Making a Protection Visa application

A person who arrives in Australia and claims they fear returning to their country can apply for protection to the Department of Home Affairs (DHA).

Your statement

The main part of the application is your statement and the evidence showing what serious harm you will suffer if returned to your home country. If another member of your family here is also at risk of serious harm they should put in a separate statement about what harm they would suffer and why.

What detail to put in

The statement is your own story. It should give very detailed information to answer these questions:

- What happened to make you leave your country?
- Who was causing you the problems?
- Did other family members have problems?
- Did you do anything to try to stop the problems, or ask authorities to help? If not, why not?
- How were you able to leave your country?
- Could you now safely go back to your country?
- Could you move to another part of the country and be protected? If not, why not?

Put things in order of time – from what happened earliest up till now. Say what happened to you specifically. Give as much detail as possible – what problems happened, when and where they happened, why they happened, who was responsible. Don’t just give information about the general danger in your country.

The application form asks questions about all of these things, plus has many other questions about your identity, nationality, family, travel, education, work and where you have lived in the past.
Be truthful and specific

It’s very important when writing down or telling your story that you are truthful and give specific examples about what happened to you that made you leave and why you can’t go back.

Tell your whole story as much as you can remember. Do not make things up or add things you’ve heard from others. If you don’t remember something, don’t make it up. Just say you don’t remember.

If there are any differences in your story with any information you have given to Immigration before, then explain why there are differences.

DHA will check information you have provided about dates of events, where events took place and people involved. If the information is found not to be truthful or does not fit the definition of a refugee, you might not be granted a visa.

Each member of the family who fears harm if returned should put in a separate statement. If children are too young, their parents can make a statement saying what they fear would happen to them.

Get documents to support your case

Put in any documents which might support your claim. Things like letters, photos, membership cards, medical reports, news media relating directly to your story.

DHA will also want to have original documents which prove your identity and nationality. You need to make efforts to get identity documents and if you can’t get them you need to tell Immigration why you can’t.

It is very important that you know for sure that documents are genuine. If false documents are put in, your application will very likely fail.

If your documents are not in English, they should be translated by a qualified interpreter.

Information on how to apply

Information about how to apply for a protection visa is available online: from Refugee and Immigration Legal Service (RAILS) here; from Refugee Advice and Casework Service here; and DHA has translated information about applying for protection here.

This Fact Sheet is legal information, not legal advice.
See a registered migration agent/lawyer for specific advice. (Updated July 2018)