



Freedom of Information Request – FA 23/03/00888

Current automatic reply for the inbox of business skills Adelaide email inbox and business innovation email inbox.

When emailing this mailbox, include your file number in the subject line as well as your application identifier. Your file number is in the format BCC20XX/XXXX

Information included in this auto-response relates only to the following Skilled visas:

- Business Innovation and Investment (subclass **188**) (Provisional)
- Business Innovation and Investment (subclass **888**) (Permanent)
- Business Talent (subclass **132**)
- Business Skills (subclasses **890**, **891**, **892** and **893**)

Enquiries about other visas may be saved to your departmental record but will not be actioned further. You should direct your enquiry to the relevant business area.

Please read this auto-response carefully as most questions you may have will be answered in the following information.

Application status enquiries

Status enquiries **will not** receive a further response.

We will also not acknowledge receipt of documents. **This automatic response is confirmation that we have received your email.**

We are unable to provide updates on the status of individual applications; however, this email provides information about average processing times and priority processing arrangements.

Processing times

Updated processing times are available on the Department's website at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-processing-times/global-visa-processing-times>.

Visa processing times are updated monthly, providing you with an **indicative** timeframe for processing applications.

Applicants should be aware that the processing time for some visa applications **may exceed the average processing time**. This is because each visa subclass contains applications that have a different processing priority. Your visa may also take longer to process if:

- information required for your application is incomplete or missing, or
- your application is complex

Processing priorities

As you may be aware, the processing of certain Skilled visa applications is subject to both Migration Program planning levels and priority processing arrangements set by the Minister which determine the order in which the applications are processed.

Reducing the number of on hand visa applications is a priority for the Australian Government. The Department of Home Affairs processes applications in line with the Government's commitment to supporting economic recovery and addressing skills shortages.

The Department must process applications in accordance with planning levels and processing priorities.

As you may be aware, the planning level for the Business Innovation and Investment Program for 2022-23 is 5,000 visa places. This planning level ensures that the 2022-23 permanent Migration Program is focused on addressing immediate workforce shortages, while still providing visa places to business and investor migrants who have innovative ideas that may help Australian businesses to increase productivity.

The Department continues to process all valid Business Innovation and Investment visa applications, in line with annual planning levels and in accordance with the new processing priorities to support economic recovery and address skills shortages.

Information regarding Migration Program planning levels is available at:

<https://immi.homeaffairs.gov.au/what-we-do/migration-program-planning-levels>

Information regarding the processing priorities is available on the Department's website at:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-processing-times/skilled-visa-processing-priorities>.

The current processing priorities came into effect from 28 October 2022 and apply to applications lodged with the Department on or after this date. They also apply to applications that were lodged with the Department before this date and are not finalised including those in the final stages of processing.

Providing documents

This information is for applications being processed by BIIP Program Delivery South Australia (Adelaide Business Skills) only.

If your business or investment activity is located in the People's Republic of China, Macau, Hong Kong or Taiwan you must send your documents to the [Australian Consulate General](#) Hong Kong.

You should provide all supporting documentation as soon as possible after lodging your application as sending a request for further documents is at our discretion. **We are not required to request further documents before making a decision on an application.**

Required documents for Business Innovation and Investment visas

Application checklists and information about required supporting documentation is available on our [website](#):

- [Subclass 132 applications](#)
- [Subclass 188 applications](#)
- [Subclass 888 applications](#)

Provide a selection of documents and supporting evidence that are specific to your claims and the visa criteria. Providing excessive or irrelevant supporting material, or submitting incomplete documentation, will extend the processing time of your application.

How do I provide the documents?

Documents should be provided through [ImmiAccount](#) where possible, or via email to: business.skills.adelaide@homeaffairs.gov.au where ImmiAccount is unavailable.

You must provide either clear, colour scans or photos of documents.

Documents provided electronically do not need to be certified copies, but you should be aware we can later request original documents if required to assess your application.

Our website has instructions about using [ImmiAccount](#) including how to attach documents and acceptable document formats. This information is also relevant to providing documents via email.

Documents cannot be provided via links to cloud and file sharing services and information presented this way is not before the Department for the purpose of considering an application.

