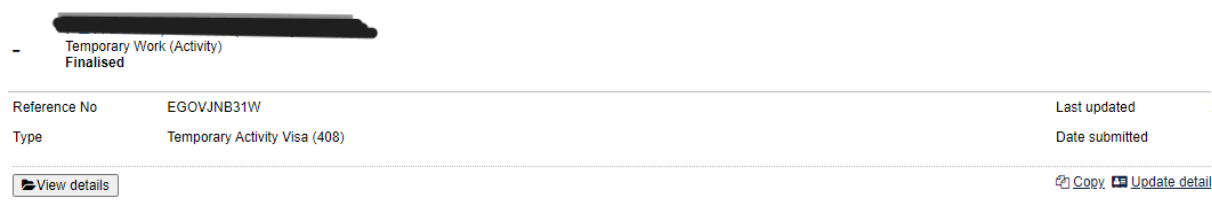


408 IMMIGRATION SELF HELP GUIDE

1. My applicant has passport details that are incorrect on their visa grant, what do I do?

STEP 1: Log in to your Immi account and search for the applicant who has the incorrect details. Click view details under their application.

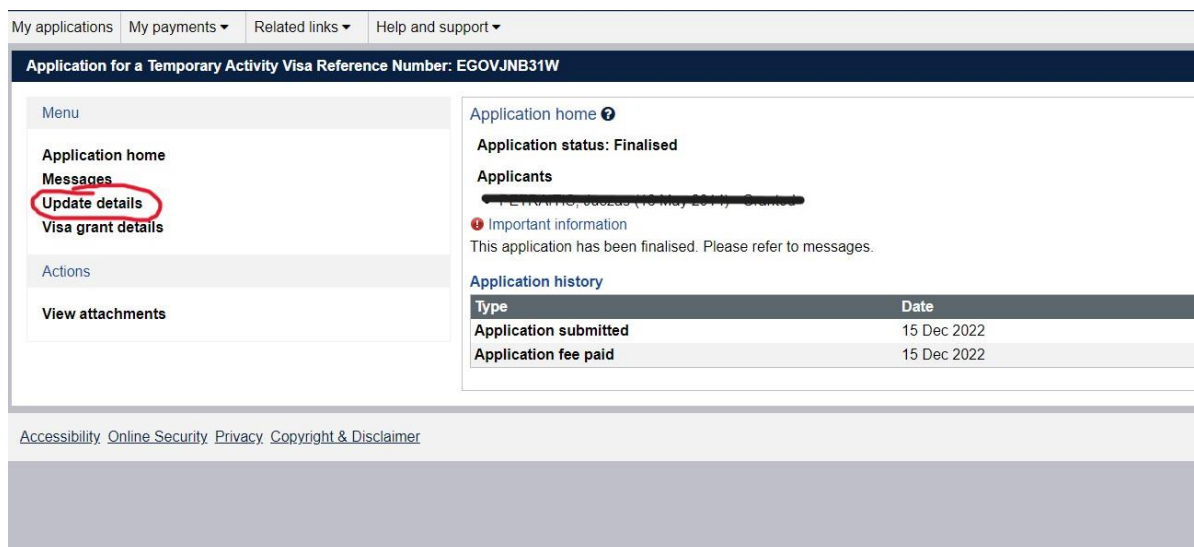


Temporary Work (Activity)
Finalised

| | | |
|--------------|-------------------------------|----------------|
| Reference No | EGOVJNB31W | Last updated |
| Type | Temporary Activity Visa (408) | Date submitted |

[View details](#) [Copy](#) [Update detail](#)

STEP 2: Select update details on the left-hand side of the page.



My applications | My payments | Related links | Help and support

Application for a Temporary Activity Visa Reference Number: EGOVJNB31W

Menu

- Application home
- Messages
- Update details**
- Visa grant details

Actions

- View attachments

Application home

Application status: Finalised

Applicants

Temporary Work (Activity) (15 May 2024) - Granted

Important information
This application has been finalised. Please refer to messages.

Application history

| Type | Date |
|-----------------------|-------------|
| Application submitted | 15 Dec 2022 |
| Application fee paid | 15 Dec 2022 |

[Accessibility](#) [Online Security](#) [Privacy](#) [Copyright & Disclaimer](#)

STEP 3: Select “Change of passport details”



Menu

- Application home
- Messages
- Update details**
- Visa grant details

Actions

- View attachments

Update details

You can provide updated information to the department using the links below.

- [Change of address details](#)
- [Change of email address details](#)
- [Change of passport details](#)
- [Request to cancel a temporary resident visa](#)

[Accessibility](#) [Online Security](#) [Privacy](#) [Copyright & Disclaimer](#)

STEP 4: Enter the correct passport details in the form and select “Incorrectly recorded”.

