDATORY: Self-service

It is mandatory that all self-service options be provided to a client enquiring about the **COVID-19 Pandemic Event (subclass 408) visa.**

If a client is seeking general information and recent changes related to the **COVID-19 Pandemic Event (subclass 408) visa**, they are to be referred to the following link:

- Temporary Activity visa (subclass 408) Australian Government endorsed events (COVID-19 Pandemic event)

Clients can be directed to the above links by following the below steps:

- Opening their web browser of choice
- Typing the following address: **immi.homeaffairs.gov.au**
- Opening the search bar by clicking on the magnifying glass icon in the top right-hand corner
- Typing ~~408 covid~~ pandemic event visa~~-~~ and pressing enter
- Clicking on **Temporary Activity visa (subclass 408) - Australian Government Endorsed Events (COVID-19 Pandemic event)**

If the client is enquiring about a **COVID-19 Pandemic Event (subclass 408) visa** that is currently under processing, please refer to the Application status enquiries article to provide further assistance.

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If the client is enquiring about the closure of the COVID-19 Pandemic event (subclass 408) visa to all applications on 1 February 2024, please refer to *Closure of the Pandemic Event visa*.

Commented [LL1]: Link to Minister O'Neill's media release when available

Important Information

Closure of the COVID-19 Pandemic Event Visa

From 2 September 2023:

- ~~-~~only existing COVID-19 Pandemic event visa holders are eligible for a COVID-19 Pandemic event visa
- ~~-~~applicants will be required to pay a Visa Application Charge (VAC) of AUD405.00. There is also a charge for each family member who applies for the visa with the client, refer to About this visa.

Commented [LL2]: Linked to https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/temporary-activity-408/australian-government-endorsed-events-covid-19#About

If a client applies on or after 2 September 2023, they may be granted a COVID-19 Pandemic event visa for up to 6 months.

If a client applied before 2 September 2023, we will continue assessing the visa application under the arrangements in place at the time the application was lodged, including the period of stay in Australia:

- up to 12 months, or
- up to 2 years if the client held a Temporary Graduate (subclass 485) visa (TGV) at time of application).

Further information is available at About this visa and Eligibility.

Commented [LL3]: Linked to https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/temporary-activity-408/australian-government-endorsed-events-covid-19#About

The COVID-19 Pandemic event visa will close to all applications on **1 February 2024**.

For further information, clients can be referred to:

Closure of the Pandemic Event visa

~~*Temporary Activity visa (subclass 408) Australian Government endorsed events (COVID-19 Pandemic event)*~~

About this visa

Commented [LL4]: Link to https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/temporary-activity-408/australian-government-endorsed-events-covid-19#Eligibility

Commented [LL5]: Add hyperlink to Minister O'Neill's media release when available

Commented [LL6]: Link to https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/temporary-activity-408/australian-government-endorsed-events-covid-19#About

~~In March 2022, the COVID-19 Pandemic Event (subclass 408) visa was amended to better support Australia's economic recovery and to reflect that Australian borders had been re-opened. As a result, COVID-19 Pandemic Event (subclass 408) visa applicants must be working or intending to work to be eligible for this visa. This visa is no longer available to clients applying due to being unable to depart Australia.~~

~~These changes only apply to applications lodged **on or after 21 February 2022**.~~

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- ~~Unfinalised applications lodged before 21 February 2022 will continue to be assessed under the arrangements in place at the time the application was lodged.~~

  ~~Unfinalised applications made on or after 21 February 2022 (when the announcement was made) but before 16 March 2022 (when the new legislative instrument commenced) may be assessed under old or new arrangements, depending on which one is more beneficial to the applicant's circumstances.~~

Requirements and Eligibility

Eligibility

~~For t~~The eligibility criteria for this visa has changed, please refer to the 'Eligibility' tab on the COVID-19 Pandemic Event (subclass 408) visa webpage. This visa will close to all applications on 1 February 2024.

Clients will need to determine if they meet the eligibility criteria. Customer Service Representatives cannot assess whether a client is eligible for any particular visa.

~~All COVID-19 Pandemic event visa applicants working in any sector of the Australian economy are eligible for the grant of a visa with a stay period of up to 12 months.~~

Unable to depart Australia

- ~~If the client applied for a COVID-19 Pandemic Event (subclass 408) visa **before** 21 February 2022 and they do not work or intend to work in a critical sector they may be considered for a 3-month COVID-19 Pandemic Event (subclass 408) visa to give them time to make arrangements to depart Australia.~~
- Note that the grant of a COVID-19 Pandemic Event (subclass 408) visa on the grounds of being unable to depart Australia due to COVID-19 travel restrictions is no longer available if the application was made on or after 21 February 2022. Clients who are not working and/or do not have an offer of employment will not meet the eligibility criteria for a COVID-19 Pandemic Event (subclass 408) visa.

Seasonal Workers

- From 2 September 2023, Seasonal Worker program (subclass 403) visa holders ~~in Australia may~~ will not be eligible ~~to apply~~ for a COVID-19 Pandemic Event (subclass 408) visa. ~~if they wish to continue work in agriculture, however they must only work for an Approved Employer under the SWP. The Department of Foreign Affairs and Trade (DFAT) must approve any changes to employment.~~

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- Seasonal Worker program (subclass 403) visa holders who are granted a COVID-19 Pandemic event visa will not be eligible to apply for a 403 PALM stream visa in Australia.
- For further information, clients are to be referred to the **Seasonal Workers** heading on the 'About this visa' tab on the COVID-19 Pandemic Event (subclass 408) visa webpage

How to apply

Clients that are enquiring about how to apply for this type of visa are to be referred to the 'Step by step' tab on the COVID-19 Pandemic Event (subclass 408) visa webpage.

Clients that are enquiring about current processing times for this visa can be referred to the COVID-19 Pandemic Event (subclass 408) visa webpage, where they will find up-to-date processing times (if available).

Clients that are enquiring about the cost of this visa are to be referred to the **Cost** heading on the 'About this visa' tab on the COVID-19 Pandemic Event (subclass 408) visa webpage. Customer Service Representatives are not to provide clients with pricing estimates. A cost of AUD405.00 for all applications lodged on or after 2 September 2023. There is also a charge for each family member included in the application.

