



Migration Services Fee Payment and Refund Policy

Effective: 3 March 2021

Version: 1.1.

POLICY STATEMENT

This policy governs the collection and refund of fees for applications through the State Nominated Migration Program, or applications for Regional Certifying Body advice for assessment services delivered by the Department of Training and Workforce Development Migration Services unit.

SCOPE

This policy applies to the collection and refunding of application fees for the State Nomination Migration Program or Regional Certifying Body advice.

PRINCIPLES

Migration Services will:

- Collect assessment fees through the online application process in accordance with all applicable Australian consumer law.
- Provide clear and concise details to applicants around the fees that apply.

BACKGROUND

Fees associated with applications submitted to the Migration Services are for assessment services, for the following programs:

- **Regional Certifying Body advice**

Applications for the Skilled Employer Sponsored Regional visa (subclass 494).

- **Western Australian State Nomination**

Applications for the State Nominated Migration Program

- Skilled Nominated visa (subclass 190); and
- Skilled Work Regional (Provisional) visa (subclass 491).

PROCEDURES

1. PAYMENT OF FEES

Payment is accepted through MasterCard and Visa only, using the applicable online application form. An application is only considered to be 'lodged' once fees are successfully received.

2. NON-PAYMENT OF FEES

A submitted application is only valid if the correct payment of the application fee is received.

3. FEE REFUNDS

3.1 PAYMENT DISPUTES

If a credit/debit card transaction is disputed by the card holder, Commonwealth Bank notifies the Department as per their payment dispute process.

3.2 REFUND NOT PAYABLE

Refunds will **not be** provided in the following instances:

- the applicant changes their mind;
- if an application lodged with Migration Services is not approved; or
- where a visa application lodged with the Department of Home Affairs is not granted.

3.3 REFUND PAYABLE

Applicants may be entitled to receive a refund of their application fee under certain conditions:

- if a technical issue results in multiple payments for the same application, or multiple applications being lodged when the applicant is unaware the first application has been successfully lodged and resubmits;
- if migration policy guidelines change and an applicant is impacted; and
- in special circumstances, to be considered on a case-by-case basis.

Refund requests, should be submitted using the [Migration Services Refund Request Form](#) and emailed to migration@dtwd.wa.gov.au.

3.3.1 Assessment of refunds in special circumstances

A refund may be considered where there are special circumstances which may include but are not limited to:

- circumstances that were beyond the applicants control; and
- circumstances that were not foreseen and which may result in distress or hardship.

A refund for special circumstances will not be considered where an applicant:

- lodges more than one application for State nomination, including to be considered for a different State nominated visa sub-class;
- lodges an application and then is invited to apply for the Skilled Independent visa (subclass 189) from the Department of Home Affairs;
- lodges an application with incorrect, insufficient or false information; or
- withdraws an application.

3.4 PAYMENT OF REFUNDS

Refunds will be paid via the CommBank BPoint portal using the credit/debit card refund process. Payments will only be made to the credit or debit card used for the initial payment.

4. RELATED FORM

Migration Services Refund Request Form

5. REVIEW DATE

22 October 2025

6. CONTACT INFORMATION

Migration Services
Service Delivery Directorate