

# How to apply for your family to come on a refugee visa

This factsheet helps you to complete the application form through your Immiaccount for a refugee visa for your family to come to Australia.

This factsheet gives general legal information. It is not legal advice. *Last reviewed April 2026.*

## Can I use paper forms?

No - From 1 July 2025 you cannot use the paper forms 842 and 681 to make an application for your family to come to Australia on a refugee visa.

You can only apply online through an Immiaccount.

However, you can use the paper 842 and 681 forms to collect all the information you need before you start the online application form.

## Step 1: Access your Immiaccount

Go to the ImmiAccount website and login <https://online.immi.gov.au/lusc/login>

If you do not have an Immiaccount and need some help to create one, please see our Fact Sheet on *How to make an Immiaccount*.

## Step 2: Start a new application

Select 'New Application' and then choose the *Refugee and Humanitarian* tab. You will see that there are three tabs in the Refugee and Humanitarian section:

1. Offshore Humanitarian Proposal
2. Offshore Humanitarian Visa
3. Protection, Resolution of Status, Temporary Protection or Safe Haven Enterprise Visa

You will complete Tab 1 (Offshore Humanitarian Proposal) and Tab 2 (Offshore Humanitarian Visa).

**Do you need legal advice? Depending on your situation, you may be able to speak to a migration lawyer for free through Legal Aid ACT's Migration Clinic. Contact 1300 654 314 to find out more.**

# How to apply for your family to come on a refugee visa

## Step 3: Start with the Offshore Humanitarian proposal

Start with the Offshore Humanitarian **Proposal** – click on this tab and then complete each screen by typing in the required information.

## Step 4: Write down the Transaction Reference Number

Once you have completed the Offshore Humanitarian **Proposal**, write down the Transaction Reference Number which is a 10-character combination of numbers and letters (it will look something like this EGP8E5DH8R - but this is just an example so **do not use this reference number**).

You will need to use the Transaction Reference Number in the second stage which is when you complete the Offshore Humanitarian **Visa** application. You need to complete the proposal first and use your TRN within 60 days to apply for the **Visa** in Immiaccount.

## Step 5: Complete the Offshore Humanitarian Visa

Click on the Offshore Humanitarian Visa tab and then complete each screen by typing in the required information.

## Step 6: Attach supporting documents to the Visa application

Before you submit the application, you should scan and upload any supporting documents, for example photo ID documents, Passports, birth certificates, letters, photos, newspaper articles and the statement that you wrote to support the application (if you wrote a separate statement). It is a good idea to include ID documents for everyone included in the application.

## Step 7: Save the application

You can save a partly completed application and come back to finish it later if you don't have all the information, you need at the time that you start. Just click the **SAVE** button on the bottom left-hand corner of the screen. The system will save the information you have already provided and let you add further information to the application when you are ready.

**Do you need legal advice? Depending on your situation, you may be able to speak to a migration lawyer for free through Legal Aid ACT's Migration Clinic. Contact 1300 654 314 to find out more.**

# How to apply for your family to come on a refugee visa

## Step 8: Submit the application

Once you have completed the application, carefully review it and then press the SUBMIT button.

## Step 9: Add more information or documents

You can keep adding documents to the application until a decision is made. To do this you will need to log back into your Immiaccount, go to the 'Attach documents' tab on the left-hand side and attach the new documents.

## Step 10: Keep Home Affairs updated with any changes to your family's application

If anything changes for your family during the time the application is being processed, you must update the Department. You can do this through your Immiaccount too. For example, if they change address, or if they have a baby and need to add the baby to the application, or your family receive new threats from people or groups who wish to harm them, or the situation in their country changes.

## Where can I get help?

### Legal Aid ACT

- Phone: 1300 654 314 (Monday to Thursdays, 8.30am to 7pm, Fridays 8.30am to 5pm)
- Website: [www.legalaidact.org.au](http://www.legalaidact.org.au)

### Migration Clinic – Legal Aid ACT

- Phone: 1300 654 314
- Email: [migration@legalaidact.org.au](mailto:migration@legalaidact.org.au)

## Other useful factsheets by Legal Aid ACT

- *Migration Law: How to make an Immiaccount*
- *Migration Law: How to FOI a file from Home Affairs*
- *How to lodge a refugee application online*
- *How can I bring my refugee family here?*
- *Sponsoring your partner on a Partner Visa*

These factsheets are on our website: [www.legalaidact.org.au/what-we-do/information-education](http://www.legalaidact.org.au/what-we-do/information-education)