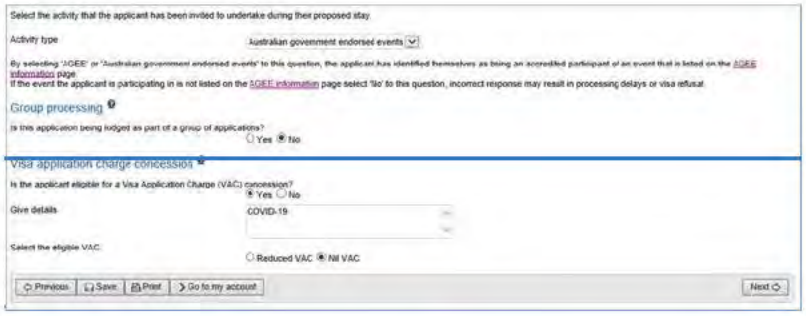
~~**Nil VAC – ImmiAccount**~~

~~Clients applying for this visa should select that they are eligible for a Nil VAC when lodging through ImmiAccount.~~

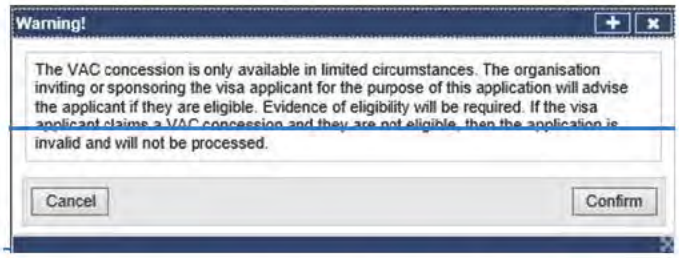
~~If a client is being asked to pay $310 for their application in ImmiAccount, advise them to generate the Nil VAC by:~~

- ~~Navigating to page 2 of the application form~~
- ~~Answering **YES** to *'Is the applicant eligible for a Visa Application Charge (VAC) concession?'*~~
- ~~Entering **COVID-19** into the Give details field~~
- ~~Selecting the **Nil VAC** radio button.~~
- ~~Selecting **Next**~~

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- ~~Selecting **Confirm** to the warning message~~



~~If a visa applicant has or will change employers before the application is finalised, refer to Visa conditions - Additional information > **Visa condition 8107** for information on how to inform the department.~~

Members of the family unit (MoFU)

For information about including MoFU on this visa please refer to the 'Include Family' section in the 'About this visa' tab on the COVID-19 Pandemic Event (subclass 408) visa webpage.

Post grant

If a client has an enquiry related to:

- what they can do on their visa (e.g. work, study)
- how long they can stay
- changes in their situation
- travelling on their visa
- how they can prove they have a visa

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they should be directed to the 'When you have your visa' tab for further information.

Visa conditions
Visa holders are able to view their visa conditions by accessing VEVO.

They will need the following to access VEVO:

- Travel document number (e.g. passport)
- Visa Grant Number; or
- Transaction Reference Number.

For more information on specific visa conditions visa holders can be referred to the 'Check visa details and conditions' page on the Home Affairs website.

There are two methods to search for visa conditions on this page:

- Clients can search for their specific visa condition via the Conditions list tab; or
- Search for their visa subclass via the 'See visa conditions' tab, which will show all visa conditions that may be associated with that visa subclass

Visa condition 8107

In order to support Australia's COVID-19 economic recovery, we have temporarily implemented a less restrictive policy on visa condition 8107 - work limitation for COVID-19 Pandemic event visa applicants (and holders), which allows them to work unrestricted.

- COVID-19 Pandemic event visa applicants and holders may change employment and work for more than one employer, including self-employment. There is no need to contact the Department to advise of changes in employment.
- COVID-19 Pandemic event visa applicants and holders working in Australia should continue to work while they wait for the outcome of their application/hold their visa. If they are no longer employed, they should find new employment or make arrangements to leave Australia.

~~Clients holding this visa will need to abide by condition 8107. For information on abiding by this condition, including changing employers, refer to Visa conditions - Additional information > Visa condition 8107.~~

~~**Must not arrive after dates**~~

~~The COVID-19 Pandemic Event (subclass 408) visa grant notification may contain a 'must not arrive after' date that is 7 days from the visa grant date. This date will not cease the visa or change the visa duration~~

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~~if the visa holder departs Australia. Subclass 408 visa holders who meet all current travel requirements are able to return to Australia, provided their visa is still in effect.~~

Article Checklist

Step	Action
1.	Provide client with the relevant self-services to assist with their enquiry. Guide them through each step as required. Proceed to **Step 2**
2.	Fill in all the relevant fields of the TMS ticket. Refer to Completing a ticket in TMS for guidance. Proceed to **Step 3**
3.	Does the ticket need to be escalated? If No - Proceed to **Step 5** If Yes - Proceed to **Step 4**
4.	Follow the steps in **Escalation Process** below to prepare the ticket for escalation.
5.	Add notes to the relevant systems. See Recording notes in departmental systems.
6.	Finalise the ticket by pressing **Save** and end the call.

Escalation Process

Tier 3 Escalation Examples

This enquiry type DOES NOT require an escalation.
Some circumstances that may require escalation include:

- Compelling and compassionate circumstances – Escalation process
- Unlawful non-citizens
- ImmiAccount user guide - Troubleshooting help
- Resending letters

Escalation Process Requirements

Escalations are not applicable for this article.

Processing Area Contacts

There are no contacts applicable to this article.

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Knowledge Base Links

- Handling calls regarding the Coronavirus (COVID-19)
- Visa conditions - Additional information

Field Code Changed

Website Links

- COVID-19 and the border
- Temporary Activity visa (subclass 408) Australian Government endorsed events (COVID-19 Pandemic event)
- COVID-19 Pandemic Event Visa
- Enhancing temporary visa settings to support Australia's economic recovery
- Temporary Work (International Relations) visa (subclass 403) Pacific Australia Labour Mobility stream

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From: Short Stay Work Visas Section
To: KMS
Cc: s.22(1)(a)(ii) ; s.22(1)(a)(ii) s.22(1)(a)(ii) ; s.22(1)(a)(ii)
Subject: Request to update KMS Articles 1602 & 1736 - Condition 8107 - supported by Publishing request RITM0109009: 408 Pandemic event visa webpages update [SEC=OFFICIAL]
Date: Tuesday, 20 July 2021 6:27:00 PM
Attachments: KMS Article Update - 1602 - Visa Condition 8107 (Not Cease or Change Work) July21.docx
KMS Article Update - 1736 - Temporary Activity Visa (Subclass 408) July21.docx

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OFFICIAL

Dear KMS Colleagues

Seeking your assistance to update KMS Articles as per track changes attached.

Article Title and Number to be updated:

- KMS Article - 1736 - Temporary Activity Visa (Subclass 408)
- KMS Article - 1602 - Visa Condition 8107 (Not Cease or Change Work)

Reason for update: Flexibility being applied to condition 8107 – for critical workers holding a COVID-19 Pandemic event visa (subclass 408)

Date article update takes effect: Immediately – EL1 and AS approval in email chain below.

Owner: Short Stay Work Visa Section

Please don't hesitate to contact me if you have any questions.

Kind Regards

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

a)(ii)

Short Stay Work Visas Section
Skilled Visa Branch
Immigration Programs Division
Immigration and Settlement Services Group
Department of Home Affairs (HA)

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

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OFFICIAL

From: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Sent: Tuesday, 20 July 2021 5:33 PM
To: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Cc: 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>; s.22(1)(a)(ii) @homeaffairs.gov.au>
Subject: FW: KMS Article Update RE: For clearance - Publishing request RITM0109009: 408 Pandemic event visa webpages update - immi.homeaffairs.gov.au / approval [SEC=OFFICIAL]

OFFICIAL

Thanks s.22(1)(a) for your work on this. I have reviewed the changes and made some further tweaks and a couple of comments for your consideration.

If you are happy with my further changes grateful if you could please send to the KMS team for publication.

Thanks and happy to discuss.

