



Introduction of Australian Visa Application Centres in the South Pacific

The Department of Immigration and Citizenship (the department) is pleased to announce the introduction of Australian Visa Application Centres (AVACs) across the South Pacific region.

Why is the department opening AVACs?

The introduction of the AVACs is part of improvements to service delivery across the South Pacific. The opening of AVACs will provide more convenient access to immigration and citizenship services for clients.

Where will the AVACs be located?

The department will be opening 14 AVACs in 11 countries over the next six months. The locations of the 14 AVACs will be:

- Fiji (Suva and Lautoka)
- Federated States of Micronesia (Pohnpei)
- Republic of Kiribati (Tarawa)
- Nauru (Nauru)
- New Caledonia (Noumea)
- New Zealand (Auckland and Christchurch)
- Papua New Guinea (Port Moresby and Lae)
- Samoa (Apia)
- Solomon Islands (Honiara)
- Tonga (Nuku'alofa)
- Vanuatu (Port Vila)

When will the AVACs be open?

From 26 September 2011, AVACs will initially operate in Port Moresby, Papua New Guinea and Suva, Fiji. Remaining South Pacific AVACs will be opened in a staged roll-out between October 2011 and February 2012.

How do I lodge an application at an AVAC?

All clients who want to lodge Australian visa and citizenship applications in Papua New Guinea and Fiji may do so at the AVAC. You can lodge your application at an AVAC either in person or by post or courier. A fee will be charged for this service in addition to the scheduled fee charged by the department for all visa and citizenship applications.

What services does the AVAC provide?

In addition to lodgment of visa and citizenship applications, the AVACs will also offer additional service options including; appointment bookings for access to local departmental offices, SMS notifications, an internet kiosk and photocopying services.

Opening hours of AVACs will be 8.30 am to 4.30 pm Monday to Friday, with phone lines operating until 7 pm weekdays.

Processing of applications lodged at an AVAC

All applications will continue to be assessed and decided by the immigration section of the local Australian High Commission/Embassy/Consulate General office. Staff at the AVAC will have no involvement in the decision-making process or have any knowledge of the application outcome.

The AVAC will provide a tracking facility that allows clients to see the status of their application. All client enquiries should be directed to the AVAC in the first instance.

More information

For more information about lodging your application, visit the AVAC website or the relevant departmental website.

See:

www.ttsaustralia.com

www.immi.gov.au/contacts/overseas/f/fiji/

www.immi.gov.au/contacts/overseas/p/papua-new-guinea/