



Visa lodgement and processing arrangements for clients from the Republic of South Sudan

From 9 July 2011, visa applications lodged and processed outside Australia, except for Student visa applications, for clients from the Republic of South Sudan will be lodged and processed at the Australian High Commission Nairobi. Student visa applications for clients from the Republic of South Sudan will be lodged and processed at the new African Student Hub at the Australian High Commission Pretoria.

Lodging an application from 9 July 2011

Visitor visas

Passport holders from the Republic of South Sudan who want to visit Australia for tourism or business purposes are eligible to apply for a Tourist visa (subclass 676) or a Business Short Stay visa (subclass 456) at the Australian High Commission Nairobi. Applications may be made in person – by appointment only, by post or courier.

Note: Biometrics will be collected at the Australian Visa Application Centre in Nairobi for applications lodged in person.

See:

www.immi.gov.au/visitors/tourist/676/apply-person.htm

www.immi.gov.au/skilled/business/456/how-to-apply.htm

Student visas

Passport holders from the Republic of South Sudan travelling to Australia for study are eligible to apply for a student visa at the Australian High Commission Pretoria. Applications can be made in person – by appointment only, by post or courier.

See: www.immi.gov.au/students/

Other Temporary Entry visas

Other Temporary Entry visa applications (with the exception of Sponsored Visitor, Occupational Trainee, Entertainment and Special Program visas lodged in Australia) should be lodged with the Australian High Commission Nairobi. Applications can be made in person – by appointment only, by post or courier.

Note: Biometrics will be collected at the Australian Visa Application Centre in Nairobi for applications lodged in person.

Permanent visas

Applications for the Permanent Entry visa applications (with the exception of General Skilled, Business Skills, Distinguished Talent (subclass 124), Former Resident (subclass 151) and Parent subclasses lodged in Australia) should be lodged with the Australian High Commission Nairobi. Applications can be made in person – by appointment only, by post or courier.

Note: Biometrics will be collected at the Australian Visa Application Centre in Nairobi for applications lodged in person.

See: <http://www.immi.gov.au/migrants/>

Applications for the Australian High Commission Nairobi can be couriered to:

Australian High Commission Nairobi
Riverside Drive
Nairobi
Kenya

Applications for the Australian High Commission Nairobi can be posted to:

Australian High Commission Nairobi
PO Box 39765
Nairobi
Kenya

Applications can be made in person at the Australian Visa Application Centre Nairobi:

Australian Visa Application Centre
Geomaps Centre
Matumbato Road, Upper Hill
00100 Nairobi
Kenya

Student visa applications for the Australian High Commission Pretoria can be couriered to:

Australian High Commission Pretoria
292 Orient Street (Corner Schoeman)
Arcadia
Pretoria 0083
South Africa

Due to the unreliability of the South African mail service, mail should **not** be posted to the street address. Applications for the Australian High Commission Pretoria can be posted to:

Australian High Commission Pretoria
Private Bag X150
Pretoria 0001
South Africa

More information

Before an application is lodged

For more information about lodging your application, visit the department's website.

See: www.immi.gov.au

Contact the department's Nairobi office by email.

Email: immigration.nairobi@dfat.gov.au

Contact the department's Nairobi office by phone.

Telephone: +254 20 4277 160

What documents should I provide with my visa application?

Information on documents required to lodge a visa application at the Australian High Commission Nairobi is available on the Australian High Commission Nairobi website.

See: www.kenya.embassy.gov.au

You will also need to ensure that you provide the appropriate payment with your application. Details of the different visa application charges are available on the department's website.

See: www.immi.gov.au/allforms/990i/vac.htm

For details on how to pay visa application charges at the Australian High Commission Nairobi:

See: www.immi.gov.au/allforms/990i/methods-of-payment.htm

You should ensure that you lodge a complete visa application as a decision may be made based on the information you provide with your application. Applications that are complete are likely to be processed more quickly.

If you are asked to provide further supporting documents, you will receive advice on how to submit the additional information. Please ensure that you quote your receipt or reference number given at the time you made your application.

After an application is lodged

Once you have lodged your visa application, you can check the progress by contacting the Australian High Commission Nairobi email or phone.

Email immigration.nairobi@dfat.gov.au

Telephone +254 20 4277 160

For more information please see below the frequently asked questions—visa lodgement and processing arrangements for clients from the Republic of South Sudan.

Frequently asked questions—visa lodgement and processing arrangements for clients from the Republic of South Sudan

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Why have lodgement and processing arrangements changed?

The department is undergoing a transformation program to position itself as the best immigration and citizenship organisation in the world.

Consolidating the processing of certain visas will allow the department to improve its client service performance, the consistency in decisions and deliver services more efficiently and effectively. The delivery of the transformation program has commenced across a range of products and services.

What happens to visa applications from clients from the Republic of South Sudan already lodged with Cairo?

These applications will continue to be processed and finalised in the Cairo office.

How do I know what visa I need?

The Visa Wizard can help you find the Australian visa most likely to meet your specific circumstances.

See: www.immi.gov.au/visawizard/

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If you are asked to provide further supporting documents, you will receive advice on how to submit the additional information. Please ensure that you quote your receipt or reference number given at the time you made your application.

How can I check the progress of my application?

The department will contact you shortly after your application has been lodged. Average processing times for visa applications are shown on the department's website.

See: www.immi.gov.au/about/charters/client-services-charter/standards/2.1.htm

Once you have lodged your visa application, you can check the progress by contacting the Australian High Commission Nairobi by email or phone.

Email immigration.nairobi@dfat.gov.au

Telephone +254 20 4277 160

How will I know when an application has been decided?

When a decision has been made, the department will write to the contact given in your visa application.