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# Fact Sheet - Online lodgement for Class XB Refugee and Humanitarian visas

## What is changing?

From 1 July 2025, applicants applying for a Subclass 202 visa under the Special Humanitarian Program (SHP) or a Refugee visa under split family provisions must lodge their application online via ImmiAccount.

These applications include both a Form 681 – *Refugee and Special Humanitarian Proposal* and Form 842 - *Application for an Offshore Humanitarian Visa*.

## What is not changing?

There are no lodgement changes to Refugee (subclass 200, 201, 203 and 204) visa applications that do not include a Proposer.

There are no changes to Subclass 202 visa applications lodged under the Community Support Program.

## Why the change?

The Department continues to expand online lodgement to improve user experience and deliver efficiencies.

Currently offshore humanitarian applicants may face difficulty lodging applications, due to their location or unreliable postal systems. Online lodgement will allow applicants to self-serve, upload and attach relevant documentation and check the status of the application online.

## Will other Class XB Refugee and Humanitarian visas move to online lodgement?

Yes, other Class XB visas will move to online lodgement in the coming year.

## How are visa applicants being advised of the change?

Updated information on how to apply for a Class XB visa will be on the Department's website from late June 2025:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/global-special-humanitarian-202>

The Department's Community Liaison Officers (CLO) will also be informing communities of the changes to lodgement.

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## Frequently asked questions

### What are the benefits to applying online?

The online lodgement channel provides applicants with greater access to visa services and an application process that is simple, secure, fast and easy to use through ImmiAccount. There are many benefits to using ImmiAccount, including the ability to:

- Apply online at any convenient time
- Lodge online applications with the help from a family member, friend, agent or other authorised person
- Attach documents online
- Check the status of applications, correct mistakes or update details online.

### How can I apply online?

ImmiAccount is an online service that provides a simple, efficient and convenient way to apply for a visa.

Your proposer can create an ImmiAccount, select new Global Special Humanitarian Proposal (202), enter the required information, attach all necessary supporting documents and submit.

You can then create an ImmiAccount, select new Global Special Humanitarian Visa (202), enter the required information, attach all necessary supporting documents and submit.

A step-by-step guide is available at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/global-special-humanitarian-202#HowTo>

### Are applications lodged through ImmiAccount processed faster?

No. The lodgement method does not affect processing times. Applications submitted via ImmiAccount are not processed any faster than applications previously lodged via webform or post.

However, clients that submit their applications via ImmiAccount will receive an immediate acknowledgement of lodgement as soon as they submit.

### Does it cost more to apply online?

No. There is a no Visa Application Charge for the Refugee and Humanitarian visa applications that are moving to ImmiAccount.

### Where can I get additional information?

Information and guidance about applying online and using ImmiAccount is available on the Department's website at: <https://immi.homeaffairs.gov.au/help-support/applying-online-or-on-paper/online>

### Will the online application form be available in languages other than English?

The proposal and application forms will only be available in English through the Department's online service ImmiAccount. This is in line with other visa application forms available online.

Applicants are expected to provide translations of any information that is not in English.

If you do not speak English, you can get help from a family member, friend or migration agent to submit your application. Australian Visa Application Centres outside Australia may also offer assisted online lodgement services, depending on local country arrangements.

### What if I have trouble lodging my application online?

You can find technical help to troubleshoot any issues in ImmiAccount at <https://immi.homeaffairs.gov.au/help-support/applying-online-or-on-paper/online/common-issues-and-error-messages>

If the technical help guide does not resolve the issue, you can submit an ImmiAccount Technical Support Form at

<https://immi.homeaffairs.gov.au/help-support/departmental-forms/online-forms/immiaccount-technical-support-form>