



Changes to processing arrangements for Former Resident (subclass 151) visas

As of 2 April 2011 all applications for Former Resident visas will be assessed and decided at the Perth office.

Applications lodged before 2 April 2011

All Former Resident (subclass 151) visa applications lodged at the ACT and Regions Office (ACTRO) before 2 April 2011, where no decision has been made, will be transferred to Perth for processing.

Applications lodged after 2 April 2011

From 2 April 2011, all new applications for Former Resident (subclass 151) visas **must** be lodged by post or by courier to:

DIAC Perth postal address:

Locked Bag 7
Northbridge WA 6865
AUSTRALIA

DIAC Perth street address

Ground floor
Wellington Central
836 Wellington Street
West Perth WA 6005
AUSTRALIA

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. 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 its 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.

See: www.immi.gov.au/about/department/perf-progress/transformation/

Contact details

Before an application is lodged

For information on how to apply for this visa please visit the department's website or contact the general enquiries line or visit the nearest departmental office.

See: www.immi.gov.au,

Telephone: 131 881

Before an application for a Former Resident (subclass 151) visa is lodged, you should read the Special Migration information booklet. This booklet can be downloaded free of charge from the department's website.

See: <http://www.immi.gov.au/allforms/booklets/1133.pdf>

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.

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 additional information is required, the case officer will advise on how to provide this information.