Select the applicant whose passport details are being updated.

Name

Current passport details
The following passport details are currently available for the selected applicant.

Family name

Given names

Passport number

Country of passport

Nationality of passport holder

Date of issue

Date of expiry

Place of issue / issuing authority

New passport details
Give details of the new passport for the selected applicant.

Family name

Given names

Passport number

Country of passport

Nationality of passport holder

Date of issue

Date of expiry

Place of issue / issuing authority

Reason for update
Select a reason why the passport details are being updated.

Reason

- Expired
- Cancelled
- Damaged
- Stolen
- Incorrectly recorded
- Lost

If you have an applicant who has a lost or stolen passport, advise them to make a police report and obtain a copy. Send this copy to Home Affairs as well as filling in this form and selecting “Stolen” or “Lost”.

You should receive a confirmation email from Home Affairs once the passport details have been updated. You can also check the person’s visa details in VEVO which will be the most up to date information.

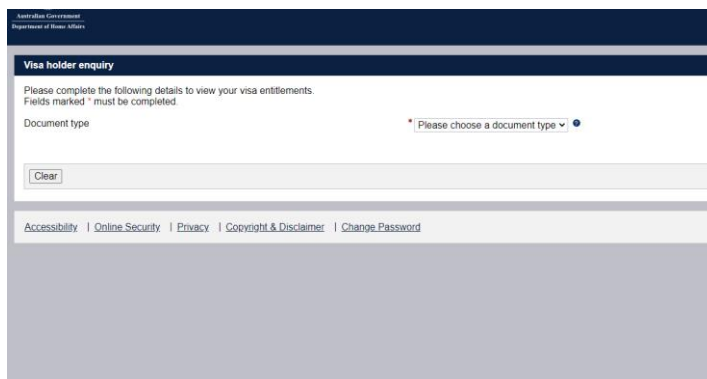
2. My performer’s DOB is incorrect on their Visa Grant. What do I do?

STEP 1: Complete a [1023](#) incorrect answer form and get the visa holder to sign the form

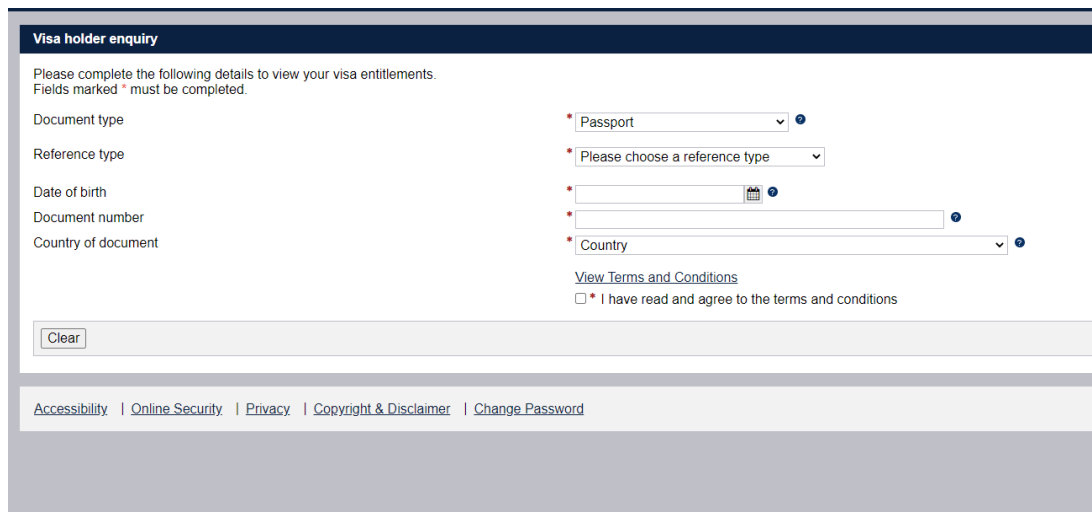
STEP 2: Email the completed form to Home Affairs (see contact details below), kindly asking them to amend the visa holders date of birth in their VEVO before the applicant’s departure date. Flag the email as URGENT in the subject line for timely assistance.

3. How to check a visa holders VEVO

STEP 1: Use [this](#) link to get to VEVO



STEP 2: Select the document type – I like to use passport as it's the easiest.



Visa holder enquiry

Please complete the following details to view your visa entitlements.
Fields marked * must be completed.

