

RACS REFUGEE ADVICE & CASEWORK SERVICE

RACS Services for Fast Track Applicants

What stage are you at?	What you should do	What RACS can do	How to get help from RACS
<p>Waiting for permission to apply for a Safe Haven Enterprise visa (SHEV) or Temporary Protection visa (TPV)</p>	<ul style="list-style-type: none"> Request copies of previous interviews with the Department of Immigration by completing Form 424A. Read or listen to your Entry Interview. Decide whether to apply for a SHEV or TPV. Practice completing Form 790 (SHEV) or Form 866 (TPV). Keep your address up-to-date with the Department. Read fact sheets by RACS and the Department of Immigration (PAIG). 	<ul style="list-style-type: none"> FOI request: We can help you to complete Form 424A to get copies of previous interviews with the Department of Immigration. Statement preparation: We may be able to help you write a statement about your case. *There may be a long waiting time for this service. Advice about SHEV and TPV: We can explain the differences between these visas. 	<ul style="list-style-type: none"> Call the RACS Telephone Advice Line on (02) 8355 7227 on Tuesday and Thursday, 10-11.30am Go to a drop-in service (appointments are not available). Please bring all your documents. <ul style="list-style-type: none"> Auburn: 44A Macquarie Rd, Auburn, Wednesdays, 10am-12pm Parramatta: 4 Victoria Rd, Parramatta, Fridays, 10am-12pm
<p>Received permission to apply for a Safe Haven Enterprise visa (SHEV) or Temporary Protection visa (TPV)</p>	<ul style="list-style-type: none"> If you haven't done so already, complete Form 424A as soon as possible to request copies of previous interviews. Contact RACS if you would like help writing a statement (you must send us your documents). Complete Form 790 (SHEV) or Form 866 (TPV) by yourself, with help from a registered migration agent, or with help from someone who can read and write in English. Call RACS if you don't know anyone who can help you. Contact RACS if you would like advice before lodging your application (you must send us your form and statement). 	<ul style="list-style-type: none"> Telephone advice: We can explain the invitation letter to you. FOI request: We can help you to complete Form 424A if you don't already have records of your previous interviews. Statement preparation: We may be able to help you to write a statement about your case. Referral for help with application form: We can refer you to people who can help you to complete the form. Pre-lodgement advice: After completing your application form and statement, we may be able to check your forms and give you legal advice about your case. *There may be a waiting time for this service. 	<ul style="list-style-type: none"> Call RACS on (02) 8355 7227 on Monday-Friday, 9am-1pm and 2-5pm. Go to a drop-in service (appointments are not available). Please bring all your documents. <ul style="list-style-type: none"> Auburn: 44A Macquarie Rd, Auburn, Wednesdays, 10am-12pm Parramatta: 4 Victoria Rd, Parramatta, Fridays, 10am-12pm

<p>After submitting application for a Safe Haven Enterprise Visa (SHEV) or Temporary Protection visa (TPV)</p>	<ul style="list-style-type: none"> • Tell the Department anytime you move house or change phone number. • You will receive a letter from the Department stating that your application was valid. If you don't receive this letter within 2 weeks, contact the Department. • Gather additional supporting documents and submit them to the Department. • Inform the Department of Immigration about any changes to your situation or any new information. • Respond to any requests for further information from the Department. • Attend an interview with the Department. You will receive a letter inviting you to attend an interview. Call RACS if you would like advice about what happens at an interview. 	<ul style="list-style-type: none"> • Telephone advice: We can give you advice about your case, advice about attending an interview, and any other specific questions that you have. We can also explain any letters that you receive from the Department of Immigration. • Information sessions: We may hold information sessions about the visa application process. 	<ul style="list-style-type: none"> • Call the RACS Telephone Advice Line on (02) 8355 7227 on Tuesday and Thursday, 10-11.30am • Go to a drop-in service (appointments are not available). Please bring all your documents. <p>Auburn: 44A Macquarie Rd, Auburn, Wednesdays, 10am-12pm</p> <p>Parramatta: 4 Victoria Rd, Parramatta, Fridays, 10am-12pm</p>
<p>Received a decision on a Safe Haven Enterprise Visa (SHEV) or Temporary Protection visa (TPV) application</p>	<ul style="list-style-type: none"> • Positive decision: Call RACS to get advice about being granted a visa. • Negative decision: Call RACS as soon as possible to get advice about whether you have any further options for review or appeal. 	<ul style="list-style-type: none"> • Telephone advice: We can give you advice about the consequences of a positive or negative decision. 	<ul style="list-style-type: none"> • Call the RACS Telephone Advice Line on (02) 8355 7227 on Tuesday and Thursday, 10-11.30am • Go to a drop-in service (appointments are not available). Please bring all your documents. <p>Auburn: 44A Macquarie Rd, Auburn, Wednesdays, 10am-12pm</p> <p>Parramatta: 4 Victoria Rd, Parramatta, Fridays, 10am-12pm</p>

Please note: This fact sheet contains general information only. It does not constitute legal or migration advice. RACS is independent of the Department of Immigration. All assistance is free. This factsheet was prepared in November 2015.