Using ImmiAccount to provide documents

If you submitted your application through ImmiAccount for one of the following subclasses you should attach all documents to your application in ImmiAccount.

- Business Innovation and Investment (subclass **188**) (Provisional)
- Business Innovation and Investment (subclass **888**) (Permanent) for applications lodged after 1 July 2018

Successfully attached documents will show as 'Received' in ImmiAccount. Please do not email duplicate copies to us.

If you reach the attachment limit for an applicant, you can attach more documents to other clients included in the application.

Using email to provide documents

If you are unable to provide document via ImmiAccount, please provide documents by email to: business.skills.adelaide@homeaffairs.gov.au

Your Application ID and File Number must be included in the subject line of your email. The file number is the number commencing BCC20XX/XXXX and was provided in the email acknowledging your application was received by the Department.

Requesting additional time to provide information

Departmental officers can only provide an extension of time to respond to an invitation to comment/provide further information before the original timeframe for response expires and the amount of additional time that can be provided is prescribed in legislation.

Consequently, consistent with visa processing arrangements, requests for further time to respond will be considered when the application is reviewed by a departmental officer and not when the request is received. At that time the officer will decide whether to issue a further request for information to provide more time for the application to provide requested information.

Factors relevant to the officer's decision will include, but is not limited to, the documentation provided evidencing the attempts made to obtain the necessary information. Where possible this information should be attached to the application in ImmiAccount.

Health and Character

If you are unable to provide a police clearance or undertake a medical examination then you should provide evidence via ImmiAccount/email, such as receipts, that clearly show you have either:

1. Applied for the required police clearances; and/or
2. Made appointments for medical examinations; or
3. Explain you have been unable to do so. For example if your passport is with a government agency and you are unable to make an appointment for a medical examination.

Providing evidence that you are seeking to satisfy health and character requirements assists with the processing of your application for a visa.

Where you have provided evidence through your ImmiAccount/via email in relation to your attempts to obtain medical appointments and/or police clearances you **do not** need to request an extension of time to provide the clearances - we will take this into account when we next review your application.

If you have not been requested to undertake a medical examination, there is no need to contact a visa medical services clinic in Australia or an overseas panel clinic at this time.

When your application is assessed, you will be advised if a medical examination is required.

Bridging Visas

Lodging a Bridging Visa B (BVB) application

If you are planning to travel and wish to lodge a BVB application, it is recommended that you lodge your application well in advance of anticipated travel dates otherwise we cannot guarantee your application will be approved by the time you need to travel.

If you do travel offshore before you are granted a BVB, your BVB application may be refused and you will have to apply for another visa to enter Australia. For further information, please refer to our website: [Explore visa options \(homeaffairs.gov.au\)](http://homeaffairs.gov.au)

Repeat BVB applications

Do **not** lodge repeat BVB applications if you are still awaiting a decision on a lodged BVB application. Lodging multiple applications causes unnecessary delays and will not result in your application being assessed any faster.

Dependents under 18 years

Any child under the age of 18 years included in a BVB application **must** have consent from anyone who has the legal right to decide where the child lives and is NOT travelling with the child.

Please ensure the following are provided as part of the application:

- *Form 1229 Consent form to grant an Australian visa to a child under the age of 18 years*, or a statutory declaration giving their consent for the child to travel on this visa, and
- a document with the signature and photo of the person who completed the form or declaration (i.e. passport or driver's licence)

Failure to provide these documents at time of lodgement will result in delays with the processing of the BVB application.

Refer to our website for information on required documents, in particular *Step 2 - "Gather your documents"* of the Step by Step instructions: [Subclass 020 Bridging visa B \(BVB\) \(homeaffairs.gov.au\)](http://homeaffairs.gov.au)

Holder of a BVC needing to travel offshore urgently

As compelling compassionate circumstances are not covered under the Bridging Visa regulations, there are no grounds under which a holder of a Bridging Visa C will be eligible for a grant of a Bridging Visa B.

You will be able to travel out of Australia on a Bridging Visa C, but this visa does not allow you to re-enter Australia and you will have to find a suitable visa if you need to return to Australia. Please visit [Department of Home Affairs](http://homeaffairs.gov.au) site for options. We cannot advise or assist with these alternative visa options.