Document type * Passport

Reference type * Please choose a reference type

Date of birth *

Document number *

Country of document * Country

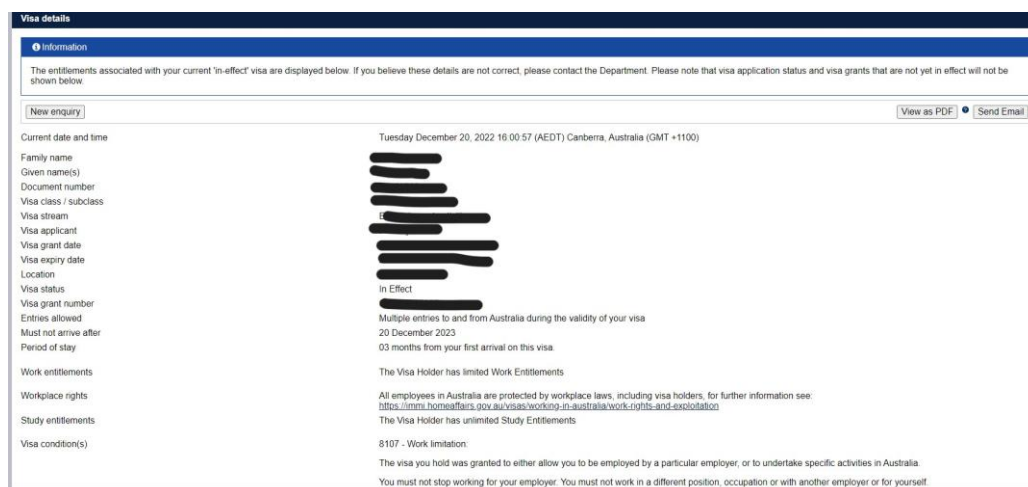
[View Terms and Conditions](#)

* I have read and agree to the terms and conditions

Clear

[Accessibility](#) | [Online Security](#) | [Privacy](#) | [Copyright & Disclaimer](#) | [Change Password](#)

STEP 3: Once you enter the correct details- this is what you will see. Visa holders can also use this function.



Visa details

Information

The entitlements associated with your current 'in-effect' visa are displayed below. If you believe these details are not correct, please contact the Department. Please note that visa application status and visa grants that are not yet in effect will not be shown below.

New enquiry [View as PDF](#) | [Send Email](#)

Current date and time: Tuesday December 20, 2022 16:00:57 (AEDT) Canberra, Australia (GMT +1100)

Family name: [REDACTED]

Given name(s): [REDACTED]

Document number: [REDACTED]

Visa class / subclass: [REDACTED]

Visa stream: [REDACTED]

Visa applicant: [REDACTED]

Visa grant date: [REDACTED]

Visa expiry date: [REDACTED]

Location: [REDACTED]

Visa status: In Effect

Visa grant number: [REDACTED]

Entries allowed: Multiple entries to and from Australia during the validity of your visa

Must not arrive after: 20 December 2023

Period of stay: 03 months from your first arrival on this visa

Work entitlements: The Visa Holder has limited Work Entitlements

Workplace rights: All employees in Australia are protected by workplace laws, including visa holders, for further information see: <https://immi.homeaffairs.gov.au/visas/working-in-australia/work-rights-and-conditions>

Study entitlements: The Visa Holder has unlimited Study Entitlements

Visa condition(s): 8107 - Work limitation
The visa you hold was granted to either allow you to be employed by a particular employer, or to undertake specific activities in Australia. You must not stop working for your employer. You must not work in a different position, occupation or with another employer or for yourself.

4. The performer is told they are not allowed to board the plane, what can I do?

Tell the performer to be polite to the airline check-in staff and ask for a manager. If that fails, ask the airport staff member to call Australian Home Affairs/immigration for any visa clarification.

5. How do I contact Home Affairs in emergency situations via email?

By email: entertainment.visas@homeaffairs.gov.au

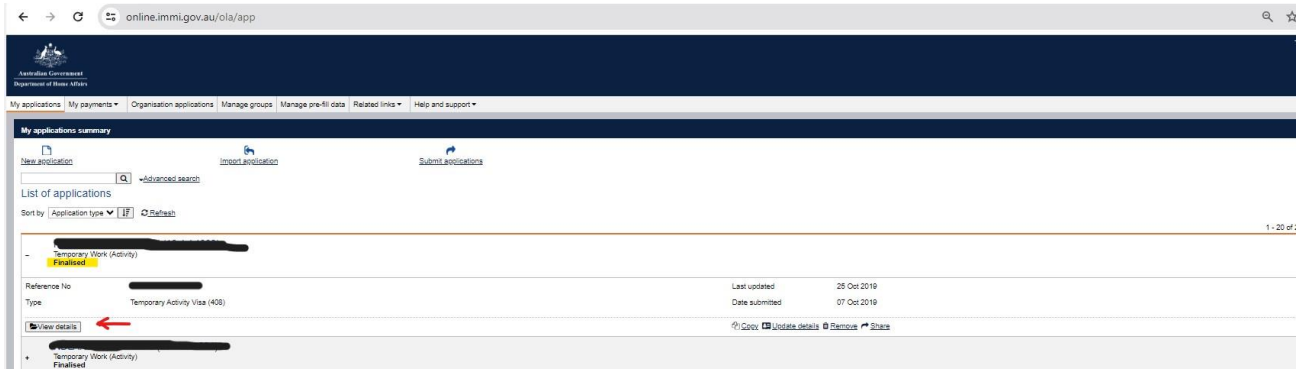
When writing to Home Affairs make sure you provide:

