



## Checklist and Frequently asked Questions

### Carer visa – (subclass 116)

### Aged Dependent Relative visa – (subclass 114)

### Remaining Relative visa – (subclass 115)

Use this checklist to ensure that your application is complete and all of the relevant documentation has been included.

You must provide documents and evidence to support your application for this visa. We can make a decision using the information you provide when you lodge your application. It is in your interest to provide as much information as possible with your application at the time of lodgement. Applications with missing information can be decided on the information provided at lodgement and might take longer to finalise.

- **All non-English documents must be translated into English and accompany the certified copy of the document.**
  - In Australia contact the [National Accreditation Authority for Translators and Interpreters](#) for a translator.
  - Translators outside Australia do not need to be accredited, but they must endorse the translation with their full name, address, telephone number, and details of their qualifications and experience in the language being translated.
- **All foreign issued documents must be certified by the issuing authority**
- With the exception of police certificates, **do not supply original documents** with your application unless asked to do so. If submitting a paper application - You should **provide 'certified copies' of original documents**.
- **Original police certificates** must be included in your paper application or if lodged online sent to our Postal Address: Australian Embassy, Visa Office PO 11-1860 Raid El Solh, Beirut 11072090 Lebanon.
- Only send your document once.

### Issuing authority certification of documents

**In Lebanon**, all official documents (Individual Census, Family Census, Marriage Certificates, Divorce Certificates, Death Certificates) must be certified by the Ministry of Interior and Municipalities. The original copy of these should be provided (multiple copies can be issued by the Ministry upon request and therefore they will not be returned to you).

**Republic of Cyprus**, birth certificates, passports, ID cards and marriage certificates must be certified by the Republic of Cyprus District Administration office.

## Certified copies

For paper applications, you should provide 'certified copies' of original documents where the original cannot be provided and retained by the department. 'Certified copies' are copies authorised, or stamped as being true copies of originals, by a person or agency recognised by the law of the country in which you currently reside (usually a Notary Public). Online applications only need to be certified by the issuing authority.

**In Lebanon**, the only document that would need to be a 'certified copy' is land ownership documents

## Lodging your application

[The Australian Visa Application Centre \(AVAC\)](#) managed in partnership with *TLS Contact a Teleperformance company*.

The AVAC accepts paper applications and collects Biometrics (fingerprints and photo) from all clients applying for Australian visas in Lebanon.

The AVAC will charge a fee for these services which is payable in Cash Only (in LBP).

Visa applicants and persons required to submit their biometrics should make an appointment prior to attending the AVAC.

Appointments for clients to lodge their visa applications and submit their biometrics can be made online: [https://au.tlscontact.com/lb/BEY/page.php?pid=appointment\\_booking](https://au.tlscontact.com/lb/BEY/page.php?pid=appointment_booking)

## Fraud and misrepresentation

If we find that you provided a bogus document or false or misleading information with your visa application:

- we might refuse your visa application
- we might prevent you from being granted another visa for three years and, if your visa has already been granted, we might cancel it.

Remember that you are responsible for the information included in your application, even if someone else completes it for you.

## Other Family visas – about these visas

### Carer visa (subclass 116)

This visa is for someone who needs to move to Australia to:

- care for a relative in Australia with a long-term or permanent medical condition, or
- assist a relative providing care to a member of their family unit with a long-term or permanent medical conditions.

You must be willing to provide, or help provide, care to your relative.

Your relative must:

- have been assessed as needing care or have arranged an assessment with a designated health service provider
- not be able to get the care they need from another source in Australia
- be an Australian citizen, permanent resident or eligible New Zealand citizen.

See: DIBP website <https://www.border.gov.au/Trav/Visa-1/116-> for more information on these visas.

### The Aged Dependent Relative visa (subclass 114)

This visa is for some older people to migrate to Australia if they rely on an eligible relative in Australia to provide financial support. The applicant must be old enough to be granted an old age pension under the Social Security Act 1991.