Information for clients unable to make their first entry to Australia (Initial Entry Date)

If you have been granted one of the visas listed above and you are unable to make your first entry into Australia by the date specified in your Grant Notification letter, please refer to the attached **Facilitation Notice**.

We understand there will be circumstances where visa holders can't arrive in Australia by the first entry date. Generally you can arrive in Australia after the first entry date, as long as it is before the **"Must not arrive after"** date. You will find the **"Must not arrive after"** date in the visa Grant Notification letter sent when the visa was granted (see example below).

Example:

Visa duration and travel	
Date of grant	25 February 2020
For first entry, arrive by	25 February 2021
Must not arrive after	25 February 2024
Length of stay	25 February 2024
Travel	Multiple entries

You do not need to be granted an extension to the initial entry date but you must enter Australia by the "Must not arrive after" date.

You may wish to carry a copy of the Facilitation Notice when travelling. You may need to show it to your travel provider or the airline when checking in at the airport, and to the border officer on arrival in Australia.

This notice should be sufficient evidence for a travel provider to be satisfied that the visa holder can enter Australia as the holder of a Skilled Migration visa. If you show this letter to the airline, but still have a problem checking-in for your flight, ask the airline representative to contact the Australian Border Operations Centre (BOC) to resolve the issue.

You can only enter Australia while the visa mentioned above is valid. Information about your visa validity period is contained in your visa grant notification. You can check your visa details in VEVO: www.homeaffairs.gov.au/vevo

This office cannot assist with facilitation requests for other visa subclasses. You will need to contact the processing office that granted your visa.

If you are a Migration Agent or Legal Practitioner

Emails requesting a pre-lodgement assessment or migration advice will not receive a response. If you are a Registered Migration agent or Legal Practitioner and require information on complex policy or procedural issues, please refer your enquiry through the [online form](#).

If you are an Intending Migrant

Emails requesting a pre-lodgement assessment or migration advice will not receive a response. For further information on Skilled Migration to Australia, refer to the [Working in Australia](#) page on the Department's website.

You can find information about who can help you with an application for a visa [here](#).

Current automatic reply for the inbox of business innovation email inbox.

Thank you for your email to the Business Innovation mailbox.

Pre-lodgement & general enquiries sent to this mailbox **will not** be responded to, please refer to [Immigration and Citizenship \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au).

This mailbox is provided for advice on **complex policy or procedural questions** relating to the Business Innovation and Investment Program (subclass 188, 888, 132) before the application is lodged.

All enquires by applicants or potential applicants should be directed to the appropriate contact channel located at [Overview \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au)

Processing Enquiries

Enquiries relating to when an application may be allocated to a decision maker for processing will not be responded to. Please refer to:

The current skilled visa processing priorities can be found on the Department's website at - [Skilled visa processing priorities \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au)

Current global visa processing timeframes can be found on the Department's website at - [Global visa processing times \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au)

Applicants should be aware that the processing time for some visa applications **may exceed the average processing time**. This is because each visa subclass contains applications that have a different processing priority.

Visa processing times are updated monthly, providing you with an **indicative** timeframe for processing applications.

Attention registered migration agents:

Registered Migration Agents / Legal Practitioners are to submit your enquiry directly through the Agents Gateway at: <https://immi.homeaffairs.gov.au/help-support/departamental-forms/online-forms/registered-migration-agents-enquiry-and-feedback>.

In your enquiry please provide specific reference to the relevant legislation and/or policy provision.

We will **only** provide a response where we receive a clear and complex policy query for which the answer cannot be found in existing resources in your professional library such as LEGEND.com as well as information available on our website and [Skilled visa newsletters](https://www.homeaffairs.gov.au)

Email enquiries from Migration Agents/Legal Practitioners sent directly to this mailbox **will not** be actioned. Your enquiry must be submitted through the Agents Gateway as noted above.

Notes:

1. Source: Department of Home Affairs, 2023 (internal documents).

Caveats:

- This information is provided for the specific purpose of this request.

- It is the responsibility of the area providing Department of Home Affairs information to external stakeholders to ensure that the disclosure is in accordance with the ABF Act, Australian Privacy Principles or other relevant legislation.