Kind regards,

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

s.22(1)(a)(ii)
Assistant Director, Short Stay Work Visas Section
P: s.22(1)(a)(ii)

OFFICIAL

From: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Sent: Tuesday, 20 July 2021 12:28 PM
To: 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>
Cc: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>; s.22(1)(a)(ii) @homeaffairs.gov.au>
Subject: KMS Article Update RE: For clearance - Publishing request RITM0109009: 408 Pandemic

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event visa webpages update - immi.homeaffairs.gov.au / approval [SEC=OFFICIAL]

OFFICIAL

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

I have updated the 2 relevant 408 article attached.

I can send the request to KMS following your review/updates in TRIM.

Kind Regards
s.22(1)(a)

OFFICIAL

From: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Sent: Tuesday, 20 July 2021 10:15 AM
To: 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>
Cc: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>; s.22(1)(a)(ii) @homeaffairs.gov.au>
Subject: FW: For clearance - Publishing request RITM0109009: 408 Pandemic event visa webpages update - immi.homeaffairs.gov.au / approval [SEC=OFFICIAL]

OFFICIAL

Hi s.22(1)(a)(ii) - Could you please contact s.22(1)(a)(ii) and ask them to update their mailbox auto-reply with the information below once Anna clears the website update?

Hi s.22(1)(a) – would it be possible to add the information below to the 408 Pandemic event KMS article? If you obtain a copy of the article I can review it and provide you with some updates.

If you guys think there is anything else that needs updating please let me know.

Thanks for your help with this.

Kind regards,

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

---

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

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Assistant Director, Short Stay Work Visas Section
P: s.22(1)(a)(ii)

OFFICIAL

From: s.22(1)(a)(ii)
Sent: Tuesday, 20 July 2021 10:11 AM
To: Anna LUTZ <s.22(1)(a)(ii)HOMEAFFAIRS.GOV.AU>
Cc: 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: For clearance - Publishing request RITM0109009: 408 Pandemic event visa webpages update - immi.homeaffairs.gov.au / approval [SEC=OFFICIAL]

OFFICIAL

Thanks Anna, will do.

The only new text is this:

Due to the urgent need for critical sector workers, we have temporarily implemented a less restrictive policy on visa condition 8107 - work limitation.

If you have been granted a COVID-19 Pandemic event visa to work in a critical sector for up to 12 months, you may:

- change employment as long as you stay employed in a critical sector
- work for more than one employer in one or more critical sectors
- work for more than one employer, as long as your primary employment is in a critical sector.

The rest of the content was already on the website.

Kind regards,

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

---

s.22(1)(a)(ii)
Assistant Director, Short Stay Work Visas Section
P: s.22(1)(a)(ii)

OFFICIAL

From: Anna LUTZ <s.22(1)(a)(ii)homeaffairs.gov.au>
Sent: Tuesday, 20 July 2021 10:08 AM

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To: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Cc: 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: For clearance - Publishing request RITM0109009: 408 Pandemic event visa webpages update - immi.homeaffairs.gov.au / approval [SEC=OFFICIAL]

OFFICIAL

Thank you s.22(1)(a)(ii) – really appreciate that. Is that all new text ? Also, can we make sure we have the other elements of communications ready – such as updates to autoreplies etc ?

Regards,
Anna Lutz
Assistant Secretary, Skilled Visa Branch
Immigration Programs Division
Phone: s.22(1)(a)(ii)

OFFICIAL

From: s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>
Sent: Tuesday, 20 July 2021 10:07 AM
To: Anna LUTZ <s.22(1)(a)(ii) homeaffairs.gov.au>
Cc: 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) @homeaffairs.gov.au>
Subject: RE: For clearance - Publishing request RITM0109009: 408 Pandemic event visa webpages update - immi.homeaffairs.gov.au / approval [SEC=OFFICIAL]

OFFICIAL

Hi Anna, thanks for looking into this – Do you have concerns with any of the wording below? Happy to amend it if you wish. FYI, we have cleared it with s.22(1)(a)(i and consulted with Brisbane.

Working in a critical sector

The COVID-19 Pandemic event visa critical sectors are:

- agriculture
- food processing
- health care
- aged care
- disability care
- child care and

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- tourism and hospitality

Due to the urgent need for critical sector workers, we have temporarily implemented a less restrictive policy on visa condition 8107 - work limitation.

If you have been granted a COVID-19 Pandemic event visa to work in a critical sector for up to 12 months, you may:

- change employment as long as you stay employed in a critical sector
- work for more than one employer in one or more critical sectors
- work for more than one employer, as long as your primary employment is in a critical sector.

You must tell us about any changes of employment by completing a Notification of changes in circumstances (Form 1022) (172KB PDF).

Workers who:

- last arrived in Australia under the Seasonal Worker Program and
- were granted a COVID-19 Pandemic event visa

must only work for their Approved Employer. The Department of Education, Skills and Employment (DESE) must approve any changes to employment.

Kind regards,

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

_____

s.22(1)(a)(ii)
Assistant Director, Short Stay Work Visas Section
P: s.22(1)(a)(ii)

OFFICIAL

From: Anna LUTZ <s.22(1)(a)(ii) homeaffairs.gov.au>
Sent: Tuesday, 20 July 2021 9:56 AM
To: s.22(1)(a)(ii) @homeaffairs.gov.au>; s.22(1)(a)(ii) @homeaffairs.gov.au>
Cc: 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: For clearance - Publishing request RITM0109009: 408 Pandemic event visa webpages update - immi.homeaffairs.gov.au / approval [SEC=OFFICIAL]

OFFICIAL

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

Apologies for the delay on replying to this one, I wanted to confirm the wording on the changes – is it under About this visa/working in a critical sector ?

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Regards,
Anna Lutz
Assistant Secretary, Skilled Visa Branch
Immigration Programs Division
Phone: s.22(1)(a)(ii)

OFFICIAL

From: s.22(1)(a)(ii) @homeaffairs.gov.au>
Sent: Monday, 12 July 2021 5:09 PM
To: Anna LUTZ <s.22(1)(a)(ii) homeaffairs.gov.au>
Cc: 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>; s.22(1)(a)(ii) @homeaffairs.gov.au>
Subject: For clearance - Publishing request RITM0109009: 408 Pandemic event visa webpages update - immi.homeaffairs.gov.au / approval [SEC=OFFICIAL]

OFFICIAL

Dear Anna,

Please see below for some web updates for your consideration/clearance please.

These changes have been made to the subclass 408 Pandemic event visa web pages and include the following:

removing the reference not being able to work on a *visa of last resort*

adding information about having more than one job and changing jobs

adding examples of tourism and hospitality jobs

explaining that those with on-hand applications working in tourism and hospitality do not need to re-apply

clarifying when and how dependants can be added to applications (change requested by Brisbane)

adding information on processing times and bridging visas (change requested by Brisbane and wording provided by them)

Please see the test link below:

- Temporary Activity visa (subclass 408) Australian Government endorsed events (COVID-19 Pandemic event) (homeaffairs.gov.au)
- Temporary Activity visa (subclass 408) Australian Government endorsed events (COVID-19 Pandemic event) (homeaffairs.gov.au)
- Temporary Activity visa (subclass 408) Australian Government endorsed events (COVID-

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19 Pandemic event) (homeaffairs.gov.au)

If you are happy to proceed with these changes, please 'reply all' to this email.

Please also let me know if you need any further information or clarification.

