**After you have lodged your application**

This information is available to download in [other languages](https://www.border.gov.au/Trav/Refu/protection-application-information-and-guides-paig/after-you-have-lodged-your-application#download).

**How will I receive communication about my application?**

We can use a range of means to communicate with you, including by post or telephone or, if you provide consent for us to communicate with you electronically, by email.

If you appoint a migration agent and give us your migration agent's name and address in writing, we will assume you want your migration agent to receive documents and communication from us. However, you have the option of directly receiving communication from us. Further, even if you appointed an agent to represent you, including to receive documents on your behalf, that does not prevent you from contacting us.

You can authorise another person, in writing, to receive written communication on your behalf even if that person is not a registered migration agent. This person is called the authorised recipient. Unlike a registered migration agent or exempt person, they cannot give immigration assistance. All written communication about your application will be sent to your authorised recipient, unless you tell us that you want specific information sent directly to you, such as your health and/or character information. Please note that when we send documents to your nominated authorised recipient, you will be taken to have been given the documents as if the documents were sent to you instead.

To appoint an authorised recipient, you should complete Part B of the application form and [form 956A—*Appointment or withdrawal of an authorised recipient*](https://www.border.gov.au/Forms/Documents/956a.pdf).

You can also stop your authorised recipient (whether or not they are also your migration agent or an exempt person who assisted you) from receiving communication about your application at any time by using the same form.

**How do I report changes in my circumstances?**

If you intend to change your residential address for longer than 14 days, you must tell us in writing by using [form 929—*Change of address and/or passport details*](https://www.border.gov.au/Citizenship/Documents/929.pdf).

If your circumstances change after you lodge your application (for example, you have a new residential address, a new passport, or a pregnancy, birth or death in your family), you must notify us of the new circumstances. You can use the following forms:

* if you move to a new address or change your passport, use [form 929—*Change of address and/or passport details*](https://www.border.gov.au/Citizenship/Documents/929.pdf).
* if there are other changes in your circumstances, use [form 1022—*Notification of changes in circumstances*](https://www.border.gov.au/Forms/Documents/1022.pdf).

Failure to give a current, valid residential address with your visa application will result in your application being invalid. A post office box will not be accepted as your address.

You should lodge all forms relating to changes in your circumstances to the office where you lodged your visa application.

**How can I provide additional information?**

You should provide all relevant information to us in your application. However, if you need to, you can provide more information to us at any time until a decision is made on your application. If you want to correct information you provided previously, use [form 1023—*Notification of incorrect answer(s)*](https://www.border.gov.au/Forms/Documents/1023.pdf).

If we have questions or concerns about the protection claims you have made or the information you have provided, we will give you an opportunity to respond to our questions or concerns, either during an interview or in writing. This will include inviting you to respond to any relevant information that would be adverse to your application. Any request to you for further information or comments will specify the timeframe in which you must provide the information or comments. If you do not give us the requested information or comments by the required date, we can make a decision about your application using the information already received.

You should lodge all responses and forms relating to additional information to the office where you lodged your visa application.

**How are my claims assessed?**

All applicants for a protection visa (whether permanent or temporary) will receive a full assessment of their protection claims by trained departmental officers. The assessment will be undertaken by case officers who will determine if you or members of your family are people who engage Australia's protection obligations. As part of this, you will be invited to attend an interview. It is important that you attend this interview or notify us if you cannot attend. There will be appropriate procedural safeguards in place to make sure you are given an opportunity to have your claims determined in an open and transparent assessment process. For more information, read [Protection Application Information and Guides (PAIG): The interview](https://www.border.gov.au/Refugeeandhumanitarian/Pages/the-interview.aspx).

All claims for protection are assessed on an individual basis against the criteria in the *Migration Act 1958* and the Migration Regulations 199*4*. In making the assessment, Australian case law and up-to-date information on conditions in your country of origin will also be used. To engage protection obligations, you need to meet certain criteria. For information on those criteria, read [PAIG: The meaning of 'protection obligations'](https://www.border.gov.au/Refugeeandhumanitarian/Pages/the-meaning-of-protection-obligations.aspx).

**What is my visa status during processing?**

Asylum seekers who have arrived in Australia illegally and then apply for a protection visa might be granted a bridging visa when they lodge a protection visa application. In most cases, the bridging visa allows the applicant to stay lawfully in the community until the protection visa application is finalised.

Your bridging visa might allow you to work. Check your bridging visa grant notice to confirm whether you are allowed to work.

The type of [bridging visa](https://www.border.gov.au/Trav/Visi/Visi/Bridging-visas) you are granted and whether you are allowed to work depends on a number of circumstances.

**How long will my protection visa application take?**

Every protection visa application is considered as quickly as possible. However, it could take a number of weeks or many months to determine your application. The time taken to decide an application is dependent on you providing all your information in the application form and you responding to any requests for further information or comments from the decision maker in the specified timeframe.

If we ask you to provide more information to support your application, it is important that you provide this information in the timeframe specified in the request. Providing this information as soon as possible will avoid delays in processing your application.

Some checks undertaken as part of your application processing could increase the time it takes to decide your application.

**What if I am found to engage protection obligations?**

If we find that you **do engage** Australia's protection obligations and you meet the requirements for a protection visa, you will be granted either a Temporary Protection visa or a Safe Haven Enterprise visa, depending on what you applied for. For more information, read [PAIG: Grant of a Temporary Protection visa or Safe Haven Enterprise visa](https://www.border.gov.au/Refugeeandhumanitarian/Pages/grant-of-a-tpv-or-shev.aspx).

In order for a visa to be granted you will also need to meet requirements around health, character, and sign an Australian values statement.

**Health**

For the health requirement to be met for a protection visa, you must undertake the required health examinations and comply with any health undertakings we ask for. You might have completed some health checks in detention. However, you might need to undergo further health checks to be eligible for a protection visa. We will tell you if this is the case.

**Character**

For anyone who wants to enter and remain in Australia, you must satisfy character requirements. All people included in a protection visa application who are aged over 17, and who have spent more than 12 months cumulatively in any country in the last 10 years since turning 16, must undertake a [penal check](https://www.border.gov.au/Trav/Visa/Char). We will contact you to tell you what you must do.

You might also need a [National Police Check](https://www.border.gov.au/Trav/Visa/Char) from Australia. We will tell you if you need to ask for a check from the Australian Federal Police.

**Statement of Australian values**

To meet the requirements of a protection visa, you must sign an Australian values statement at any time before your application is decided. This is included in Part C of your application form. Before you do this you must read, or have explained to you, the information provided by the Australian Government in the *Life in Australia* booklet, The Australian Values Statement confirms that you undertake to respect the values and Australian society and during your stay in Australia will obey the laws of Australia.

**What if I am found not to engage Australia's protection obligations?**

If we find that you **do not engage** Australia's protection obligations and therefore you **do not meet the requirements for protection**, your visa application will be refused. We will send you a letter to tell you of the refusal decision, including the reasons for the decision.

This letter will also include details of your review rights, if the decision is reviewable. For more information, read [PAIG: Refusal of a Temporary Protection visa application or Safe Haven Enterprise visa application](https://www.border.gov.au/Refugeeandhumanitarian/Pages/refusal-of-a-tpv-or-shev.aspx).