



Visa lodgement and processing arrangements for clients from Brunei Darussalam

From 28 February 2011, all visa applications for residents of Brunei Darussalam will be lodged and processed at the Australian High Commission in Kuala Lumpur, Malaysia.

Lodging an application

From 28 February 2011

Permanent entry visas

Permanent entry visa applications (except general skilled, business skills and parent subclasses) from Brunei Darussalam should be lodged with the Australian High Commission in Kuala Lumpur. These applications were previously lodged with the Australian High Commission in Brunei Darussalam.

Temporary entry visas

Passport holders of Brunei Darussalam travelling to Australia for up to three (3) months for tourism or business purposes are eligible to apply for an Electronic Travel Authority (ETA) through a travel agent, airlines and online. More information is available at www.immi.gov.au/visitors/tourist/976/how-to-apply.htm. Passport holders of Brunei Darussalam wanting to stay as a visitor for up to 12 months can apply online for a Tourist visa (e676). More information is available at www.immi.gov.au/e-visa/visitors.htm

Applications for Occupational Trainee visas, Cultural visas and Entertainment visas are lodged and decided in Australia. More information is available at www.immi.gov.au

All paper applications for temporary entry visa from residents of Brunei Darussalam (except Occupational Trainee visas, Cultural visas and Entertainment visas) should be lodged with the Australian High Commission in Kuala Lumpur. These applications were previously lodged with the Australian High Commission in Brunei Darussalam.

Resident Return visas and Citizenship

Applications for Resident Return visas and Citizenship by Descent will also be lodged and decided at the Australian High Commission in Kuala Lumpur.

Address for lodging visa applications

Applications should be posted to:

**Department of Immigration and Citizenship
Australian High Commission
PO Box 1092
Kuala Lumpur 50730
Malaysia**

Applications should be delivered by courier to:

**Department of Immigration and Citizenship
Australian High Commission
6 Jalan Yap Kwan Seng
Kuala Lumpur 50450
Malaysia**

Information on how to pay visa application charges in Kuala Lumpur is available at www.immi.gov.au/allforms/990i/methods-of-payment.htm

Original documents, including passports, should not be sent with the visa application unless this has been requested by the department.

Certified copies of original documents should be provided. Certified copies from the Magistrates Court in Brunei Darussalam, Commissioner of Oaths and/or Justice of the Peace are accepted by the Australian High Commission in Kuala Lumpur.

Documents in languages other than English must be accompanied by accredited English translations.

Before 28 February 2011

Permanent visa applications lodged with the Australian High Commission in Brunei Darussalam will continue to be processed and finalised at the Australian High Commission in Kuala Lumpur.

Temporary entry visa applications lodged with the Australian High Commission in Brunei Darussalam will continue to be processed and finalised at the Australian High Commission in Brunei Darussalam.

More information

Before an application is lodged

For more information about lodging your application:

- visit the Australian High Commission Malaysia's website at www.malaysia.highcommission.gov.au/klpr/home.html or the department's website at www.immi.gov.au
- contact the immigration office in Kuala Lumpur by phone on 60 3 2146 5642 (international call costs apply).
- contact us by email at immigration.kualu-lumpur-visaenquiries@dfat.gov.au

After an application is lodged

Once you have lodged your visa application, you can check the progress by:

- contacting us by email at immigration.kualu-lumpur-visaenquiries@dfat.gov.au
- contacting the immigration office in Kuala Lumpur by phone on 60 3 2146 5642 (international call costs apply).

For more information please see Frequently asked questions— visa lodgement and processing arrangements for clients from Brunei Darussalam.

Frequently asked questions—visa lodgement and processing arrangements for clients from Brunei Darussalam

Where should I lodge my permanent entry visa application?

You can lodge a permanent entry visa application (except general skilled, business skills and parent subclasses) with the Australian High Commission in Kuala Lumpur. You should send your completed application directly to the Australian High Commission in Kuala Lumpur.

Applications should be posted to:

Department of Immigration and Citizenship
Australian High Commission
PO Box 1092
Kuala Lumpur 50730
Malaysia

Applications should be delivered by courier to:

Department of Immigration and Citizenship
Australian High Commission
6 Jalan Yap Kwan Seng
Kuala Lumpur 50450
Malaysia

Where should I lodge my temporary entry visa application?

You can lodge a temporary entry paper visa application with the Australian High Commission in Kuala Lumpur. You should send your completed application directly to the Australian High Commission in Kuala Lumpur.

Applications should be posted to:

Department of Immigration and Citizenship
Australian High Commission
PO Box 1092
Kuala Lumpur 50730
Malaysia

Applications should be delivered by courier to:

Department of Immigration and Citizenship
Australian High Commission
6 Jalan Yap Kwan Seng
Kuala Lumpur 50450
Malaysia

Passport holders of Brunei Darussalam who are travelling to Australia for up to three (3) months for tourism or business purposes are eligible to apply for an Electronic Travel Authority (ETA) through a travel agent, airlines and online. More information is available at www.immi.gov.au/visitors/tourist/976/how-to-apply.htm.

Passport holders of Brunei Darussalam wanting to stay as a visitor for up to 12 months can apply online for a Tourist visa (e676). More information is available at www.immi.gov.au/e_visitors.htm

What documents should I provide with my visa application?

For information on supporting documents required for a visa application, visit the Australian High Commission Malaysia's website at www.malaysia.highcommission.gov.au or the department's website at www.immi.gov.au. You will also need to ensure that you provide the appropriate payment with your application.

Information on how to pay visa application charges in Kuala Lumpur is available at www.immi.gov.au/allforms/990i/methods-of-payment.htm

You should ensure that you lodge a complete visa application because 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 additional supporting documents, the Australian High Commission in Kuala Lumpur will advise you how to submit the additional information. If you wish to provide additional supporting documents, you can post them to the Australian High Commission in Kuala Lumpur or email them to immigration.kuala-lumpur-visaenquiries@dfat.gov.au

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.

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

You can contact the Australian High Commission in Kuala Lumpur by email at immigration.kuala-lumpur-visaenquiries@dfat.gov.au or telephone the immigration office on 60 3 2146 5555 (international call costs apply).

Why have lodgement and processing arrangements changed?

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

Consolidating the processing of certain visas will allow us to improve the department's client service performance, improve 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.

How do I contact the department?

You can contact the department either by email, phone or in person. For more information, the department encourages you to visit the department's website at www.immi.gov.au