For more information please visit [Aged Dependent Relative visa \(subclass 114\)](#)

### Remaining Relative visa (subclass 115)

This visa allows someone outside Australia whose only near relatives are living in Australia to live in Australia as a permanent resident. To qualify, your (and your partner's) only near relatives are settled in Australia and are all Australian citizens, Australian permanent residents or eligible New Zealand citizens

For more information please visit [Remaining Relative visa \(subclass 115\)](#)

NECESSARY VISA APPLICATION REQUIREMENTS	
Forms and Fees	
A completed and signed <a href="#">Form 470F</a> - <i>Application for migration to Australia by other family members</i> Each person included in the form, who is aged 18 years or over, must have signed the Australian values statement.	<input type="checkbox"/>
A completed and signed <a href="#">Form 40</a> - <i>Sponsorship for migration to Australia</i> This form should be completed and signed by your sponsor.	<input type="checkbox"/>
A completed and signed <a href="#">Form 47A</a> - <i>Details of child or other dependent family member aged 18 years or over.</i>	<input type="checkbox"/>
A completed and signed <a href="#">Form 80</a> <i>Personal particulars for character assessment from each applicant aged 16 years or older.</i> <ul style="list-style-type: none"><li>Applicants must list <b>full</b> details of all addresses that they have lived at for 12 months or more during the last 10 years, and</li><li>Applicants must provide their <b>own details of their email addresses</b> (we will only contact you by email if you tick the box authorising this)</li><li>provide <b>full</b> details of all employment and / or education since leaving school. If you believe a question is not relevant write "not applicable" and explain why.</li></ul>	<input type="checkbox"/>
Payment of the Australian Government Visa Application Charge <b>OR</b> if the Visa Application Charge has been paid at a DIBP office in Australia, a copy of the receipt must be submitted.	<input type="checkbox"/>
Personal documents – All applicants	
Copy of the <b>biodata page of your valid passport</b> for you and accompanying family members plus any recent expired passports, showing any previous travel or visas. Note: your passport must have at least six months left before the expiry date. Only original copies must be provided.	<input type="checkbox"/>
Two (2) recent <b>passport-sized photographs</b> of yourself and any other person included in the application.	<input type="checkbox"/>
A certified copy of your <b>Individual Census</b> and/or <b>Birth Certificate for you and accompanying family members</b>	<input type="checkbox"/>
A certified copy of your <b>Family Census</b> showing your family composition.	<input type="checkbox"/>
If you served in the armed forces of any country, <b>certified copies of military service record or discharge papers.</b>	<input type="checkbox"/>
If you or anyone included in the application is, or has been married, the <b>marriage certificate(s)</b> must be provided. If you are living in a de facto relationship, evidence that you have been in the relationship for at least 12 months. <i>For example: joint bank account statements, billing accounts in joint names etc.</i>	<input type="checkbox"/>
If you or anyone included in the application has been permanently separated, divorced or widowed, a statutory declaration/separation certificate, the <b>divorce decree absolute</b> or the death certificate of the deceased partner (as appropriate) .	<input type="checkbox"/>
If an applicant has changed his or her name (for example by marriage or deed poll), evidence of the name change is required.	<input type="checkbox"/>

