



Lodgement and processing arrangements for New Zealand Citizen Family Relationship (Temporary) (subclass 461) visa

From 1 March 2011, all New Zealand Citizen Family Relationship (Temporary) (subclass 461) visa applications for applicants in Australia should be lodged by post or courier at the NZ Family Relationship Visa Centre in Adelaide.

All applications for New Zealand Citizen Family Relationship (Temporary) (subclass 461) visa applications lodged before 1 March 2011, where no decision has been made, will be transferred for processing to the Adelaide NZ Family Relationship Visa Centre.

Street address:	Postal address:
Department of Immigration and Citizenship NZ Family Relationship Visa Centre Level 3, 55 Currie Street Adelaide SA 5000	Department of Immigration and Citizenship NZ Family Relationship Visa Centre GPO Box 2399 Adelaide SA 5001

Contacts

Before an application is lodged

For information on how to apply for this visa, visit the department's website at www.immi.gov.au/migrants/family/461/

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

After an application is lodged

When we receive the application, we will send you an acknowledgement letter within seven working days with a reference number and contact details.

For enquiries about the application, the NZ Family Relationship Visa Centre can be contacted by email at nz.family.relationship.visacentre@immi.gov.au

More information

For more information, see *Lodgement and processing arrangements for New Zealand Citizen Family Relationship (Temporary) (subclass 461) visa – Frequently asked questions.*



Lodgement and processing arrangements for New Zealand Citizen Family Relationship (Temporary) (subclass 461) visa

Frequently asked questions

What is a New Zealand Citizen Family Relationship (Temporary) visa (subclass 461)?

The purpose of this visa is to allow non-New Zealand citizens to travel to and live in Australia with a New Zealand citizen family member who is a Special Category visa holder. The Special Category (subclass 444) visa is a temporary visa automatically granted to most New Zealand citizens who arrive in Australia who do not hold a permanent visa.

For more information visit our website at www.immi.gov.au/migrants/family/461/

How do I apply for a New Zealand Citizen Family Relationship visa if I am already in Australia?

You should lodge a visa application by submitting:

- form 147 *Application for a temporary residence visa (non-business)*
- the visa application charge
- supporting documents as listed in the checklist which can be found at www.immi.gov.au/migrants/pdf/461-checklist.pdf

These documents should be lodged by post or courier at the NZ Family Relationship Visa Centre.

Street address:	Postal address:
Department of Immigration and Citizenship NZ Family Relationship Visa Centre Level 3, 55 Currie Street Adelaide SA 5000	Department of Immigration and Citizenship NZ Family Relationship Visa Centre GPO Box 2399 Adelaide SA 5001

I am outside Australia, where do I apply?

If you are outside Australia, you should lodge your application at the nearest office of the department. For more information, visit the department's website at www.immi.gov.au/contacts/overseas/

What if I have already lodged my application prior to these changes?

All applications for New Zealand Citizen Family Relationship (Temporary) (subclass 461) visas lodged before 1 March 2011, where no decision has been made, will be transferred for processing to the NZ Family Relationship Visa Centre in Adelaide.

How do I pay the visa application charge?

Acceptable payment methods for visa applications lodged and paid in Australia are:

- credit card
- bank cheque, made payable to 'DIAC'
- money order, made payable to 'DIAC'
- debit card in person.

There is provision on the application form for you to record your credit card details. Non-card payment or payment by personal cheque may delay processing.

Please do not send cash through the post.

For more information visit our website at www.immi.gov.au/allforms/990i/how-to-pay.htm

How long will it take to process my New Zealand Citizen Family Relationship (Temporary) (subclass 461) visa application?

Our service standard for processing New Zealand Citizen Family Relationship (Temporary) (subclass 461) visas is between two and three months. These service standards are indicative only. The department aims to process at least 75 per cent of cases within this time frame. Individual cases may be decided in longer or shorter periods, depending on a range of factors.

You can help the department to process your application more quickly by providing all documentation in a timely and complete manner and keeping the department informed of any changes in your circumstances, including change of contact details.

How will I know who to contact after the application has been lodged?

Your application will be processed and decided by the NZ Family Relationship Visa Centre in Adelaide.

When the department receives your application, you will receive an acknowledgement letter with your reference number and contact details for the NZ Family Relationship Visa Centre.

If you need to contact the department about your application you can email the NZ Family Relationship Centre at nz.family.relationship.visa.centre@immi.gov.au

Where should I send my documents?

If you are requested to provide further information in support of your application, you should send those documents to:

Street address:	Postal address:
Department of Immigration and Citizenship NZ Family Relationship Visa Centre Level 3, 55 Currie Street Adelaide SA 5000	Department of Immigration and Citizenship NZ Family Relationship Visa Centre GPO Box 2399 Adelaide SA 5001

You should quote your reference number specified in the acknowledgement letter in any correspondence.

Why have lodgement and processing arrangements been changed?

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

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