



RAILS
Refugee and Immigration
Legal Service

PERMANENT RESIDENTS EXPERIENCING FAMILY VIOLENCE

This fact sheet is for **permanent residents** who have experienced family violence. This may apply to permanent residents including the visa holders:

- Partner (Migrant) Visa (subclass 100);
- Permanent Partner Visa (subclass 801);
- Protection Visa (subclass 866);
- Humanitarian Visas (subclass 200, 201, 202, 203, 204).

If you have a **Temporary Partner Visa**, see the fact-sheet on Family Violence and Temporary Visas.

Notifying the Department about family violence

If you already have permanent residence and your relationship breaks down due to family violence, your abusive partner cannot make your visa be automatically cancelled. There are some steps you should take to protect yourself though:

1. You should notify the Department of Home Affairs as soon as possible about the family violence. You can do this by completing a **Form 1022 Notification of Change in Circumstances**.
2. You should also update your contact details, such as your address, with the Home Affairs. You can do this by completing a **Form 929 Change of Contact and/or Passport Details**. You can also update your contact details online through your ImmiAccount.

It is important that you do this, in case your partner tells Home Affairs that you are no longer in a relationship, and a Notice of Intention to Consider Cancellation (NOICC) is sent to you (see below).

Checking your visa status

If you are concerned about your visa status, you can check it online using the Visa Entitlement Verification Online system (VEVO). Go to: <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online>

RAILS has a fact sheet on how to conduct a VEVO check on our website under the Education drop down menu -> Legal Info.

Receiving a NOICC

If you do not tell Home Affairs that your relationship has ended and that you experienced family violence, you may receive a Notice of Intention to Consider Cancellation (NOICC).

If you receive a NOICC, you must respond within 14 calendar days. You should seek urgent legal advice before you respond (see below).

Support Services

If you have experienced domestic and family violence, there is support available.

Legal services:

Legal Service	Contact Details
Refugee and Immigration Legal Service (RAILS)	<ul style="list-style-type: none">• Phone (07) 3846 9300• Email: admin@rails.org.au• Website: https://www.rails.org.au/
Women's Legal Service	<ul style="list-style-type: none">• Phone: 1800 957 957 (9:00am – 4:30pm, Monday to Friday)• Website: https://wlsq.org.au/
Legal Aid Queensland	<ul style="list-style-type: none">• Phone: 1300 65 11 88• Website: https://wlsq.org.au/

Support and Emergency Services:

Support and Emergency Services	Contact Details
Queensland Police Service	<ul style="list-style-type: none">• Phone: 000 (EMERGENCIES)• Phone: 131 444 (non-emergencies)• Website: https://www.police.qld.gov.au/domestic-violence
Queensland Ambulance Service	<ul style="list-style-type: none">• Phone: 000 (EMERGENCIES)
1800 RESPECT National family violence and sexual assault counselling service and helpline.	<ul style="list-style-type: none">• Website: www.1800respect.org.au• Phone: 1800 737 732 (24 hours per day, every day)
DV Connect Womensline (Domestic Violence Helpline)	<ul style="list-style-type: none">• Phone: 1800 811 811 (24 hours per day, every day)• Website: https://www.dvconnect.org/
Immigrant Women's Support Service	<ul style="list-style-type: none">• Website: https://iwss.org.au/• Phone: (07) 3846 3490 (open Monday to Friday, 9am – 4pm)