



This sheet provides specific information on applying for Resident Return visas (RRV) and applying for the replacement of a valid RRV in the Philippines. Detailed information on Resident Return visas is available on the DIAC website. See: <http://www.immi.gov.au/migrants/residents/155/apply-mail.htm>

How to Apply

1. Obtain forms and information – Download visa application form **1085** at <http://www.immi.gov.au/allforms/application-forms/index.htm> free of charge or obtain a copy either from the Visa Information and Application (VIA) Center or the Call Center (for the cost of a phone call and courier delivery).

2. Complete the application form - Read all the provided information and requirements outlined in the form and complete and sign the form.

3. Gather all supporting documents detailed in the application form (1085). It is your responsibility to provide evidence that you meet the criteria for the grant of a visa, or if you are applying for a replacement RRV, evidence/information of the RRV that has been lost, stolen or damaged. Please ensure you provide the following with your completed application form:

Your current and previous passports (if they contain evidence of your permanent resident status) and evidence of any name changes (e.g. if you have married since you first arrived in Australia).

- A Manager's Cheque for the scheduled fee, in Philippine pesos made payable to the 'Australian Embassy' (See [Info Sheet 03](#) for current fees) or a receipt for prior payment at an Immigration office in Australia in Australian Dollars.

4. Lodge the application - You should lodge your application either at the VIA, by courier, or by appointment at the Embassy.

The VIA Center is located at:

**Unit 1003, 9/F One Corporate Plaza
845 Antonio Arnaiz Ave (Pasay Rd)
Makati City.**

Opening hours for lodging applications are:
9am to 3pm, Monday to Friday

The Call Center & Courier

Call the Call Center to arrange for a courier to pick up your application and supporting documents, by using one of the following numbers:

1909-3622779 (PLDT/Smart/Touchcard subscribers)
1900-3622779 (Globe/Innove/Touch mobile subscribers)
1903-3622779 (BayanTel subscribers).

- These numbers are only available to telephones with NDD access, or by calling 109 on a PLDT phone for operator assisted connection. Calls will be billed at PhP 32 per minute.
- These numbers are available to Globe and Touch Handyphone mobiles at the same call rate. Additional charges will apply to calls made outside Metro Manila, pre-paid phone cards and payphones.
- For access from Australia please call **63 2 843 6293**. Calls will be billed at a flat rate of AUD\$10.00. Payment can only be made by credit card.

Applications may also be lodged by mail or through a registered Migration Agent, however we do not recommend that clients forward personal documents, passports and payment through the mail, as safe delivery cannot be guaranteed.

Key processing steps and when you can expect to hear from us?

Document checks – the case officer will check your supporting evidence. Within 7 days of us receiving your application you will be provided with a receipt for any application fee paid; and a letter providing you with your case officer's contact details. This letter will also indicate what you should do if any documents are outstanding.

Assessment and decision – the case officer will assess your application against the requirements for the visa. Once a case officer has assessed your application against all the legislative requirements, an Australian Officer will make a decision.

Notification – If you are granted a visa, we will place the visa label in your passport. If you are refused a visa, we will provide you with the reasons for our decision and advise you of any review rights. Your passport will be generally returned to you by courier. If you lodge your application through the VIA Center, you

may make arrangements to pick up your passport from there. We will generally return original documents submitted, provided photocopies are also submitted. We may contact you at any time during the visa process, so it is very important that you keep us advised of your correct contact details and any changes in your circumstances.

How can you assist the efficient processing of your application?

Submit a complete application and include all supporting documents.

Provide email address. This enables us to communicate with you quickly and efficiently.

It may speed up processing if we can communicate with a third party (eg. parents, spouse, sponsor etc) directly regarding the visa application. However, the disclosure of information to parties other than the applicant is governed by the Privacy Act and certain information about the application can only be provided if you give written consent. If you wish us to communicate with a third party, you should provide your written consent for us to do so.