



**Australian Government**  
**Department of Immigration and Citizenship**

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**Important information for *certain* Priority Group 3 applicants who received a letter from DIAC in March 2011 advising that their application is expected to be allocated within three months**

**We have recently sent email letters to *certain* Priority Group 3 applicants who have lodged a General Skilled Migration (GSM) application under subclasses 175, 176, 475, 885, 886 and 487.**

**As indicated above, these emails were sent *only* to applicants whose applications:**

- a) are expected to be allocated to a case officer within three months of the date of these letters; and**
- b) can proceed with health and character requirements without firstly being assessed by a case officer.**

**If you have received this letter and have queries about these instructions, the following Questions and Answers may be of interest.**

**Similarly, if you have not received this letter and your application is in Priority Group 3, these Questions and Answers will explain why and when you may expect to be contacted about your application.**

**General Questions about these letters**

*Q1: Who has this letter been sent to?*

This letter has been sent to a selection of *eVisa* Priority 3 applicants whose application is expected to be allocated a case officer for assessment within three months of the date of this letter. The applications within this group are ones which can proceed with health and character requirements without the application first being assessed by a case officer.

If you have not received this letter it is because your application is one which is unable to proceed without first being assessed by a case officer, or it is one which is not expected to be assessed in coming months. The timeframe for allocation of your case to a case officer will not be affected by this. Applications will continue to be allocated for assessment in accordance with the priority processing arrangements and within date of lodgement order.

Information on current allocation dates can be obtained by sending a blank email to [gsm.processing@immi.gov.au](mailto:gsm.processing@immi.gov.au).

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*Q2: What are the specific requirements of this letter?*

If you have received a letter addressed to you which confirms that your application is in Priority Group 3 and is expected to be allocated to a case officer for assessment within three months of the date of that letter, you and any family members included in your application should now follow the instructions of that letter.

That is, all family members included in your application should now:

1. Undertake your health and character clearances if you have not already done so.
2. Complete Form 80: *Personal particulars for character assessment*
3. Update the Department on any change to your circumstances since lodgement of your application (if any).
4. Provide any documents relevant to your application that you have not already provided.

*Q3: Should I proceed with these clearances now?*

Yes, if you have received this letter. This is because the department expects to be able to be able to allocate your application to a case officer for assessment within three months of the date of this letter.

By initiating these health and character clearances now and providing Form 80 and any other documents relevant to your application, you are likely to enable your application to be assessed in a quicker timeframe once it is allocated to a case officer. It is also possible that a decision may be able to be made when your application is first assessed without the need for your case officer to contact you about any outstanding requirements.

*Q4: Who should undertake these clearances?*

This letter refers to yourself and all members of your family unit listed in your application, irrespective of whether or not they are migrating with you. Members of your family unit include the following persons (as applicable):

- a spouse,
- dependent children,
- children born after your application was lodged, and
- a dependent widowed parent.

If you have received this letter, all members of your family unit included in your application should now attend to the requirements listed.

*Q5: I have received both a Personalised Letter (emailed on either 18<sup>th</sup> or 21<sup>st</sup> March 2011) advising me to undertake health and character clearances, and accessed the Invitation to undertake Health and Character attached to the auto-reply at [gsm.processing@immi.gov.au](mailto:gsm.processing@immi.gov.au) – which one should I follow?*

If you have received a letter personally addressed to you which confirms that your application is in Priority Group 3 and is expected to be allocated to a case officer for assessment within three months of the date of that letter, you and any family members included in your application should now follow the instructions of that letter as listed as Q2.

### **eVisa application and access**

*Q6: I have forgotten my eVisa password and can not attach documents to the web-browser, what should I do?*

If you have forgotten your eVisa password and are unable to attach information requested in this letter to your eVisa application via the web-browser (<http://www.immi.gov.au/e-visa/general-skilled-migration-attachments.htm>) you will need to forward any clearances, forms or requested documentation by email to [gsm.documents@immi.gov.au](mailto:gsm.documents@immi.gov.au). When doing so please ensure that you include your Client File Number and the Letter Reference Number.

