

# WHAT HAPPENS IF MY TPV OR SHEV APPLICATION IS REFUSED?

## This information is for you if:

- your TPV or SHEV application has been refused by the Department of Immigration and Border Protection (**Department**); **AND**
- you have been referred to the Immigration Assessment Authority (**IAA**).

## What is the IAA?

The Immigration Assessment Authority (**IAA**) reviews TPV and SHEV applications that have been refused by the Department. The IAA is not part of the Department and is independent.

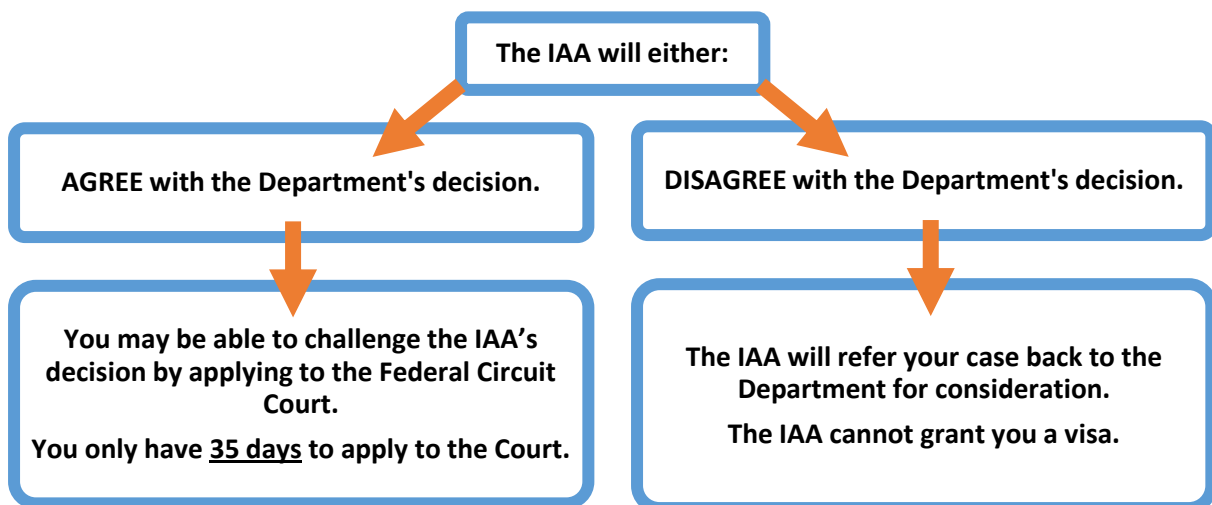
## What will the IAA do?

The IAA will:

- look at all the information the Department had when it assessed your application;
- look at any submissions or new information you provide; **AND THEN**
- decide if the Department made the correct decision about your case.

The IAA **MAY** invite you to provide more information about your case. However, in most circumstances you will not be contacted until they have made a decision.

You will receive the decision in writing by letter or email.



Community focused legal services for people new to Australia

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## What do I need to do?

You do not need to do anything because the Department has automatically referred your case to the IAA.

**However**, you should check that the Department has given the IAA your correct contact details. You should tell the IAA immediately if your mobile number, email address or postal address has changed.

You may also choose to write **submissions** or provide **new information**.

### New information

The IAA will only look at new information you provide under **special circumstances**. If you believe you have new information for the IAA to consider you must explain:

- why you could not provide the information to the Department before your application was refused (e.g. It is a recent event that happened ); **AND**
- how the information is credible (trustworthy) personal information that may have impacted the Department's decision.

### Submissions

You can also write submissions to tell the IAA:

- why you disagree with the Department's decision;
- if you think the Department overlooked something in your application; **AND/OR**
- if you believe there are mistakes in the Department's decision.

Your submissions **must not be more than five pages**.

You must provide your submissions to the IAA within 21 days of the Department referring your case to the IAA.

The IAA prefers to be contacted by email: [iaa@iaa.gov.au](mailto:iaa@iaa.gov.au)

## How can The Humanitarian Group help me with the IAA?

The Humanitarian Group cannot help you with the IAA's review of your case, but it can provide you with basic advice:

- when you receive your decision from the Department; and
- when you receive your decision from the IAA.

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