- the transaction reference number (this usually starts with E and can be found on the IMMI Acknowledgement of Application Received letter or in your online IMMI account)
- The name of the applicant
- Dates of travel

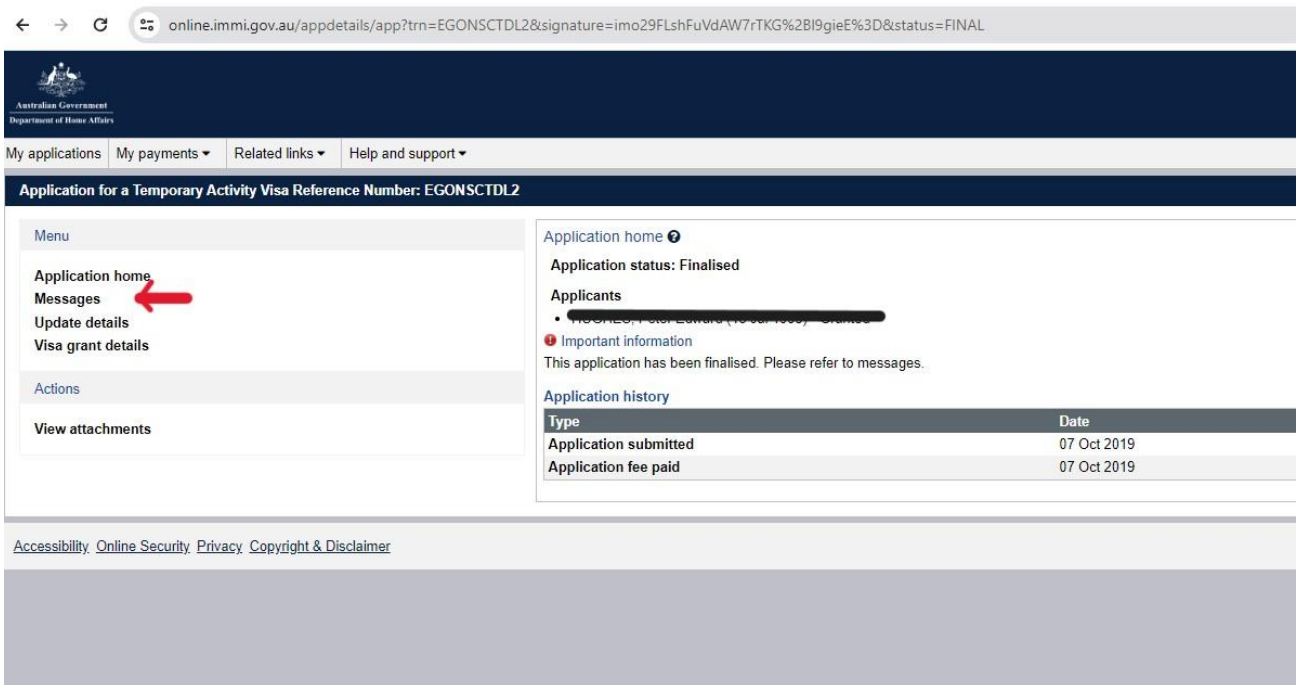
6. How do I check if my applicant has had their visa application approved or any further information requests from Home Affairs?

STEP 1: Log into the Immi account that was used to apply for the application.

STEP 2: Find the application you are waiting for an update on and click view details.



STEP 3: Click messages on the left-hand side of the page.



STEP 4: You will now be able to view and download any further information request letters or grant notifications for this visa.

online.immi.gov.au/appdetails/app?trn=EGONSCTDL2&signature=imo29FLshFuVdAW7rTKG%2BI9gieE%3D&status=FINAL

Australia Government
Department of Home Affairs

My applications | My payments ▾ | Related links ▾ | Help and support ▾

Application for a Temporary Activity Visa Reference Number: EGONSCTDL2

Menu

- Application home
- Messages
- Update details
- Visa grant details

Actions

View attachments

Messages ⓘ

Correspondence for this application is currently being sent to an Authorised Recipient at the following email address: Immigration@liv
Please check your spam filter if you have not received any correspondence.

List of correspondence

| Correspondence title | Date sent |
|--|-------------|
| IMMI Acknowledgement of Application Received | 07 Oct 2019 |
| IMMI Grant Notification | 25 Oct 2019 |

Accessibility | Online Security | Privacy | Copyright & Disclaimer