Health clearance results will be sent to the department by the clinic you visit.

Please note that eVisa passwords are unable to be re-set.

*Q7: I can't get into my eVisa application to download the medical forms, what should I do?*

To log into your eVisa application you will need to enter the Transaction Reference Number (TRN) listed at the top of the letter, your name, date of birth and passport number.

If for any reason you are unable to download these forms, you will need to wait until your application has been allocated to a case officer for assessment (within three months of the date of this letter) before attending to this requirement. A case officer will assist you at this point in time. You may however, proceed with other requirements of this letter.

## **Health and Character clearances**

*Q8: How should I apply for my health and character clearances?*

### **Health Clearances:**

Background information on the health requirement and health clearance process is available at: <http://www.immi.gov.au/allforms/health-requirements/>.

To obtain the forms required for a health examination, you will need to visit <https://www.ecom.immi.gov.au/inquiry/query/query.do?action=eVisa>. From here you will need to log into your eVisa application. The Health forms (160EH and 26EH) are available to be downloaded from the Document Checklist link.

### **Character Clearances:**

Background information on the character requirement and instructions on how to initiate a character clearance is available at:

<http://www.immi.gov.au/allforms/character-requirements/>

For the Australian Government to determine whether you are of good character, police certificates are required for each country you have lived in for 12 months or more over the last ten (10) years since turning 16 years of age. This includes Australia if you have resided in Australia for 12 months or more during this period.

Each applicant included in the application aged 16 years or over will need to initiate these clearances irrespective of whether they are migrating with you.

*Q9: I am unable to obtain the results of my health clearance from the doctor, what should I do?*

If you have undertaken a health examination with an approved panel doctor (outside of Australia) or Medibank Health Solutions (in Australia), there is nothing further you need to do in relation to obtaining a health clearance.

The results of your examination will be forwarded by the doctor to the department. You will be contacted if there are any further requirements once your case has been allocated to a case officer for assessment. As mentioned in this letter allocation of your case is likely to occur within three months of the date of this letter.

*Q10. I require a letter from DIAC listing all applicant names to obtain character clearances, how should I proceed?*

The department is aware that in some countries such a letter from the department is required before an applicant can undertake character clearances. If this is the case for you or any members of your family unit, please note that this letter may be used for this purpose.

You may also use the Acknowledgement Letter sent to you when your application was lodged. You should present a copy of this Acknowledgement Letter and the letter provided by email in March when applying for a character clearance.

Alternatively, specific information as required for a clearance can be provided to you when your application has been allocated to a case officer for assessment.

*Q11: I am not sure if one of my clearances is still valid?*

If you have any queries about these instructions or the validity of a clearance you have already obtained, you will need to wait until you have been allocated a case officer and raise these queries at that time. This is because a case officer will need to assess your application in its entirety before determining whether any new clearances will be required.

As mentioned in this letter, the department expects to allocate your application to a case officer within three months from the date of this letter. Hence, the validity of a particular clearance already obtained will be clarified within a relatively short timeframe.

### **Form 80**

*Q12. Form 80: Should I download this form from my eVisa application or the DIAC website?*

A new *Form 80: Personal particulars for character assessment* should be completed for all applicants including dependents aged 16 years or over irrespective of whether they are migrating or not, and irrespective of whether this form(s) was provided when lodging your application. This up-to-date information will assist with the processing of an application once it is allocated.

Form 80 should be downloaded from department's website at: <http://www.immi.gov.au/allforms/pdf/80.pdf> and not via your eVisa application.

This form can be electronically completed and submitted to the department. Once complete you can attach this form online or email it to [gsm.documents@immi.gov.au](mailto:gsm.documents@immi.gov.au). If emailing to the department please ensure that you include your Client File Number and the Letter Reference Number within the subject line of the email.

