

## **Finding Your Visa Details VEVO and ImmiCard**

### **VEVO**

The Visa Entitlement Verification Online system (VEVO) allows visa holders to check and prove to others their visa status and conditions online.

Some people do not have a VEVO record:

- Immigration detainees living in the community do not hold a visa so they do not have a VEVO record.
- People who migrated to Australia before 1990 and have not travelled out of Australia since then, have no VEVO records. They have to apply for an electronic visa record.

Visa holders can allow employers and registered organisations such as your lawyer or migration agent to check visa conditions online.

### **What does VEVO tell you?**

VEVO tells you details relating to your current in-effect visa:

- which visa you have
- the expiry date
- the date you must not arrive after
- how long you can stay in Australia for
- conditions (what you can and can't do).

VEVO does not give details about:

- Your previous visas
- New applications that the Department of Home Affairs (DHA) may be assessing
- Visas that are not 'in-effect' (for example, if you hold a Bridging visa for a new application but the visa you are on now has not yet expired).

VEVO will show if you have a right to work. The law in Australia gives everyone basic protections in the workplace such as the right pay and work hours and a safe workplace. Check out [www.fairwork.gov.au](http://www.fairwork.gov.au) for work rights information.

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## DHA checks your VEVO use

Be aware that DHA keeps a record of who has checked VEVO for you, and when they checked. DHA can use this information to help them locate non-citizens who don't have visas, and can also use it in relation to visa applications. For example, if you tell DHA you delayed making a visa application because you didn't know you could apply for a visa, but DHA know that a lawyer completed a VEVO check for you much earlier, then that could harm your application.

## How to use VEVO

### On the Internet

1. Go online [at this link](#) or search online and type '[home affairs check visas details and conditions](#)'
2. Give information from a travel document such as your passport or your current or expired ImmiCard. The document needs to be the one that you held when you were granted your current visa.
3. Give one of the following:
  - Transaction Reference Number (TRN): is in your ImmiAccount under 'online lodgement summary' screen, or
  - Visa grant number of your current visa : this is on correspondence from DHA, grant notification letter or visa label in passport (not all passports have visa labels). You can also call the DHA service centre (131 881) to obtain your visa grant number over the phone.
  - Visa evidence number of your current visa: this is on correspondence from DHA, grant notification letter or visa label in passport (not all passports have visa labels)

New Zealand citizens on Special category visa (subclass 444) may have been issued a VEVO password.

### On myVEVO app

You can also view and email your visa details using the myVEVO app on your phone (free download from [Apple iTunes](#) store or [Google Play](#) store).

## ImmiCard

An ImmiCard is given to visa holders who do not have and cannot obtain a passport from their home country. They last for 5 years and are not automatically renewed.

You can use your current or expired Immi card to find your visa status in VEVO.

An ImmiCard assists visa holders to provide evidence of their identity to agencies such as Medicare and Centrelink.

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You can apply for an ImmiCard if:

- you are a holder of an onshore temporary or permanent protection visa, or of a Bridging visa for boat arrival asylum seekers, or of a 'removal pending' or 'trafficking' Bridging visa; or
- your ImmiCard has expired or is lost, stolen or damaged; or
- you need to replace your Document for Travel to Australia (DFTTA) or Visa Evidence Card; or
- you are in immigration detention in the community (talk with your case manager); or
- You are a permanent resident who arrived before 1990 and cannot get a passport

[To apply](#), you have to fill in an online form, scan identity documents and pay a fee. [See the DHA link](#). Get legal advice if your information is not totally certain.

### Update ImmiCard

If your ImmiCard personal details are not correct, or you get married or legally change your name through the Registry of Births, Deaths and Marriages, you can also ask DHA to update the details on your ImmiCard.

If you have an ImmiCard and are granted a new visa, you do not need to apply for a new card unless your current card has expired or your current card has been lost, stolen or damaged.

**Get legal advice if any information you give might put doubt on your identity or on any details you gave to DHA before.**

### ImmiAccount

An ImmiAccount is used to apply for and check the progress of a visa or citizenship online and change email and address details online. You need to first [create an account through the DHA website](#). If you have a migration lawyer or agent they may assist you with that.

### More information

For information about immigration, including about the conditions of your visa, you can visit the [DHA website](#).

Contact RAILS at [www.rails.org.au/contact](http://www.rails.org.au/contact) or a migration lawyer or agent for advice.