Kind regards,

s.22(1)(a)(ii)
Short Stay Work Visas Section
Temporary Visa Program Branch | Immigration Programs Division
Immigration and Settlement Services Group
Department of Home Affairs
P: s.22(1)(a)(ii)
E: s.22(1)(a)(ii) @homeaffairs.gov.au

OFFICIAL

OFFICIAL

From: s.22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU> **On Behalf Of** s.22(1)(a)(ii)
Sent: Monday, 12 July 2021 10:48 AM
To: s.22(1)(a)(ii) @homeaffairs.gov.au>
Cc: s.22(1)(a)(ii) @homeaffairs.gov.au>
Subject: Publishing request RITM0109009: 408 Pandemic event visa webpages update - immi.homeaffairs.gov.au / approval [SEC=OFFICIAL]

OFFICIAL

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

Your changes are now in test for review and approval.

Please note that the approver is responsible and accountable for the release of this information on our website. Please ensure that:

- The approver reviews and complies with the attached Checklist for approvers
- The content and attachments are appropriate for public release
- There is no personally identifiable, classified, or sensitive information or data in the content or attachments
- A default review date of 6 months from the publish date will be applied to this content. If you expect this content to be reviewed earlier, please provide a date.

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Please see the test link below:
Temporary Activity visa (subclass 408) Australian Government endorsed events (COVID-19 Pandemic event) (homeaffairs.gov.au)
Temporary Activity visa (subclass 408) Australian Government endorsed events (COVID-19 Pandemic event) (homeaffairs.gov.au)
Temporary Activity visa (subclass 408) Australian Government endorsed events (COVID-19 Pandemic event) (homeaffairs.gov.au)

If these changes are correct, please forward this email to your SESB1 for approval to publish live. **Approval will not be accepted if supplied in a separate email trail**.

Ensure you 'Reply all' in your response, and do not remove any internal or system-generated recipients.

Kind regards,

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

Website Operations, Development & Enhancements Section
Service Delivery Operations Branch | Service Delivery Transformation Division
Immigration and Settlement Services Group
Department of Home Affairs

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

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

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Australian Government
Department of Home Affairs

DATACOM

Visas

Visa condition 8107 (Not cease or change work)

Australian Government
Department of Home Affairs

Contextual Information

This article outlines information related to visa condition 8107, which may be imposed on visa holders of the following visa subclasses:

- Temporary Work Skilled (subclass 457) - This visa is closed for new applications
- Temporary Work (Short Stay Specialist) visa (Subclass 400)
- Training and Research (Research stream) visa subclass 402) - This visa is closed for new applications
- Temporary Work (International Relations) visa (subclass 403) for the following streams only:
  - Foreign Government Agency Stream
  - Privileges and Immunities Stream
  - Government Agreement Stream
- Temporary Activity visa (subclass 408)
- ~~Special program visa (subclass 416) - This visa is closed for new applications~~
- ~~Super Yacht visa (subclass 488) - This visa is closed for new applications~~

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Commented [CE1]: No existing applications given the period of time that has lapsed since the visa was repealed.
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Enquiries related to this article are:

- *Is this condition mandatory?*
- *What happens if I change occupation or employers?*
- *Which occupations are exempt from this condition?*

MANDATORY: Self-service

Visa holders are able to view their visa conditions by accessing VEVO.

They will need the following to access VEVO:

- Travel document number (eg. Passport)
- Visa Grant Number; or

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- Transaction Reference Number.

For more information on specific visa conditions visa holders can be referred to the 'Check visa details and conditions' page on the Home Affairs website.

There are two methods to search for visa conditions on this page:

- Clients can search for their specific visa condition via the Conditions list tab; or
- Search for their visa subclass via the 'See visa conditions' tab, which will show all visa conditions that may be associated with that visa subclass.

Important Information

Temporary Activity (subclass 408) visa

Due to the urgent need for critical sector workers, we have temporarily implemented a less restrictive policy on visa condition 8107 - work limitation applied to the COVID-19 Pandemic event visa.

The COVID-19 Pandemic event visa critical sectors are:

- agriculture
- food processing
- health care
- aged care
- disability care
- child care and
- tourism and hospitality

~~If you have been~~Temporary visa holders granted a COVID-19 Pandemic event visa to work in a critical sector for up to 12 months~~, you~~ may:

- change employment as long as ~~you~~they stay employed in a critical sector
- work for more than one employer in one or more critical sectors
- work for more than one employer, as long as ~~your~~their primary employment is in a critical sector.

~~You~~Pandemic visa holders and applicants ~~-~~must tell us about any changes of employment by completing a Notification of changes in circumstances (Form 1022) (172KB PDF) and emailing it to majorevents.visaprocessing@homeaffairs.gov.au together with a letter of offer for each new employer and position.

Workers who:

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Commented [CE2]: Is this the correct instruction/process?

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- last arrived in Australia under the Seasonal Worker Program (subclass 403) and
- were granted a COVID-19 Pandemic event visa (subclass 408)

must only work for their Approved Employer. The Department of Education, Skills and Employment (DESE) must approve any changes to employment.

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Temporary Work Skilled (subclass 457)

Under the condition 8107 for the Temporary Work Skilled visa (subclass 457), the main visa holder must only work in the occupation that has been approved in the nomination. The occupation and/or the employer cannot be changed without having a new nomination approved.

Ceasing employment on the Temporary Work Skilled (subclass 457)

If the primary visa holder ceases employment, the sponsor is legally obligated to notify the Department. Sponsors may notify by emailing sponsor.notifications@abf.gov.au. Further information relating to sponsors obligations can be found on the Home Affairs website by clicking the following link
- Temporary Work Skilled (subclass 457)

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457 visa holder	Requirements
Visa granted before 19 November 2016	Visa holders have 90 days from the date they cease employment to: • Find a new approved sponsor to nominate them in order to remain on the 457 • be granted a different substantive visa • depart Australia
Visa granted on or after 19 November 2016	Visa holders have 60 days from the date they cease employment to: • find a new approved sponsor to nominate them in order to remain on their 457 • be granted a different substantive visa • depart Australia

Note: If a client has been granted a bridging visa as a result of applying for a new substantive visa, the Visa Condition 8107 will usually carry over. The client can seek permission to remove this condition by completing the Form 1005.

Changing employers or occupation on the Temporary Work Skilled (subclass 457)

If the visa holder wants to change their employer or occupation, a new visa application is not required (unless the visa is close to expiring).

The employer must lodge a new nomination application to change the visa holder's occupation or to take over their sponsorship. As the 457 visa is now closed employers will need to nominate visa holders via the 482 visa nomination process and ensure the option to select that the nominee is currently holding a 457 visa is selected during the process.

Visa holders must only commence with a new employer, or in their new occupation once the new nomination has been approved.

Commencing work before the new nomination has been approved will be a breach of the 8107 visa condition, which may lead to visa cancellation.

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The approval of a new nomination only allows the visa holder to change their employer and/or occupation. It does not extend the validity period of the 457 visa or alter any of the other visa conditions attached.

Maintain mandatory licence, registration or membership

If registration, licensing or professional membership is mandatory for the person to work in their nominated occupation, the visa holder must:

- hold the relevant registration, license or membership while they are working in the occupation
- comply with each condition or requirements that the registration, license or membership is subject to

If the visa holder works in the occupation without meeting the mandatory requirements or have the appropriate authority, their visa may be cancelled.