### **Providing clearances, forms or relevant documentation to the Department**

*Q13: How should I provide the documentation requested in this letter?*

eVisa applicants should attach any clearances, forms or relevant documentation to the web-browser. For information on how to attach documents to the web-browser see: [http://www.immi.gov.au/e\\_vis/general-skilled-migration-attachments.htm](http://www.immi.gov.au/e_vis/general-skilled-migration-attachments.htm).

If you are unable to attach documents to the web-browser, or you do not have your current eVisa password, these documents should be emailed to [gsm.documents@immi.gov.au](mailto:gsm.documents@immi.gov.au). Please ensure that you include your Client File Number and the Letter Reference Number within the subject line of the email.

As mentioned above, health clearance results will be sent to the department by the clinic you visit.

### **What next?**

*Q14: I have now provided all of my clearances, a new Form 80 and updated any changes in circumstances (as requested in this letter), when will my application be allocated to a case officer?*

If you have received this letter it is because the department expects to be able to allocate your application for assessment by a case officer within three months of the date of this letter. Applications will continue to be allocated in accordance with the priority processing arrangements as specified at <http://www.immi.gov.au/skilled/general-skilled-migration/updated-priority-processing-arrangements.htm> and after that, in date of lodgement order.

Please note that this three month timeframe relates only to the initial assessment of your application. The length of time taken to process an application will be determined by any other outstanding requirements and your action to any request.

You may wish to obtain an update on which GSM applications are currently being allocated to case officers for assessment. To do so, please send a blank email to [gsm.processing@immi.gov.au](mailto:gsm.processing@immi.gov.au). This auto-response is updated fortnightly and will provide you with an indication of when your application is nearing allocation. Once your application is allocated to a case officer, we request you allow a further six weeks for your application to be assessed.

*Q15. Is there anything else I can do?*

If you have received this letter and all members of your family unit included in your application have completed all of the requirements specified, there is nothing further you need to do until you are contacted by a case officer. At this point in time your case officer will advise you of any further requirements, or a decision, once they have assessed your application.

### **Further questions**

*Q16. I have further questions about these instructions, what can I do?*

If you have any queries about these instructions, you will need to wait until you have been allocated a case officer and raise these at that time. This is because a case officer will need to assess your application in its entirety and this can only be done once the application has been allocated.

You may choose not to proceed with the requirements specified in this letter as this is not a formal request under the Migration Act. Please note that by not proceeding with these requirements the allocation of your application to a case officer will not be delayed but the time taken to finalise your application once it has been assessed by a case officer may be longer. Applications will continue to be allocated in accordance with the priority processing arrangements as specified at <http://www.immi.gov.au/skilled/general-skilled-migration/updated-priority-processing-arrangements.htm> and after that, in date of lodgement order.

You may however, proceed with any elements of this letter for which you do not have questions. By doing this you may still allow your application to be processed in a quicker timeframe once allocated to a case officer for assessment.

**Advice to applicants who have not received a letter**

*Q17: When will other Priority Group 3 or 4 applicants be contacted?*

Applications are being allocated to a case officer for assessment in accordance with the priority processing arrangements set by the Minister for GSM applications.

Under these arrangements the highest GSM priority is given to Priority Group 2 - applications from people who are nominated by a state or territory government agency with a nominated occupation that is specified on that state or territory's state migration plan.

Processing of Priority Group 2 applications is such they are now being allocated to a case officer to be assessed within a fortnight of receipt of their State/ Territory nomination form (Form 1100).

Subsequently, processing has recommenced on Priority Group 3 applications in date of lodgement order within this priority grouping.

Information on current processing dates for GSM applications can be obtained by sending a blank email to [gsm.processing@immi.gov.au](mailto:gsm.processing@immi.gov.au). You may wish to email this address periodically to determine whether the department is close to allocating applications commenced on the date of lodgement of your application.

Further emails are expected to be sent to other Priority Group 3 and 4 applicants in coming months to advise of other applications nearing allocation to a case officer, and with updates on GSM application processing.