Evidence of Australian citizenship or permanent resident status of all of your relatives (parents, siblings, children) in Australia (for example Australian citizenship certificates or copy of passport biodata pages, or permanent visa and any arrival/departure stamps for Australia)	<input type="checkbox"/>
Evidence of your relationship to your sponsor and other the relatives in Australia (and a statement outlining the family relationship and family compositions of your family in Australia)	<input type="checkbox"/>
<p><b>Original Police certificate(s)</b> from countries where the applicant(s) has resided, including Australia, for 12 months or more during the last 10 years (applicable to applicants 17 years old or over).</p> <ul style="list-style-type: none"> <li>• <a href="#">Information on how to apply for a Police check in Lebanon</a></li> <li>• <a href="#">Information on how to apply for a Police check in Cyprus</a></li> <li>• Australian Federal Police (AFP) Australian National Police Check is available from the AFP website: <a href="#">AFP National Police Check</a></li> </ul> <p>(You should use Code 33 at Question 1 on the form and include details of any, and all names you have been known by. We only accept Complete Disclosure National Police Certificates issued by the Australian Federal Police. <b>We do not accept</b> standard disclosure certificates or national police certificates issued by your state's Police)</p> <p><a href="#">More information is available about our character requirement.</a></p>	<input type="checkbox"/>
<p><b>Polio vaccination certificate:</b> If you or any dependent applicants have spent a period of 28 days or longer on after 5 May 2014 in Afghanistan, Cameroon, Equatorial Guinea, Ethiopia, Iraq, Israel, Nigeria, Pakistan, Somalia or Syria, or any combination of these countries. Applicants attending a medical appointment with a panel physician should bring their vaccination certificate to the medical appointment.</p>	<input type="checkbox"/>
<b>Dependent applicants including in the application</b>	
<p>Migrating dependent children <b>over 18 years</b> of age:</p> <ul style="list-style-type: none"> <li>• <a href="#">form 47A</a> Details of a child or other dependent family member aged 18 years or over completed and signed by you, your partner and the member of your family unit concerned;</li> </ul> <p><b>Evidence that they are financially dependent</b> on their sponsor for the basic needs of food, shelter and clothing, and how long this support has been provided. Such evidence may include: evidence of studies, bank statements, money transfers, rent receipts etc. You should also include proof that the dependent lives with you.</p>	<input type="checkbox"/>
<p>Migrating dependent children <b>under 18 years</b> of age provide one of the following:</p> <ul style="list-style-type: none"> <li>• a court order showing that you have the sole right to decide where the child lives,</li> <li>• Custody documents or a <a href="#">statutory declaration</a> from the child's other parent giving permission for him/her to migrate</li> <li>• <b>Form 1229</b> Consent to grant an Australian visa to a child under the age of 18 years – Completed by the non-travelling parent/s.</li> </ul> <p>Please note that any of the above documents should be signed before a Notary Public. You will have to attach a certified copy of the parent's government issued identification document (such as passport or driver's license) with their photograph and signature, or if the parent is deceased, certified copy of their death certificate.</p>	<input type="checkbox"/>
<b>Additional documents specific to Carer visa applications</b>	
<p>Your relative's medical condition (or that of a member of their family unit) must be <a href="#">assessed</a> by <a href="#">Bupa Medical Visa Services</a> before we can make a decision about your visa application. Your application cannot be accepted unless you provide evidence that you or your relative have at least arranged to start <b>the Bupa Medical Visa Services assessment</b> process.</p>	<input type="checkbox"/>
<p>Evidence to show that your relative has tried to access care or assistance in Australia from services such as welfare, hospital, nursing or community services.</p>	<input type="checkbox"/>
<p>Evidence to show that your relative has no other relatives in Australia who can provide the required care or assistance.</p> <ul style="list-style-type: none"> <li>• Statement from your relative in Australia listing the names and dates of birth of all of their relatives (partner, child, parent, brother, sister, grandparent, grandchild, aunt, uncle, niece, nephew (or step-equivalent) in Australia</li> <li>• <b>Statutory declarations from all other Australian citizen or permanent resident relatives listed above</b> over the age of 18, of the person who requires care or assistance, describing why they are unable to care and</li> </ul>	<input type="checkbox"/>

