

# Information for People Granted a SHEV

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You have been granted a Safe Haven Enterprise Visa (SHEV). Your SHEV will last for 5 years. Your visa allows you to remain in Australia until it expires. Before the expiry of your visa, you will need to reapply for another visa. Information about other visa options is explained below.

## Visa Grant Notice

When you are granted a SHEV, the Department of Immigration and Border Protection (**Department**) will give you details about your visa in a letter. The Department will also give you a Visa Grant Notice which lists your visa conditions and the date your visa expires. You should keep a copy of this letter and the Visa Grant Notice in a safe place for your reference.

## Visa Conditions

It is important that you follow the conditions which are attached to your SHEV:

- **Notify of new address (8565):** You must tell the Department of any change of address within 28 days of moving to the new address. To update your details, call **1300 728 662** with your name, date of birth, boat identification number, home address and contact phone number.
- **Restricted travel (8570):** You are not allowed to travel to the country from which you are seeking protection. You are also not allowed to travel to any other country unless you obtain written permission from the Department. See further details below.

## Overseas Travel

As the holder of a SHEV, there is a condition on your visa that you must not enter the country from which you are seeking protection. If you enter the country where you fear persecution, your visa may be cancelled.

You are also not allowed to travel to any other country unless you obtain written permission from the Department. If you travel to another country without written permission your visa may be cancelled.

Permission to travel to another country will only be granted if the Department believes there are compassionate or compelling circumstances.

Some examples of compassionate or compelling circumstances are:

- to visit close relatives who you have not seen in over 1 year
- to care for close relatives who are seriously ill
- to attend the funeral of a close relative

[Community focused legal services for people new to Australia](#)

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To ask for permission to travel, you will need to complete a Form 1454 (available on the Department website) and any supporting documents to [travel.request@border.gov.au](mailto:travel.request@border.gov.au)

If you are given permission to travel overseas, you will need to apply for a travel document from the Australian Passport Office. More information about travel documents is here:

<https://www.passports.gov.au/pages/travel-related-documents.aspx>

## Work

As the holder of a SHEV, you are allowed to work in Australia without any restrictions. People working in Australia have rights and protections at work, including minimum wages and workplace conditions which are set by Australian law.

In Australia, all employees have protected rights at work, such as being free from discrimination, harassment or bullying. The Fair Work Ombudsman provides information about employee entitlements and your rights and responsibilities at work. Further information can be found on their website <https://www.fairwork.gov.au/>

## Services

As the holder of a SHEV, you may be eligible for services offered by the Australian Government, including benefits from Centrelink or Medicare. For more information about services that might be available to you and whether you are eligible, visit [www.humanservices.gov.au](http://www.humanservices.gov.au) or visit your local Department of Human Services office.

## Family Members

As the holder of a SHEV, you are not allowed to sponsor your family members for migration to Australia.

## Visa Cancellation

It is important that you are aware that there are certain circumstances in which your SHEV may be cancelled by the Department. These include:

- If you return to the country of persecution, or travel overseas without first obtaining authorisation from the Department.
- If the Department believes that you have provided bogus documents or false or misleading information in support of your visa application.
- If you have a substantial criminal record, which includes if you are convicted of a serious offence and sentenced to imprisonment of 12 months or more.

If you are contacted by the Department about the cancellation of your visa it is very important that you seek advice from a migration agent immediately.

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## Future Visa Options

If you have met the **SHEV pathway requirements** listed below, you may be able to apply for other visas (both temporary and permanent visas).

If you have not met the **SHEV pathway requirements**, you can only apply for another SHEV or a Temporary Protection Visa (TPV). Your refugee status will be reassessed when you lodge a new application. You should contact the organisation that helped you with your original SHEV application before your visa expires.

## What are the SHEV pathway requirements?

When you apply for a SHEV, you need to make a declaration that you have an intention (that is a willingness or commitment) to work and/or study in regional Australia while accessing minimal social security benefits.

If you have a SHEV and you want to meet the pathway requirements, you need to show that you have done **either one of the following for at least 42 months (3 ½ years) of the 5 years whilst you hold your SHEV:**

- **Worked in ‘regional Australia’ AND not received certain social security benefits** (including Special Benefit). ‘Worked’ means employed for payment with a written employment contract. The work can be casual, part time or full time work.

**OR**

- **Enrolled in full time study in ‘regional Australia.’** Full time study means study at a primary school, secondary school, or an educational institution that is authorised to issue AQF<sup>1</sup> qualifications, in a course leading to the award of an AQF qualification of Level 1 or higher. You cannot complete the course wholly by distance or online.

## You should also know:

- If you have a SHEV with other family members on the same visa, only one family member of your family needs to meet the pathway requirements.
- You are not required to live in a regional area, just work or study in the regional area.
- Regional area means a place specified by the Australian Government. At the moment, some places in NSW and the whole of Tasmania is a specified regional area, and areas in other states and territories may be designated in the future. You can check for updates here: <http://www.ima.border.gov.au/After-your-application-is-decided/Regional-Australia>
- You can also meet the pathway requirements by doing a combination of work and study (1 and 2 above).

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<sup>1</sup> AQF means Australian Qualification Framework: you should ask your education provider for more information and see <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>

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## What happens if you meet the pathway requirements?

If you meet the pathway requirements, you will be allowed to apply for another visa, including work visas, study visas and family visas. You still need to meet the criteria for one of these visas and there is no guarantee you will be granted another visa.

More information about the type of visas which are available can be found here:

<http://www.border.gov.au/Refugeeandhumanitarian/Pages/visa-options-for-illegal-arrivals-seeking-protection.aspx>

You should get advice from a migration agent before you apply for any other visa because the rules can be complicated.

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