Maintain mandatory licence, registration or membership

If the nominated occupation is on the specified exempt list, the visa holder will not be required to lodge a new nomination if they wish to work for an additional employer. This will enable the visa holder to engage as an independent contractor and work for multiple employers.

They must only work in the occupation listed in the most recent approved nomination relating to them.

They will only be required to lodge a new nomination if:

- they have changed their occupation
- they want to apply for another 457

The sponsor who initially nominated them will continue to have, and must comply with, sponsorship obligations in relation to their visa. The sponsor must advise the Department within 28 days from when employment ceases.

Other temporary visas requiring nomination

The condition 8107 may be imposed on the following temporary visas which require nominations:

- Temporary Work (Long Stay Activity) visa (subclass 401) – This visa is closed for new applications
- Training visa (subclass 407) – except for where a Commonwealth agency is providing training
- Temporary Work (Entertainment) visa (subclass 420) – is closed for new applications

Under condition 8107 these temporary visa holders must not:

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- cease to engage in the most recently nominated program
- engage in work or activity other than the nominated occupation, program or activity
- work for another employer other than the most recent nomination for the visa holder

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Ceasing employment for other temporary work visas requiring nomination (non-457)

If the visa holder ceases to work or participate in the occupation, program or activity, the sponsor is required to notify the department. The visa holder will have 28 days to find a new sponsor, apply for another visa or leave Australia.

Changing employers for other temporary work visas requiring nomination (non-457)

A new visa application will be required if the visa holder wishes to change employers/activities other than those approved in their visa application.

Sponsored visa holders, with the condition 8107 may change their employer and work for a new employer if:

- the new employer is an approved sponsor for the visa held by the visa holder
- there is an approved nomination by the new employer in relation to the visa holder (If applicable, subclass 408 visa holders do not require nominations, only sponsorship in some circumstances.)

The new employer must be an approved sponsor of the visa stream that is held by the visa holder, before they can nominate the visa holder for the new position, program or activity.

Exception: For a 407 visa, an organisation can submit a nomination as soon as they have applied for temporary activities sponsorship.

New nomination

The condition 8107 prevents the visa holder from changing a position, program or activity with their existing sponsor without a new approved nomination.

The visa holder's sponsor must first lodge and have approved a new nomination in relation to the new position, program or activity if they want to change position, program or activity of their work.

Temporary visas not requiring nominations

Condition 8107 might also be imposed on the following temporary visas which do not require nomination:

- Temporary Work (Short Stay Specialist) visa (subclass 400)

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- Training and Research (Research stream) visa subclass 402) - This visa is closed for new applications
- Temporary Work (International Relations) visa (subclass 403) for the following streams only:
  - Foreign Government Agency stream
  - Privileges and Immunities Stream
  - Government Agreement Stream
- Training (subclass 407) visa (where Commonwealth agency is providing training)
- Temporary Activity visa (subclass 408)
- ~~Special program visa (subclass 416) - This visa is closed for new applications~~
- ~~Super Yacht visa (subclass 488) - This visa is closed for new applications~~

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For these visa subclasses, the provision of the conditions will vary depending on the purpose of the visa. Refer to the following table:

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Purpose	Condition

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under the *Freedom of Information Act 1982*

COVID-19 Pandemic Event (subclass 408) visa holders working in a critical sector	Due to the urgent need for critical sector workers, we have temporarily implemented a less restrictive policy on visa condition 8107 - work limitation applied to the COVID-19 Pandemic event visa. The COVID-19 Pandemic event visa critical sectors are: • agriculture • food processing • health care • aged care • disability care • child care and • tourism and hospitality Visa holders granted for 12 months to work in a critical sector should continue to work in a critical sector to comply with their visa conditions or make arrangements to depart Australia. Critical sector visa holders are permitted to: • Change employment as long as they stay employed in a critical sector • Work for more than one employer in one or more critical sectors • Work for more than one employer, as long as their primary employment is in a critical sector Once a visa has been granted, the Department will not undertake further assessments or provide advice about employment changes. ~~If you have been~~Holders granted a COVID-19 Pandemic event visa to work in a critical sector for up to 12 months~~, you~~ may: • change employment as long as ~~you~~they stay employed in a critical sector • work for more than one employer in one or more critical sectors • work for more than one employer, as long as ~~your~~their primary employment is in a critical sector. ~~You~~Pandemic visa holders and applicants must tell us about any changes of employment by completing a Notification of changes in circumstances (Form 1022) (172KB PDF)~~.~~ and emailing it to majorevents.visaprocessing@homeaffairs.gov.au together with a letter of offer for each new employer and position. Workers who:

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	• last arrived in Australia under the Seasonal Worker Program (subclass 403) and • were granted a COVID-19 Pandemic event visa (subclass 408) **must only** work for their Approved Employer. The Department of Education, Skills and Employment (DESE) must approve any changes to employment.

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Visa granted for employment in Australia	The visa holder must not: • work for another employer other than the one for which the visa was granted; and must not cease to work for the employer which the visa was granted • work in a position or occupation other than the one which the visa was granted • engage in work for another person or for themselves while undertaking employment in relation to which the visa was granted.
Visa granted to undertake activity in Australia	The visa holder must not: • cease activity for which the visa was granted • participate in activity other than the one for which the visa was granted • participate in work for another person which is not consistent to the related activity which the visa was granted.

If the visa holder participates in work or activities for a different employer or in a different position or activity, this may breach condition 8107.

Subclass 408 AGEE COVID-19 Pandemic Event visa holders:

- If the visa holder was granted a COVID-19 Pandemic event visa for up to 12 months to work in a critical sector they may be permitted to work in the same critical occupation for a different employer, or in a different critical sector but must notify the Department of any changes of employment by completing a Notification of changes in circumstances in ImmiAccount or with form 1022..
- Workers who last arrived in Australia under the Seasonal Worker Program must only work for their Approved Employer. Any changes to employment must be approved by the Department of Education, Skills and Employment (DESE).
- Workers supported under the Pacific Labour Scheme (PLS) must only work for a PLS Approved Employer. Any changes to employment must be approved by the Department of Foreign Affairs and Trade (DFAT).
- A visa holder who is granted the visa as they are temporarily unable to depart Australia due to COVID-19 travel restrictions (rather than to work in a critical sector) does not have permission to work approved under condition 8107.

Clients can be directed to the following webpages:

- https://covid19.homeaffairs.gov.au/staying-australia/i-have-temporary-visa

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- https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/temporary-activity-408/australian-government-endorsed-events-covid-19

Article Checklist

Step	Action
1.	Provide client with the relevant self-services to assist with their enquiry. Guide them through each step as required. Proceed to **Step 2**
2.	Fill in all the relevant fields of the TMS ticket. Refer to Completing a ticket in TMS for guidance. Proceed to **Step 3**
3.	Does the ticket need to be escalated? If No - Proceed to **Step 5** If Yes - Proceed to **Step 4**
4.	Follow the steps in Escalation Process below to prepare the ticket for escalation.
5.	Add notes to the relevant systems. See Recording notes in departmental systems.
6.	Finalise the ticket by pressing 'Save' and end the call.