evidence to support these claims.	
If the person requiring care is a member of the sponsor's family unit, evidence of both of the following: <ul style="list-style-type: none"> <li>their family relationship with, or dependency on, the sponsor</li> <li>their status as an Australian citizen, Australian permanent resident or eligible New Zealand citizen.</li> </ul>	<input type="checkbox"/>
<b>Additional documents required specific to Remaining Relative visa applications</b>	
Evidence of your relationship to all your relatives (parents, siblings, children) in Australia. You must provide birth, marriage or school certificates which demonstrate the relationship between you and your relatives in Australia.	<input type="checkbox"/>
Evidence of financial dependency for all your members of the family unit aged 18 or older: <ul style="list-style-type: none"> <li>a certified copy of their birth certificate and proof of their relationship to you</li> <li>proof that they live in your household</li> <li>proof that they have been financially dependent on you for at least the 12 months immediately before you lodge your application.</li> </ul>	<input type="checkbox"/>
Visa document on which all your relatives (parents, siblings, children) first migrated to Australia or permanent entry permit/visa granted to your relatives after arrival in Australia.	<input type="checkbox"/>
Death certificates for any relatives (parents, siblings, children) who are deceased. If you do not have a death certificate for a deceased relative, you must submit an affidavit statement setting out when the relative died, cause of death and why you are unable to provide a death certificate.	<input type="checkbox"/>
<b>Additional documents required specific to Aged Dependent visa applications</b>	
A statement and evidence detailing how you are dependent on your sponsor in Australia and for how long have you been dependent on him/her.	<input type="checkbox"/>
Evidence of your financial dependency on your relative in Australia for a reasonable period (usually three years) before lodging the visa application.	<input type="checkbox"/>
<b>Personal documents – all sponsors</b>	
Two recent passport-size photographs of your sponsor	<input type="checkbox"/>
Evidence that the sponsor is an Australian citizen, an Australian permanent resident or eligible New Zealand citizen.	<input type="checkbox"/>
Evidence that the sponsor is <a href="#">usually resident</a> in Australia.	<input type="checkbox"/>
Evidence that may establish the sponsor's financial ability to provide settlement support to the applicant(s) (eg. Evidence of employment, Tax Assessment Notices, business documents if self-employed, superannuation documents if self-funded retiree). If insufficient evidence is provided an Assurance of Support may be requested	<input type="checkbox"/>

## Important notes and answers to Frequently Asked Questions:

### The Health Requirement

If you lodge an application for a Carer visa outside Australia you will not need to meet health and character requirements before you are given a queue date. However, health and character checks must be successfully completed before a Carer visa can be granted.

You and your children who are applying for the visa with you must meet our health requirement. In some cases, members of your family unit who are not applying with you might, if requested, also need to meet the requirement.

**We recommend that you wait for us to contact you about health checks.**

More information is available about our [health requirement](#).

## The Australian Visa Application Centre in Lebanon

The Australian Visa Application Centre (AVAC) managed in partnership with *TLS Contact a Teleperformance company*.

The AVAC accepts paper applications and collects Biometrics (fingerprints and photo) from all clients applying for Australian visas in Lebanon.

The AVAC will charge a fee for these services which is payable in Cash Only (in LBP).

Visa applicants and persons required to submit their biometrics should make an appointment prior to attending the AVAC.

Appointments for clients to lodge their visa applications and submit their biometrics can be made online: [https://au.tlscontact.com/lb/BEY/page.php?pid=appointment\\_booking](https://au.tlscontact.com/lb/BEY/page.php?pid=appointment_booking)

Appointments can also be made by contacting the call centre in Cairo Egypt:

- Telephone +20 233 313 301 (9.30 am to 5.30 pm Sunday to Thursday)
- Telephone +961 1 994 666 (8.30 am to 3.00 pm Friday- for urgent calls only)

For more information on the Australian Visa Application Centre, please follow this link: <https://au.tlscontact.com/lb/BEY/index.php>

## How long will it take to process my application?

We publish our current global processing times online. The new processing time information will give you an indication of the time it will likely take to finalise a complete application. Global visa and citizenship processing times are updated monthly, providing you with an indicative timeframe for processing applications. Two processing times are displayed, indicating how long it is taking to finalise 75 and 90 per cent of applications submitted globally.

You can view processing times on our website at [www.border.gov.au/about/access-accountability/service-standards/global-visa-citizenship-processing-times](http://www.border.gov.au/about/access-accountability/service-standards/global-visa-citizenship-processing-times).

**We do not respond to status-related enquiries that fall within the published processing times. You should wait until after the processing time has elapsed before contacting us.** If you lodged your application online, you can monitor the status of your application through [ImmiAccount](#).

Once you have lodged your application you can expect us to:

- undertake checks, as required, to confirm that the information and documents provided are truthful and accurate
- finalise the application as quickly as possible and in accordance with Australian law.

To ensure your application is completed within the expected timeframe, make sure that you:

- submit a complete application, including all necessary supporting documents
- provide any additional documents or information we request within the specified time, or tell us immediately if this is not possible. (Remember to check your junk folder, as our correspondence may auto-filter into spam).
- keep contact with the case officer or processing office to a minimum, to allow processing of applications to proceed as quickly as possible.

**Note:** Applications are assessed on a case-by-case basis. Some individual circumstances may cause applications to fall outside the published processing times.

