



PERMANENT RESIDENTS EXPERIENCING FAMILY VIOLENCE

This fact sheet is for **permanent residents** who have experienced family violence. This may apply to permanent residents including the following visa holders:

- Partner (Migrant) Visa (subclass 100);
- Permanent Partner Visa (subclass 801);
- Protection Visa (subclass 866);
- Humanitarian Visas (subclass 200, 201, 202, 203, 204);
- Resident Return Visa (subclass 155).

If you have a **Temporary Partner Visa**, see the fact-sheet on Family Violence and Temporary Visas.

Notifying the Department about family violence

If you already have permanent residence and your relationship breaks down due to family violence, your abusive partner cannot automatically cancel your visa. There are however some steps you should take to protect yourself, namely:

1. You should notify the Department of Home Affairs as soon as possible about the family violence. You can do this by completing a **Form 1022 Notification of Change in Circumstances**.
2. You should also update your contact details, such as your address, with the Home Affairs. You can do this by emailing your new contact details to the Department of Home Affairs visa section that granted your visa.
3. You can also update your contact details online through your ImmiAccount. But if you think your ImmiAccount could be accessed by your abusive partner, then

you should first create a new, strong password for both your ImmiAccount and for your email account, before you update your new contact details in ImmiAccount. Or you can create a new ImmiAccount and import your visa application thereby following these instructions:

<https://immi.homeaffairs.gov.au/help-support/applying-online-or-on-paper/online/apply-and-manage-your-application>.

Then use your new ImmiAccount to update your contact details.

Checking your visa status

If you are concerned about your visa status, you can check it online using the Visa Entitlement Verification Online system (VEVO). Go to:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>

RAILS has a fact sheet on how to conduct a VEVO check on our website under the Education drop down menu -> Legal Info.

Receiving a NOICC

If your permanent resident visa application had serious incorrect information or you didn't tell the Department about a relevant change in your circumstances that happened before your visa was granted, then it is possible that the Department may send you a Notice of Intention to Consider Cancellation (NOICC) letter.

If you receive a NOICC, you must respond within a very strict and short deadline. You should seek urgent legal advice before you respond (see below).

Support Services

If you have experienced domestic and family violence, there is support available.

Legal services:

Legal Service	Contact Details
Refugee and Immigration Legal Service (RAILS)	<ul style="list-style-type: none">• Phone (07) 3846 9300• Email: admin@rails.org.au• Website: https://www.rails.org.au/

Women's Legal Service	<ul style="list-style-type: none"> Phone: 1800 957 957 (9:00am – 4:30pm, Monday to Friday) Website: https://wlsq.org.au/
Legal Aid Queensland	<ul style="list-style-type: none"> Phone: 1300 65 11 88 Website: https://wlsq.org.au/

Support and Emergency Services:

Support and Emergency Services	Contact Details
Queensland Police Service	<ul style="list-style-type: none"> Phone: 000 (EMERGENCIES) Phone: 131 444 (non-emergencies) Website: https://www.police.qld.gov.au/domestic-violence
Queensland Ambulance Service	<ul style="list-style-type: none"> Phone: 000 (EMERGENCIES)
1800 RESPECT National family violence and sexual assault counselling service and helpline.	<ul style="list-style-type: none"> Website: www.1800respect.org.au Phone: 1800 737 732 (24 hours per day, every day)
DV Connect Womensline (Domestic Violence Helpline)	<ul style="list-style-type: none"> Phone: 1800 811 811 (24 hours per day, every day) Website: https://www.dvconnect.org/
Immigrant Women's Support Service	<ul style="list-style-type: none"> Website: https://iwss.org.au/ Phone: (07) 3846 3490 (open Monday to Friday, 9am – 4pm)