Escalation Process

Tier 3 Escalation Examples

This enquiry type DOES NOT require an escalation.
Some circumstances that may require escalation include:

- Compelling and compassionate circumstances - Escalation process
- Unlawful non-citizens
- ImmiAccount user guide - Troubleshooting help
- Resending letters

Escalation Process Requirements

Escalations are not applicable for this article

Processing Area Contacts
There are no applicable contacts for this article.

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Knowledge Base Links

- Temporary Work (Skilled Visa) (subclass 457)

Website Links

- Check visa details and conditions
- Visa Entitlement Verification Online (VEVO)
- I have a temporary visa | COVID-19 and the border
- Temporary Activity visa (subclass 408) (Australian Government endorsed events (COVID-19 Pandemic event) visa)
- Temporary Work Skilled (subclass 457)
- Temporary Work (International Relations) visa (subclass 403)
- Temporary Activity visa (subclass 408)
- Super Yacht visa (subclass 488)

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Australian Government
Department of Home Affairs

DATACOM

Visas

Temporary Activity visa (subclass 408)

Australian Government
Department of Home Affairs

Contextual Information

This article provides information about the Temporary Activity visa (subclass 408).

Examples of enquiries related to this article include:

- *Can I bring my family on the subclass 408?*
- *How long can I stay in Australia on this visa?*
- *Am I eligible for a Temporary Activity visa (subclass 408)?*
- *Can I change employers on a COVID-19 Pandemic event visa (Australian Government Endorsed Event stream) (subclass 408)*

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MANDATORY: Self-service

It is mandatory that all self-service options be provided to a client enquiring about the **Temporary Activity visa (subclass 408).**

If a client is seeking general information related to the **Temporary Activity visa (subclass 408)** they are to be referred to the following link:

- Temporary Activity visa (subclass 408)

Clients can be directed to the above link by following the below steps:

- Opening their web browser of choice
- Typing the following address: **immi.homeaffairs.gov.au**
- Opening the search bar by clicking on the magnifying glass icon in the top right-hand corner
- Typing **408** and pressing enter

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- Click on **Temporary Activity visa (subclass 408)**
- Select the most appropriate stream

Alternatively, for general enquiries relating to **Supporting Innovation in South Australia (SISA),** clients can be referred to the following link:

- Supporting Innovation in South Australia (SISA)

Clients can be directed to the above link by following the below steps:

- Opening their web browser of choice
- Typing the following address: **immi.homeaffairs.gov.au**
- Opening the search bar by clicking on the magnifying glass icon in the top right-hand corner
- Typing **SISA** and pressing enter
- Click on **Visas for innovation - Supporting** Innovation in South Australia

If the client is enquiring about a **Temporary Activity visa (subclass 408)** that is currently processing, please refer to the Application status enquiries article to provide further assistance.

Important Information

Updates to visa condition 8107 (work limitation) applied to the COVID-19 Pandemic Event visa (AGEE stream) (subclass 408)

The COVID-19 Pandemic event visa critical sectors are:

- agriculture
- food processing
- health care
- aged care
- disability care
- child care and
- tourism and hospitality

Due to the urgent need for critical sector workers, we have temporarily implemented a less restrictive policy on visa condition 8107 - work limitation.

~~If you have been~~Holders granted a COVID-19 Pandemic event visa to work in a critical sector for up to 12 months~~, you~~ may:

- change employment as long as ~~you~~they stay employed in a critical sector

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- work for more than one employer in one or more critical sectors
- work for more than one employer, as long as ~~your~~their primary employment is in a critical sector.

~~You~~Pandemic event visa holders and applicants must tell us about any changes of employment by completing a Notification of changes in circumstances (Form 1022) (172KB PDF) and emailing it to Major Events Visa Processing team majorevents.visaprocessing@homeaffairs.gov.au together with a letter of offer for each new employer and position.

Workers who:

- last arrived in Australia under the Seasonal Worker Program (subclass 403) and
- were granted 1 or more COVID-19 Pandemic event visas in Australia (subclass 408)

must only work for their Government Approved Employer. The Department of Education, Skills and Employment (DESE) must approve any changes to employment.

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Commented [CE1]: Is this the appropriate pathway to advise?

Commented [VB1R2]: Checked with Joel and said yes.

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Stay period and validity

It is important to note that the Temporary Activity visa (subclass 408) is not like other visa types which allow a new stay period to begin on separate visits. While a Temporary Activity visa (subclass 408) may have a validity of 12 months, and the client may have multiple entry, the stay period begins on their initial entry to Australia and any time spent outside of Australia is counted within this stay period. Once the client's stay period has ended the visa will cease. The client can check their stay period in VEVO and will either need to depart before their stay periods end date or make an application for a new visa.

Fee exemptions

The applicant might not need to pay the visa application charge, or might only be required to pay a partial visa application charge, if they are an applicant who is a class of person participating in an activity specified by the Minister in a legislative instrument.

The inviting Australian organisation will inform them if they might be eligible for a visa application charge concession and will provide them with the relevant evidence.

The applicant will need to provide evidence with their application. If they do not provide evidence when they submit their application, their application might not be processed.

There is no visa application charge applied to the COVID-19 Pandemic event visa (AGEE Stream) (subclass 408)

Initial entry date

The visa will have an Initial entry date if the applicant was outside Australia at time of visa decision.

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Requirements and Eligibility

Eligibility

For the eligibility criteria for this visa please refer to **Eligibility** under the appropriate stream on the Temporary Activity visa (subclass 408) webpage.

Special program
Religious worker
Research activities
Invited for other social and cultural activity
Sporting Activities
Entertainment Activities
Superyacht Crew
Exchange Arrangements
Australian Government Endorsed Events
Domestic work for executives

Clients will need to determine if they meet the eligibility criteria. Customer Service Representatives **cannot** assess whether a client is eligible for any particular visa.

How to apply

Clients that are enquiring about how to apply for this type of visa are to be referred to **Step by step** under the appropriate stream on the Temporary Activity visa (subclass 408) webpage.

Special program
Religious worker
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Domestic work for executives

Clients that are enquiring about the cost of this visa are to be referred to the Visa pricing estimator. Customer Service Representatives are **not** to provide clients with pricing estimates.

Clients that are enquiring about current processing times for this visa can be referred to **Overview** under

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the appropriate stream on the Temporary Activity visa (subclass 408) webpage, where they will find up-to-date processing times (if available).

Special program
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Research activities
Invited for other social and cultural activity
Sporting Activities
Entertainment Activities
Superyacht Crew
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Australian Government Endorsed Events
Domestic work for executives

Members of the family unit (MoFU)

Members of the family unit type

Key:
✓ - MoFU can be added/included
X - MoFU cannot be added/included

Stage	Child	Partner	Other relatives	Newborn
In primary application	✓	✓	x	✓
During processing	✓	✓	x	✓
After grant	✓	✓	x	✓

NOTE: Subclass 408 Superyacht Crew stream cannot have members of the family unit included in their application.

