



Changes to visa and citizenship services for the Gold Coast region— Frequently Asked Questions (FAQs)

From 1 July 2011, the Department of Immigration and Citizenship's Gold Coast Region office (Southport office) will be closed. This information sheet outlines how visa and citizenship services will be accessed in the Gold Coast region.

How do I access the department's services in the Gold Coast region from 1 July 2011?

There are a variety of ways in which you can access the department's services including online, by telephone, by post or in person.

Online

The following information and services are available online:

- general information, lodgement information, application forms and booklets
- online applications for citizenship by conferral, student, visitor and Resident Return visas (RRV)
- check the progress of your online application
- check your visa details online by VEVO.

See:

www.immi.gov.au
www.citizenship.gov.au
www.immi.gov.au/e_visavevo.htm

By telephone

The following information and services are available by phone:

- general information, lodgement information, application forms and booklets
- lodgement of Resident Return Visa applications
- payment facilities for offshore applications
- update your contact details with the department
- enquire about your current visa status.

Telephone:

131 881 General enquiries
131 880 Citizenship information line

By post or courier

The following services are available by post or courier to the Brisbane office:

- applications for student visas, visitor visa extensions and Bridging Visa (B)
- applications for a Certificate of Evidence of Residence Status (CERS)
- applications for Australian citizenship
- requests for a visa label for your passport for non urgent travel.

See: www.immi.gov.au/contacts/australia/qld-brisbane.htm

The following services are available by post or courier directly to the appropriate processing centre:

- applications for sponsored family visitor visas, partner visas, other family and child visas and skilled visas
- applications for citizenship by descent.

See: www.immi.gov.au/contacts/australia/processing-centres/

In person at the Brisbane office

A broad range of services will continue to be available at the department's Brisbane office at 299 Adelaide Street, Brisbane.

I lodged my application in Southport before 1 July 2011. Where will my application be processed?

Your application has been transferred to the Brisbane office for processing and finalisation. Your case officer will contact you if additional information is required to assess your application.

Do I need a visa label on my passport?

No. Australia's modern electronic visa system does not require you to have a visa label placed in your passport to confirm your immigration status and entitlements in Australia. Your visa information is held electronically and you can access it at any time using the Visa Entitlement Verification Online (VEVO) system. Employers, banks and government services can also check details about your visa entitlements on VEVO once they have your consent to do so.

See: www.immi.gov.au/e Visa/vevo.htm

If you are planning to travel, some foreign governments may require a label in your passport to facilitate your travel. You can request a label by sending your passport to the Brisbane office. If you need to travel urgently, you should contact the general enquiries number for more information.

Telephone: 131 881 General enquiries

How do I make a compliment or a complaint?

The department values your compliments, complaints and suggestions. Compliments, complaints and suggestions may be made online, by telephone or in writing.

See: www.immi.gov.au/contacts/forms/services/services-form.htm online feedback form

Telephone: 133 177 Global Feedback Unit, during business hours

Write to:

The Manager,
Global Feedback Unit,
GPO Box 241,
Melbourne, Victoria, 3001, Australia.

Where can I obtain more information?

More information is available on the department's website.

See: www.immi.gov.au

You can telephone the department's general enquiries line between 8.30 am and 4.30 pm, Monday to Friday

Telephone: 131 881 General enquiries

For information on how to pay, see the department's website.

See: <http://www.immi.gov.au/allforms/990i/how-to-pay.htm>

More information on the department's transformation program is on the department's website.

See: www.immi.gov.au/about/department/perf-progress/transformation/