



This sheet provides information about applying for a Carer Visa in the Philippines. For general Requirements for Other Family migration:

See: <http://www.immi.gov.au/migrants/family/family-visas-other.htm>

To be eligible for this visa, you need to have a **relative** in Australia who is your spouse, child, parent, brother, sister, grandparent, grandchild, aunt, uncle, niece, nephew (or step-equivalent) and is usually resident in Australia and is one of the following: an Australian citizen; an Australian permanent resident; or, an eligible New Zealand citizen. Your Australian relative (or a member of their family unit) must have a medical condition that requires your care. Your sponsor must meet eligibility requirements.

How to Apply

1. Obtain forms and information - Download the visa application **form 47OF**; Sponsorship **form 40**, and for each dependent family member 18 years or above form **47A** at www.immi.gov.au/allforms free of charge. Or obtain a copy from either the Visa Information and Application (VIA) Centre or the Call Centre (for a small cost).

2. Complete the forms - Read all the provided information. The visa applicant should complete and sign the visa application form and the sponsor should complete and sign the sponsorship form.

3. Gather all supporting documents - It is the visa applicant's responsibility to provide evidence that they meet the criteria for the grant of a visa.

- Application **Form 47OF** and **Form 47A** for each dependent family member 18 years and above.
- Sponsorship **Form 40**
- a Manager's Cheque in Philippine Pesos for the scheduled fee made payable to the "Australian Embassy" **or** receipt for prior payment in Australia.
- Evidence that the relative who needs care has commenced an HSA assessment (ie. a receipt from HSA in Australia); or the unopened letter or certificate from HSA. **Note:** This must be provided at time you make your visa application.
- 2 recent passport-sized photographs of each person included in the application, with the name of the person written on the back of each photograph.
- Evidence that the sponsor is an Australian citizen or Australian permanent resident or eligible New Zealand citizen. A certified copy of

the sponsor's Australian passport or citizenship certificate is required for verification.

- An original plus a copy of the birth certificate of the applicant and all dependent children (whether migrating or not), issued by the National Statistics Office (NSO) on Security Paper. Certified copies from the Local Civil Registrar are not sufficient.
- Where a birth is late-registered, you must also provide a baptism certificate, elementary school records (Form 137-E), as well as hospital birth records.
- Evidence of your relationship with your sponsor i.e., registered birth certificate of your sponsor/parent, Marriage Certificate of your parents.
- Letters from hospital, community, welfare and nursing services in Australia regarding the assessment of the level of caring service they can provide your sponsor/person requiring care.
- A statutory declaration from your sponsor and any family in Australia stating why the assistance can not be obtained from relatives in Australia.

Once assessment of your application is made, your case officer will provide you with a written request for the following:

- An NBI certificate marked "Valid for Travel to Australia" and including a valid thumbprint and dry seal - for all applicants 16yo and above.
- Penal clearances from other countries where you (the visa applicant) have stayed for over 12 months in the last 10 years. (See Character Requirements Penal Clearance Certificates at www.immi.gov.au/allforms/character-requirements/index.htm)
- A receipt for health examinations for the applicant and all dependents, whether migrating or not, from an approved Panel Doctor (Please see Information Sheet 06).
- A second Visa Application Charge for each migrating family member.

4. Lodge the application - You may either contact the Call Center or attend the Visa Information and Application (VIA) center to arrange for your application to be forwarded to the Embassy. Please note that applications without payment cannot be accepted and will be returned.



Phone the Call Center to arrange for a courier to pick up your application and supporting documents, by using one of the following numbers:

1909-3622779 (PLDT/Smart/Touchcard subscribers)
 1900-3622779 (Globe/Innove/Touch mobile subscribers)
 1903-3622779 (BayanTel subscribers).

- These numbers are only available to telephones with NDD access, or by calling 109 on a PLDT phone for operator assisted connection. Calls will be billed at PhP 32 per minute.
- These numbers are available to Globe and Touch Handyphone mobiles at the same call rate.
- For access from Australia please call **63 2 843 6293**. Calls will be billed at a flat rate of AUD\$10.00. Payment can only be made by credit card.

The Call Center operates Monday to Friday from 6am to 8pm and Saturday from 8am to 6pm.

Alternatively, the **VIA Center** is located at:

Unit 901, 9/F One Corporate Plaza
 845 Antonio Arnaiz Ave (Pasay Rd)
 Makati City.

Applications may be lodged in-person between 9.00 am to 3pm, Monday to Friday, for a small fee. Please note that mailed applications cannot be accepted at the VIA Center.

Applications may also be lodged by mail to the Embassy, however we do not recommend that clients forward personal documents, passports and payment through the mail, as safe delivery cannot be guaranteed.

Key Processing steps and when you can expect to hear from us?

- ❑ **Lodging your application** – Within 7 days of lodging your application, you will be sent a letter with your case officer’s name and contact details, acknowledging receipt of your application.
- ❑ **Interview** - You may be interviewed by your case officer and we will let you know if we need to interview you.
- ❑ **Document checks and health clearances** – We will let you know if we need any further documents and we will wait for the prescribed period. We will also wait for the results of health checking.
- ❑ **Assessment and decision** - Your case officer will assess your application against the requirements of the visa applied for. Once your application has been assessed against the legislative requirements, an

Australian Officer will make a decision on your visa application.

- ❑ **Notification** - if you are granted a visa, we will place the visa label in your passport and provide you with a letter explaining the conditions of your visa. If you are refused a visa, we will provide you with the reasons for our decision and advise you of any review rights. Your passport will generally be returned to you by courier. If you lodge your application through the VIA Center, you may make arrangements to pick up your passport from there. We will return all original documents submitted.

We may contact you at any time during the visa process, so it is important that you keep us advised of your correct contact details and any changes in your circumstances (such as the birth of a child or marriage etc).

Frequently Asked Questions - FAQs

1. How long will it take?

Other Family migration cases are lower priority than the applications of close family members (such as Child and Partner visas), however we try to decide the applications as quickly as possible – current average processing time is 12 months. However, each application presents different issues that can vary the processing time. Some factors that may delay processing include:

- an incomplete application and requested documents not being submitted promptly
- additional checks becoming necessary, including additional interviews
- medical issues, particularly tuberculosis
- past visa malpractice by the visa applicant or their family members.

2. How can you assist the efficient processing of your application?

Submit a complete application and include all supporting documents.

Provide an e-mail address. This enables us to communicate with you quickly and efficiently.

It can sometimes speed up processing if we can communicate with a third party (such as the sponsor) directly regarding the visa application. However, the disclosure of information to parties other than the visa applicant is governed by the Privacy Act and information about the application can only be provided if you give written consent. If you wish us to communicate with a third party, you should provide your written consent for us to do so.