



FAQs for Visa Applicants

(Applicable for Subclass 482 & 494 Visa Holders)

SECTION 1 – General Understanding

Q1. What is the difference between the 482 and 494 visas?

- 482 (Temporary Skill Shortage visa) allows you to work in Australia temporarily (usually 2–4 years). It can be anywhere in Australia depending on the occupation list but for DAMA program, employer and role must be in designated regional area which covers the DAMA area.
- 494 (Skilled Employer Sponsored Regional visa) is specifically for *regional areas*. It gives you a 5-year visa and a *clear pathway to permanent residency (PR)* after 3 years, if income and residence conditions are met.
- 407 (Training visa) allows you to take part in workplace-based occupational training activities to improve your skills for your job, area of tertiary study, field of expertise or in a professional development training program in Australia.

Q2. Who is my actual sponsor?

Your sponsor is Resolute Care Group, your direct employer. They have applied to the Department of Home Affairs for permission to sponsor you under their business entity and are legally responsible for meeting sponsorship obligations while you are employed.

• Q3. Can I work for someone else while on this visa?

No. You must work only for Resolute Care Group in the position listed in your nomination. If you wish to change employers, a new sponsorship and nomination must be lodged before you can start working for another business.

- Your partner or kids can work with any one they wish to being secondary applicants.

Q4. What is the role of the Migration Agency?

Our migration agent handles:

- Advice on the correct visa stream and occupation
 - Document preparation for both nomination and visa stages
 - Lodgement of your visa application
 - Ongoing updates and communication with the Department of Home Affairs
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Q5. What is the role of Resolute Care Group?

- Provides the genuine, ongoing full-time job
- Pays all employer-side government charges (nomination, SAF levy, sponsorship)
- Follows sponsorship obligations under Australian immigration law
- Supports you through onboarding and workplace compliance.

Q6. What is my role as a visa applicant?

- Provide genuine, verifiable documents (passport, qualifications, work references)
- Complete health and police checks
- Maintain honest communication
- Follow visa conditions after approval

SECTION 2 – Document & Eligibility

Q7. What documents do I need to provide?

Typical required documents include as below however detailed checklist would be provided.

- Passport (all pages)
- Resume / CV
- Educational certificates & transcripts
- Work experience letters (with duties, hours, start-end dates, company letterhead)
- Payslips, tax or super evidence (if requested)
- English test results (IELTS, PTE, TOEFL, or equivalent – if required)
- Police clearance certificate(s) from each country you've lived in for 12+ months • Health check declaration

Q8. What if I don't have a recent English test?

You may need to take one unless you hold a passport from an English-speaking country or have completed certain studies in English.

Your migration agent from our team will confirm if it's required for your occupation and stream.

Q9. Do I need a skills assessment?



- Yes, under DAMA program in Townsville, you do need skills assessment

Q10. Do I need to show funds or savings?

No, the employer-sponsored visa does not require personal fund evidence. However, you must have enough funds to support your relocation, health check, and initial setup in Australia.

SECTION 3 – Process & Timeline**Q11. What are the stages of the visa process?**

Stage 1 – Job Offer: Minimum employment duration 12 months before nomination. Resolute Care Group offers you a role and confirms salary and duties.

Stage 2 – Labour Market Testing (if required):

The employer advertises the position as per government rules.

Stage 3 – Employer Nomination:

Migration agent prepares nomination with all required company and job details. You MUST sign client agreement with the migration agent to commence the process for document submission and occupation nomination.

Stage 4 – Visa Application:

You provide your documents, and the migration agent lodges your visa online.

Stage 5 – Health, Police & Character Checks:

You must complete these as instructed.

Stage 6 – Decision:

Department of Home Affairs reviews all evidence and grants or requests more information.

Q12. How long does the process take?

- 482 visas: typically, 3-6 months, sometimes faster if everything is complete and decision ready.
- 494 visas: 4–6 months, as it includes the Regional Certifying Body (RCB) or DAR approval stage.



Delays can occur if documents are missing, medicals take longer, or additional checks are required

SECTION 4 – Fees and Payments

Q13. What costs does the employer pay?

- Standard Business Sponsorship fee
- Nomination fee
- Skilling Australians Fund (SAF) levy

These are paid by the employer and cannot legally be recovered from you.

Q14. What costs do I (the employee) pay?

You are responsible for:

- Visa Application Charge (main applicant + dependants)
- English test (if applicable)
- Health check fees
- Police clearance fees
- Any translation or document certification costs

Q15. Can the visa fee be refunded if my visa is refused?

Generally, no but some circumstances it may be refunded.

Q16. What is the Skilling Australians Fund (SAF)?

A government training contribution that every sponsoring employer must pay.



SECTION 5 – Family & Dependants

Q17. Can I include my family members?

Yes. You can include your spouse/partner and dependent children.

Q18. What are my dependants allowed to do?

- Your spouse/partner can work full-time in Australia.
- Your dependent children can study in Australian schools.

Q19. Do my dependants need to do health and police checks too? Yes. All applicants (main and dependants) must complete required health and character checks.

SECTION 6 – After Visa Grant

Q22. What happens when my visa is granted?

You'll receive an email with a Visa Grant Notice. It lists:

- Your visa subclass and grant date
- Visa expiry date
- Visa conditions (such as work restrictions)

Q20. What are the key visa conditions?

- Work only for your sponsoring employer (Resolute Care Group).
- Work only in the nominated occupation and location.
- Keep your health insurance valid.
- Notify your migration agent or HR if you change address or passport.

Q21. What if I stop working for Resolute Care Group?

You must find another sponsor within 120 days, or your visa may be cancelled.

Q22. Can I study on this visa?

Yes, you can study part-time, if it doesn't affect your full-time work hours.

Q23. Can I travel overseas?



Yes. Both 482 and 494 visas have multiple entry rights, so you can leave and re-enter Australia freely while the visa is valid.

Q24. Will I get Medicare?

- 494 visa holders have Medicare access. If you hold a 482 visa, valid private health insurance is required at all times.

SECTION 7 – Pathway to Permanent Residency**Q25. How can I get PR through the 482 visas?**

After 2–3 years of full-time work with the same employer in the same occupation, you may qualify for the Subclass 186 (ENS) visa – Employer Nomination Scheme.

Q26. How can I get PR through the 494 visas? After 3 years on your 494 visas:

- You must have worked full-time in the same regional occupation,
 - Lived and worked in a regional area.
- You can then apply for Subclass 191 (Permanent Residence – Skilled Regional) visa.

⚠ SECTION 8 – Issues, Changes & Cancellations

Q27. What if I’m made redundant or my visa is refused? Our migration agent will advise next steps.

- You’ll have 180 days to find another sponsor or depart Australia.

Q28. Can I appeal if my visa is refused?

Yes. Most employer-sponsored visa refusals can be appealed at the Administrative Appeals Tribunal (AAT). Our migration agent will assist if applicable.

Q29. What happens if I breach visa conditions?

Breaching work conditions can lead to visa cancellation or affect future visa applications. Always inform our migration agent if unsure.

Q30. Can my family stay if I leave my job?



If your main (primary) visa is cancelled, dependants' visas will also end. They cannot remain independently unless they hold another valid visa.