



Partner Processing Newsletter

April 2026 Edition

Welcome to the April 2026 edition of the **Partner Processing newsletter**. This newsletter provides key processing updates, reminders and clarifications relevant to Partner visa applicants and their representatives.

This update is intended to support registered migration agents and legal practitioners by clarifying current processing practices, evidentiary expectations and agent responsibilities to assist with efficient assessment and timely decision-making.

Important Information for Partner Visa Applicants

A recent internal review has identified that a number of visa applications included **limited or insufficient evidence** to demonstrate that the relationship is and/or remains genuine and ongoing.

Where this occurs, the Department may request additional information after lodgement. To support efficient processing and timely decision-making, agents and practitioners are expected to ensure that Partner visa applications are supported by **current and adequate evidence at the time that the visa application is lodged**.

Proof of Identity: Include certified copies of birth certificates and passports at time of application.

Relationship Evidence: Provide strong evidence of the genuine and ongoing relationship at time of application.

Health and Character: Before obtaining police certificates or completing health examinations, please refer to the [Visa processing times](#).

The Department recognises that **health and character requirements may take time** and expects agents and practitioners to manage these processes and advise of any delays within the relevant timeframe.



Requests for Information and Natural Justice – Updated Practice

Where additional information is required, the Department will provide an opportunity to respond once.

Follow-up requests will NOT routinely be issued.

A decision **may be made based on the information available** after the timeframe ends in which the information or comments must be given.

Agents and practitioners should note the following:

- Where a Request for Information or Natural Justice letter is issued, it should be treated as the **primary opportunity** to address the matters raised
- Evidence uploaded into ImmiAccount is to be **labelled and categorised accurately** to reflect the nature of the evidence
- The Department **will not routinely issue follow-up or reminder requests** for the same information
- If the timeframe for response has ended and no response or request for extension has been received, the application may be **decided based on the information available at that time**.

Where additional time is required, any request for an extension must be submitted **within the specified timeframe**, with reasons provided.



Common Issues Contributing to Processing Delays

The Department has identified several common issues that have delayed the assessment of Partner visa applications. **Agents and practitioners play a key role in preventing these issues** and are expected to work with clients to address them.

Common issues include:

- Eligible clients **not commencing** the Permanent Partner Visa Assessment form in **ImmiAccount**
- Clients **not responding** to requests for information within the specified timeframe
- Relationship evidence that is **not current** or does not clearly demonstrate that the relationship is ongoing
- **Expired** or no longer valid police certificates or health assessments
- Documents **uploaded to incorrect categories** in ImmiAccount
- **Missing or incomplete** sponsor information or documents
- Failure to notify **changes in relationship** circumstances.

Ensuring applications are **complete, clearly organised, and supported by current evidence** will reduce delays.

Use of ImmiAccount

ImmiAccount is the Department's preferred contact channel.

Agents and practitioners are expected to support clients in the correct and ongoing use of **ImmiAccount**. This includes:

- Confirming that **client and sponsor contact details are current**
- Ensuring documents are uploaded with **clear, descriptive file names**
- Organising documents **logically** and **chronologically**
- Reminding clients to **check ImmiAccount regularly** for correspondence or requests

Where ImmiAccount cannot be used, enquiries should be submitted via the [Partner processing enquiry form](#) on the Department's website.

Emails sent to the Partner visa mailbox will NOT be acted on quickly and will only be responded to in limited circumstances.

Use of email mailboxes **will increase the risk of delayed completion** of client files as well as complicating client records.

Please do not use multiple channels (e.g. send a webform and an email). This **does not support efficient processing** and delays applications further.

Clarification for Agents & Practitioners

Overseas Police Certificates – Permanent Partner

Agents and practitioners are reminded of the following requirements for permanent Partner visa assessment:

- An overseas police certificate is required where the applicant has spent **12 months or more cumulatively in the last 10 years** in any country for which **no previous police clearance** has been provided
- A new overseas police certificate is required **if the applicant has spent a cumulative period of 12 months or more** in the relevant country **since the grant** of the temporary Partner visa (subclasses 309 or 820)
- A new police certificate must be provided where **character concerns exist** regardless of time spent overseas since the grant of the temporary Partner visa (subclasses 309 or 820)
- The **two-month threshold** applies to **temporary Partner visas only** and does not apply to permanent Partner visa assessment.

Agents and practitioners are expected to ensure police certificate requirements are met before the commencement of the permanent stage visa assessment.

Permanent Partner Eligibility — Important Reminder

Once **two years** have passed since the client lodged their Partner visa application, they may be eligible for Permanent Partner visa assessment.

To progress this stage:

- Clients or representatives must submit updated information directly into **ImmiAccount** at the two-year mark
- Agents and practitioners should ensure **contact details are regularly updated**, so clients receive eligibility notifications

Timely submission helps avoid unnecessary delays.

Sponsor Obligations Reminder

Agents and practitioners should ensure sponsors understand their ongoing obligations, including the requirement to:

- Keep **personal and contact details up to date**
- Notify the Department of **any change in relationship circumstances**
- Provide **updated** information or documentation when requested

Accurate and timely sponsor information supports effective assessment.

Update Supporting Evidence

For applications under assessment for extended periods, **agents and practitioners are expected to actively maintain and update supporting evidence.**

The Department encourages agents and practitioners to:

- Prompt clients to refresh relationship evidence **every 6 to 12 months**
- Ensure **updated financial, household, and social evidence** is uploaded
- Assist clients in providing **updated statements** where circumstances have changed.

Maintaining **current evidence** supports assessment at both temporary and permanent stages.