

How to Apply for an ImmiCard

This fact sheet sets out the steps to apply for an ImmiCard. The ImmiCard is an identity document for certain people who do not have, and cannot get, a passport. An ImmiCard is NOT evidence of your visa status, though it can still be used to check your visa status through a Visa Entitlement Verification Online (VEVO) Check.

It is very important that the information you provide in an ImmiCard application is correct and the documents are genuine. If the documents you need to provide to get an ImmiCard have information that is different to information otherwise provided to the Department of Home Affairs, you should seek legal advice. Inconsistent information may lead to other visa applications being delayed or cancelled.

You can use an expired ImmiCard to **conduct a VEVO check**. However, some organisations may not accept an expired ImmiCard as **evidence of identity**.

Not all people are eligible to get ImmiCards. An ImmiCard is available to certain Bridging Visa and Protection Visa holders. If you are not eligible for an ImmiCard, the information in this fact sheet will likely not apply to you and you should seek further information or advice.

Please note that RACS cannot help you complete your ImmiCard application.

More information on the steps to apply for an ImmiCard are set out below.

Step One: Check your visa eligibility and who should apply

You can apply for an ImmiCard if you hold one of these visas:

- Bridging visa E for Unauthorised Maritime Arrivals (subclass 050 or 051)
- Bridging (Trafficking) visa (subclass 060)
- Bridging (removal pending) visa (subclass 070)
- Humanitarian Stay (temporary) visa (subclass 449)
- Temporary Protection visa (subclass 785)
- Temporary (humanitarian concern) visa (subclass 786)
- Safe Haven Enterprise visa (subclass 790)
- Permanent Protection visa (subclass 866)

You can also apply if you:

- Hold a Document for Travel to Australia (DFTTA) or Visa Evidence Card (PL056) and need to replace it;
- Are an undocumented immigration detainee living in the community without a visa; or
- Are a permanent resident who arrived in Australia before 1990; who doesn't have, or can't get, a passport; and who is unable to use Visa Entitlement Verification Online (VEVO).

For children:

- Who are **under 16**, parents can apply for them. Parents will need proof of their identity and of their relationship to the child, such as their Medicare card.
- Who are **16 and over**, they can apply by themselves.

Step Two: Gather your documents

To apply for your **first** ImmiCard when you have **not been granted a subclass 785, 790 or 866 visa in the last 3 months**, or to **replace a lost, stolen, expired or damaged** ImmiCard, provide these documents:

- Your most recent photo identification, for example: expired passport, national ID card, Australian driver's license, proof of age card or ImmiCard;
 - If you have never had an ImmiCard, submit your Document for Travel to Australia (DFTTA) or Visa Evidence Card (PL056); and
- Three documents that show that you have lived continuously in Australia since your arrival. These can include:
 - school and employment records
 - financial records
 - mortgage documents
 - rental leases
 - utility bills
 - taxation records
 - marriage certificate
 - children's birth certificate
- If you have changed your name, provide your official evidence such as marriage certificate or change of name certificate.

To apply for a **new** ImmiCard because you have been **granted a subclass 785, 790 or 866 visa in the last 3 months**, provide these documents:

- Your visa grant letter;
- Your most recent photo identification, for example: expired passport, national ID card, Australian driver's license or proof of age card;
 - If you don't have any photo identification documents from Australia, submit a passport photograph that is not more than 6 months old (from Australia Post or similar); and
- Other documents that show your identity, for example: Medicare card, credit card or Centrelink concession card

All documents you provide must:

- Be clear, colour scans;
- If not in English, translated by someone accredited by the [National Accreditation Authority for Translators and Interpreters \(NAATI\)](#). Attach scans of both the original document and the translation; and
- Have a maximum file size of 10MB for all documents.

Reminder: It is very important that the information you provide in an ImmiCard application is correct and the documents are genuine. If the documents you need to provide to get an ImmiCard have information that is different to information otherwise provided to the Department of Home Affairs, you should seek legal advice. Inconsistent information may lead to other visa applications being delayed or cancelled.

Step Three: Pay the applicable fee and apply online

The cost of the ImmiCard is:

- **Free** – For new humanitarian and protection visa holders if issued within 3 months of visa grant, and for unaccompanied minors
- **\$30** – For replacement of an ImmiCard due to loss, damage or expiry
- **\$100** – For a first ImmiCard

You can pay by ImmiAccount:

- Go to [ImmiAccount](#) at <https://online.immi.gov.au/lusc/login> and login to your account, or create a new account if you do not have one
- From the 'My payments' menu, select 'Manage payments'
- Select 'Pre-pay Paper Service'
- Select 'Pay APEC Business Travel Card or ImmiCard application'
- Complete the required fields:
 - For Processing Office – select 'National Office'
 - For Reference – enter your ImmiCard number if you have one, or type 'ImmiCard'

Complete the payment. Note your payment receipt number for your ImmiCard application.

Complete your [ImmiCard application](#) online at <https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/immicard-electronic-visa-record-application>. Note your ImmiCard application reference number for your records.

After you apply

It may take up to 8 weeks to process your complete application.

If you haven't received a response to your application after 8 weeks, call the Department of Home Affairs at **131 881** and ask for an update. You should give the date you applied for your ImmiCard and your ImmiCard application reference number.

If your application is **approved**:

- Your ImmiCard will be sent to you by post
- If you are not at home, a collection slip will be left in your mailbox. Take this slip and identification to your post office to collect your ImmiCard
- Your ImmiCard will be valid for 5 years

If your application is **not approved**, you should receive an email to explain why your application was rejected.

Getting help from RACS

RACS is entirely independent of the Department of Home Affairs. All assistance is free.

If you would like advice or assistance, RACS offers the following service options:

Service	Day	Time	Address/Number
Client Line	Monday to Friday	11AM to 1PM and 2PM to 4PM	(02) 8355 7227 or admin@racs.org.au
Auburn Drop-in	Wednesday	Register in person from 10 AM to 12 PM	Visit 44A Macquarie Road, Auburn

Please note: This fact sheet contains general information only. It does not constitute legal or migration advice. RACS cannot help you complete your ImmiCard application. This fact sheet was updated in October 2023.