All applicants are in similar circumstances, we are unable to expedite one application above others. All non-citizens applying for visas to Australia are considered on their individual merits against the legal requirements set out in Australia's migration legislation. These requirements include mandatory health, character, and national security checks that are undertaken by other agencies. Some of these checks can take some time to complete.

However, if you have any significant information to add to the application or if there has been a material change in the applicant's circumstances that might have an impact on the visa application, please notify the case officer as soon as possible sending an email to [immigratin.beirut@dfat.gov.au](mailto:immigratin.beirut@dfat.gov.au)

### Carer cap and queue

This visa subclass is subject to Capping and Queuing further information is available at:  
<https://www.border.gov.au/Trav/Brin/Fami/Capping-and-queuing> and  
<https://www.border.gov.au/Trav/Brin/Fami/Capping-and-queuing/Other-family-visa-queue#>

After your visa application has been queued, we do not usually contact you again until the application is released from the queue. Once released from the queue, applications will be considered for final processing as a place in the Migration Programme becomes available.

At final processing, you must continue to meet the relevant criteria and satisfy any outstanding requirements for the visa application to be granted. These include health, character, assurance of support (for Remaining Relative and Aged Dependent Relative visas) and payment of the second instalment of the visa application charge.

It is currently estimated that Carer visa applications that were lodged in 2016 and meet the criteria to be queued, are likely to take approximately four and a half years to be released for final processing (calculated from August 2016).

### How to send additional information or documents

If you did not include all documents when you applied, send them as soon as you can:

- via your ImmiAccount if you applied online.
- **by post to:** The Australian Embassy Beirut, Visa Office, PO 11-1860 Raid El Solh, Beirut 11072090 Lebanon
- **by hand:** to Visa Application Centre, you will need to make an appointment first and a fee will be charged for this service

### Tell us of changes

You need to update us if:

- there are any changes to your circumstances, for example, change of address or telephone number
- you made a mistake on your application
- you need to provide more information
- you want to withdraw your application.

Update your contact details and passport number via your ImmiAccount or complete [Form 1022](#) – *Notification of changes in circumstances*

If you applied online, send them via your ImmiAccount

If you applied on a paper form, send your changes by emailing [immigration.beirut@dfat.gov.au](mailto:immigration.beirut@dfat.gov.au)



## Mistakes on your visa application

Tell us if there are any mistakes in your application.

Complete [Form 1023](#) - [Notification of incorrect answer\(s\)](#)

## Appoint or withdraw someone from acting on your behalf

Provide [Form 956](#) - Advice by a migration agent/exempt person of providing Immigration assistance (133 KB PDF). The form must be:

- completed by the person who you are appointing or withdrawing and
- signed by you.

## Appoint or withdraw someone from receiving correspondence on your behalf

Provide [Form 956a](#) - Appointment or withdrawal of an authorised recipient (116 KB PDF).

The form must be:

- completed by the person who will receive (or will no longer receive) the correspondence and
- signed by you.

Note: The person named on this form will not be authorised to act on your behalf.

## Withdrawing your application

Withdrawals must be signed by every applicant who is 18 years or older and is included in the visa application. In most cases, any fees you paid cannot be refunded.

You can either:

- Complete [Form 1446](#) - *Withdrawal of a visa application* and upload it to your ImmiAccount.  
Note: Removing your application from ImmiAccount does not withdraw it.
- Send us a letter by post or email that includes:
  - your full name
  - date of birth
  - transaction reference number (TRN) or file reference number (FRN)
  - a statement advising you are withdrawing your Partner or Prospective marriage application

## Withdrawing your sponsorship

Send us a letter by post or email that includes:

- your full name
- date of birth
- transaction reference number (TRN) or file reference number (FRN)
- a statement advising you are withdrawing your sponsorship from the Partner or Prospective Marriage application.

Note: Removing your application from ImmiAccount does not withdraw it.

## 2<sup>nd</sup> Visa Application Charge (2<sup>nd</sup> VAV)

The application charge for this visa is paid in two instalments. The first instalment is paid when the application is lodged. Payment of the second instalment will be requested just before the visa is granted.