Members of the family unit eligibility

To be eligible for the Temporary Activity visa (subclass 408), members of the family unit must:

- be an eligible member of the family unit
- have adequate health insurance
- meet health and character requirements

Adding MoFU during processing and after grant

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If a member of the family unit was not included in the original visa application, then an application must be made online via ImmiAccount for any subsequent applicants. This can be done by using the Temporary Activity, International Relations or Training visa (subsequent entrant) (403, 407, 408) form located within ImmiAccount.

The visa application must include documentary evidence of:

- their relationship to the primary visa holder
- they meet health and character requirements
- The supporter/sponsor agrees in writing to support/sponsor the family members.

The applicant will need the:

- Name
- Date of birth
- Application ID or TRN or Visa Grant Number of the primary visa holder to make an online application and to link it to the primary visa holder

Adding a newborn after grant

Refer to Notifying the department of a change in circumstances for steps and information regarding adding a newborn after grant.

Post-grant

If a client has an enquiry related to:

- what they can do on their visa (e.g. work, study)
- how long they can stay
- changes in their situation
- travelling on their visa
- how they can prove they have a visa

they are be directed to **When you have this visa** on the appropriate stream's webpage for further information.

Special program
Religious worker
Research activities
Invited for other social and cultural activity

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Sporting Activities
Entertainment Activities
Superyacht Crew
Exchange Arrangements
Australian Government Endorsed Events
Domestic work for executives

Visa conditions
Visa holders are able to view their visa conditions by accessing VEVO.

They will need the following to access VEVO:

- Travel document number (e.g. passport)
- Visa Grant Number; or
- Transaction Reference Number.

For more information on specific visa conditions visa holders can be referred to Check visa details and conditions on the Home Affairs website.

There are two methods to search for visa conditions on this page:

- Clients can search for their specific visa condition via the Conditions list tab; or
- Search for their visa subclass via See visa conditions, which will show all visa conditions that may be associated with that visa subclass

Condition 8107 (work limitation) applied to the COVID-19 Pandemic event visa (AGEE stream) (subclass 408)

Pandemic event visa holders working in a critical sector should continue to work in a critical sector while they have their visa. If they are no longer employed, they should find work in one of the critical sectors listed below or make arrangements to leave Australia.

Due to the urgent need for critical sector workers, we have temporarily implemented a less restrictive policy on visa condition 8107 - work limitation for critical workers on a COVID-19 Pandemic event visa.

The COVID-19 Pandemic event visa critical sectors are:

- agriculture
- food processing
- health care

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- aged care
- disability care
- child care and
- tourism and hospitality

~~If you have been~~Pandemic event visa holders granted a ~~COVID-19 Pandemic event~~ visa to work in a critical sector for up to 12 months~~, you~~ may:

- change employment as long as ~~you~~they stay employed in a critical sector
- work for more than one employer in one or more critical sectors
- work for more than one employer, as long as ~~your~~their primary employment is in a critical sector.

~~You~~Pandemic event visa applicants and holders must tell us about any changes of employment by completing a Notification of changes in circumstances (Form 1022) (172KB PDF) and emailing it to Major Events Visa Processing team majorevents.visaprocessing@homeaffairs.gov.au together with a letter of offer for each new employer and position.

Workers who:

- last arrived in Australia under the Seasonal Worker Program and
- were granted a COVID-19 Pandemic event visa

must only work for their Approved Employer. The Department of Education, Skills and Employment (DESE) must approve any changes to employment.

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Article Checklist

Step	Action
1.	Provide client with the relevant self-services to assist with their enquiry. Guide them through each step as required. Proceed to **Step 2**
2.	Fill in all the relevant fields of the TMS ticket. Refer to Completing a ticket in TMS for guidance. Proceed to **Step 3**
3.	Does the ticket need to be escalated? If No - Proceed to **Step 5** If Yes - Proceed to **Step 4**

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4.	Follow the steps in **Escalation Process** below to prepare the ticket for escalation.
5.	Add notes to the relevant systems. See Recording notes in departmental systems.
6.	Finalise the ticket by pressing **Save** and end the call.

Escalation Process

Tier 3 Escalation Examples

This enquiry type DOES NOT require an escalation.
Some circumstances that may require escalation include:

- Compelling and compassionate circumstances - Escalation process
- Unlawful non-citizens
- ImmiAccount user guide - Troubleshooting help
- Resending letters

Escalation Process Requirements

Escalations are not applicable for this article

Commented [VB2]: According to this there are no escalation processes for any events

Processing Area Contacts

Processing centre	Visa type	Contacts
Brisbane - Major Events Visa Processing Team	Onshore and offshore Temporary Activity visa (subclass 408) applications under the Australian Government Endorsed Events Stream, including: • COVID-19 Pandemic event • Post COVID-19 Economic Recovery event	majorevents.visaprocessing@homeaffairs.gov.au

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Processing centre	Visa type	Contacts
TAS Specialist Temporary Entry Centre	Onshore and offshore Temporary Activity visa (subclass 408) applications for the following streams: • Religious Work • Sporting Activities • Exchange Arrangements • Special Program • Superyacht Crew • Domestic work for executives • Invited participant (onshore only)	Complex pre and post-lodgement enquiries: Email: s.22(1)(a)(ii)@homeaffairs.gov.au
	Onshore and offshore Temporary Activity visa (subclass 408) applications for the following streams: • ~~Temporary Activity visa (Research)~~ Research Activity ~~(subclass 408)~~	Post lodgement Research Activity enquiries: Email: s.22(1)(a)(ii) @homeaffairs.gov.au
	Onshore and offshore applications for the following visas: • ~~Temporary Work visa (Entertainment) (subclass 420)~~ • Temporary Activity visa (Entertainment) (subclass 408)	Complex pre and post-lodgement enquiries: Email: s.22(1)(a)(ii) @homeaffairs.gov.au
	~~Training visa (subclass 407) – Onshore and offshore applications and nominations~~	~~Email: s.22(1) @homeaffairs.gov.au~~
	~~Temporary Work (International Relations) visa (subclass 403) (Seasonal Worker Program stream)~~	~~Email: s.22(1)(a)(ii) @homeaffairs.gov.au~~

Commented [CE3]: Note there is no escalation for AGEE Stream (Brisbane) – should we leave this as status quo to mitigate BNE being inundated with enquires?

Commented [VB3R2]: These are the processing area contacts and we need to add Brisbane for the AGEE Pandemic visa and the AGEE economic recovery events – would you mind adding them to the table please?

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Commented [VB4]: Should we delete all references to subclass 403 and 407? This article is supposed to be for 408 only...

Commented [CE4R2]: Good Point – done.

