



Changes to processing arrangements for Onshore Child and Other Family visas

On 1 April 2009, the Child and Other Family Processing Centre was established in the ACT and Regions Office (ACTRO) to process all Child category (subclasses 445, 802 and 837) and Other Family category (subclasses 835, 836, and 838) visa applications lodged in Australia.

From 2 April 2011, the Child and Other Family Processing Centre will be moved from ACTRO to the department's office in Perth.

How will lodgement and processing arrangements change?

Applications lodged before 2 April 2011

All applications for Child category (subclasses 445, 802 and 837) and Other Family category (subclasses 835, 836, and 838) lodged in Australia before 2 April 2011, where no decision has been made, will be transferred to the new Child and Other Family Processing Centre in Perth. All applicants will be notified once their file has been transferred.

Applications lodged after 2 April 2011

Dependent Child (subclass 445) visa

Applications for Dependent Child (subclass 445) visa, where the applicant is in Australia, **must*** be lodged directly with the Perth office to the following addresses by the relevant method:

By a commercial courier service (hand delivery by a non-courier is not acceptable):

Child and Other Family Processing Centre
Department of Immigration and Citizenship (DIAC)
836 Wellington Street
WEST PERTH WA 6005

By mail:

Child and Other Family Processing Centre
Department of Immigration and Citizenship (DIAC)
Locked Bag 7
NORTHBRIDGE WA 6865

Child and Other Family category (subclass 802, 835, 836, 837, and 838) visas

Applications for Child category and Other Family category (subclass 802, 835, 836, 837, and 838) visas should be lodged directly in person, by post or by courier with the Perth office at the addresses provided above.

Applications for these subclasses may continue to be lodged at any departmental state or territory offices. However these applications will be transferred to and processed by the Child and Other Family Processing Centre in Perth.

Why have lodgement and processing arrangements changed?

***Note:** From 2 April 2011, failure to lodge an onshore Dependent Child (subclass 445) visa application (from an applicant in Australia) by the relevant method to the correct address at the Perth office will mean that no valid Dependent Child (subclass 445) application has been made.

The department is undergoing a wide-ranging transformation program to position itself as the best immigration and citizenship organisation in the world. The delivery of the transformation program has commenced across a range of products and services. Broadly, the department is working towards improved client service performance, improved consistency in decisions and the transformation program will ultimately allow the department to deliver services more efficiently and effectively.

For more information on the department's transformation program, visit the department's website at www.immi.gov.au/about/department/perf-progress/transformation/

Contact details

Before an application is lodged

For information on how to apply for any of these visas please visit the department's website at www.immi.gov.au, contact the general enquiries line by phoning 131 881 or visit the nearest departmental office.

Before an application for this visa is lodged, you should read the Child and Other Family Migration information booklets. These booklets can be downloaded free of charge from

Child: <http://www.immi.gov.au/allforms/booklets/books2.htm>

Other Family: <http://www.immi.gov.au/allforms/booklets/books4.htm>

To obtain general information on all temporary and permanent visas please visit the department's website or contact the department's general enquiries line on 131 881 between 8:30 am to 4:30 pm Monday to Friday.

Applicants who wish to supply additional supporting documentation should direct these submissions to:

Child and Other Family Processing Centre
Department of Immigration and Citizenship (DIAC)
836 Wellington Street West Perth WA 6005

After an application is lodged

When the department receives the application, an acknowledgement letter will be sent within seven working days, with a reference number and contact details. If the Child and Other Family Processing Centre require additional information, the case officer will advise on how to provide this information.