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Processing centre	Visa type	Contacts
	~~Temporary Work (International Relations) visa (subclass 403) enquiries for the following streams:~~ ~~• Pacific Labour Scheme~~ ~~• Government Agreement (onshore applications)~~	~~Email: s.22(1)(a) @homeaffairs.gov.au~~
	~~Temporary Work (International Relations) visa (subclass 403) Domestic Worker (Diplomatic or Consular) stream~~	~~Letter of support enquiries:~~ ~~Email: requestsupportletter@homeaffairs.gov.au~~
	Temporary Activity sponsorship enquiries for the following visa subclasses: • 403 • 407 • 408	Email: s.22(1)(a)(ii) @homeaffairs.gov.au

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Knowledge Base Links

- Sponsorship and supporters for the Temporary Activity visa

Website Links

- VEVO
- Temporary Activity visa (subclass 408)
- Workplace rights

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

From: s.22(1)(a)(ii).22(1)(a)(ii)@homeaffairs.gov.au>
Sent: Wednesday, 12 March 2025 8:58 AM
To: s.22(1)(a)(ii) <s.22(1)(a)(ii)HOMEAFFAIRS.GOV.AU>; s.22(1)(a)(ii) @homeaffairs.gov.au>
Cc: s.22(1)(a)(ii) i@homeaffairs.gov.au>; s.22(1)(a)(ii) <s.22(1)(a)(ii) homeaffairs.gov.au>; s.22(1)(a)(ii) @homeaffairs.gov.au>; s.22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Subject: RE: Subclass 408 PEV - Policy treatment of condition 8107 for BV holders applying for new substantive visa [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Thanks s.22(1)(a)(ii) – this is great news that we already have a resolution!

Will share with othe3rs on my email.

Kind regards, s.22(1)(a)(ii)

s.22(1)(a)(ii)
Director, Employer Sponsored Policy
Skilled Visas Branch | Migration and Temporary Visas Division
Immigration Operations Group
Department of Home Affairs
M s.22(1)(a)(ii)
E: s.22(1)(a)(ii)@homeaffairs.gov.au

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From: s.22(1)(a)(ii) <s.22(1)(a)(ii)HOMEAFFAIRS.GOV.AU>
Sent: Wednesday, 12 March 2025 8:42 AM
To: s.22(1)(a)(ii) @homeaffairs.gov.au>; s.22(1)(a)(ii) @homeaffairs.gov.au>
Cc: 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) @homeaffairs.gov.au>
Subject: RE: Subclass 408 PEV - Policy treatment of condition 8107 for BV holders applying for new substantive visa [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

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

I reached out to our BV colleagues late last year after a question was raised by the Migration Alliance Conference in October 2024.

S. 42(1)

This information was used in response to s.22(1)(a)(ii) , following up on questions raised in the Migration Alliance Conference and for other upcoming conferences they had at that time (LCA & MIA conferences).

The BV team advised they had used the following wording in response to queries with similar circumstances:
"As we do not have any option to waive condition 8107, you may advise the client that it will have no effect on them while they hold the BV."

Apologies for not sharing sooner.

Thank you,

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s.22(1)(a)(

Pacific, WHM and Short Stay Work Visa Section
Migration and Temporary Visas Division
Department of Home Affairs

www.homeaffairs.gov.au

Email Signature

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From: s.22(1)(a)(ii) @homeaffairs.gov.au>
Sent: Tuesday, 11 March 2025 3:11 PM
To: 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>; s.22(1)(a)(ii) @homeaffairs.gov.au>
Subject: FW: Subclass 408 PEV - Policy treatment of condition 8107 for BV holders applying for new substantive visa [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

Below For our situational awareness please. Regards, s.22(1)(a)(i)

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From: s.22(1)(a)(ii) @homeaffairs.gov.au>
Sent: Tuesday, 11 March 2025 2:55 PM
To: s.22(1)(a)(ii) @homeaffairs.gov.au>; s.22(1)(a)(ii) @homeaffairs.gov.au>; s.22(1)(a)(ii) @homeaffairs.gov.au>
Cc: s.22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s.22(1)(a)(ii) @homeaffairs.gov.au>; s.22(1)(a)(ii) @homeaffairs.gov.au>; s.22(1)(a)(ii) @homeaffairs.gov.au>
Subject: FW: Subclass 408 PEV - Policy treatment of condition 8107 for BV holders applying for new substantive visa [SEC=OFFICIAL:Sensitive]

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Hi all, ESP have been contacted by the GFU following queries around condition 8107 applied to BVs of former sc408 Pandemic Event visa holders.

Under policy, condition 8107 was applied flexibly to all sc408PE holders. In most cases. this condition carries over to the BV when those holders apply for a new substantive visa. There is no policy guidance on the treatment of condition 8107 in this instance.

GFU have been advising clients to apply for a new BV without condition 8107, outlining their circumstances. While we don't have full data on this cohort, there are 32,158 former subclass 408 (all streams – not just Pandemic Event) holding a BVA as at 28 February 2025:

- 16,560 have applied for a subclass 500 student visa
- 3362 have applied for a subclass 482 SID visa
- 2765 have applied for a subclass 866 protection visa
- 1922 applied for a subclass 407 training visa

ESP has identified two possible treatments outlined in s.22(1)(a)(ii)' email below. Option 1 is our initial preferred approach as it would reduce bureaucratic red tape noting most clients have applied for a temporary visa with processing times in the order of weeks rather than months– however we welcome views from PV colleagues if this may incentivise applications for PV to continue access to full work rights. Option 2 would ensure the application of 8107 is more strict and exempted only in suitable circumstances – but increase administrative burden through more BV applications.

We welcome views on the proposed options by return email **this week**, and happy to set up a conversation to find an agreed position. Please include anyone else you think may have been missed.

Kind regards, s.22(1)(a)(ii)

s.22(1)(a)(ii)
Director, Employer Sponsored Policy
Skilled Visas Branch | Migration and Temporary Visas Division
Immigration Operations Group
Department of Home Affairs
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From: s.22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Tuesday, 11 March 2025 11:28 AM
To: s.22(1)(a)(ii) @homeaffairs.gov.au>
Subject: Subclass 408 PEV - Policy treatment of condition 8107 for BV holders applying for new substantive visa [SEC=OFFICIAL:Sensitive]

OFFICIAL: Sensitive

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

While reviewing a range of contact centre resource documents, a question was raised regarding the treatment of condition 8107 for former pandemic event visa holders, where this condition is applied to a BV associated with a new substantive visa application.

Subclass 408 Pandemic Event Visa (PEV) holders receive more flexible policy treatment of condition 8107, which requires them to work for the employer in relation to which their visa was granted. They are currently provided with policy flexibility to work unrestricted without breaching condition 8107.

When a PEV holder applies for a new substantive visa, they may be granted a bridging in association with their new application and condition 8107 may be applied to their BV. Now that the condition no longer applies in relation to a PEV visa, the contact centre staff have requested clarity on what advice to provide these BV holders in relation to their work rights and compliance with the visa condition.

After our discussion earlier today, there are two potential options:

1. Extent the policy treatment around condition 8107 to the BV granted in association with the new substantive visa application. Most former 408 applicants currently holding a BV are applying for other temp skilled or student visas, where processing times are generally shorter. When their substantive temporary visa is granted, the appropriate work-related visa condition would then be applied. This option would prevent additional administrative burden on both BV processing officers and former PEV holders.
2. Advise former PEV holders that they will need to re-apply for a new BV that does not impose limitations on their work rights. This process is currently outlined in the 'working in Australia' section of the BVA,B and C webpages. This option would ensure that visa applicants in other programs with longer processing times would be required to demonstrate a compelling need to work to be granted a new BV with unlimited work rights. s. 47C(1)

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Please let me know your preferred option for the treatment of this cohort, or if you would like to discuss further.

Thanks,

s.22(1)(a)(ii)
Position Number 60185787
Policy Officer, Employer Sponsored Policy
Skilled Visas Branch | Migration and Temporary Visas Division
Immigration Operations Group
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