



## Stronger migration and visa services

### Changes to the Student visa lodgement and processing arrangements for the ACT and Regions Office

From 1 July 2010 all Student visa applications lodged by clients living in the Australian Capital Territory (ACT) and New South Wales (NSW) will be processed at the Sydney CBD Onshore Student Processing Centre.

#### Lodging an application

A Student visa application can be lodged online – the online service provides easy and secure access to lodge a visa application. For access to this service please visit our website at [www.immi.gov.au/e\\_visas/students.htm](http://www.immi.gov.au/e_visas/students.htm).

#### From 1 July 2010

Applications lodged using a paper visa application form (form 157A, form 157G, form 157P) by clients living in the ACT and NSW should be directed to:

Sydney CBD Onshore Student Processing Centre  
Department of Immigration and Citizenship  
GPO Box 9984  
Sydney NSW 2001

#### Before 1 July 2010

Applications lodged with the ACT and Regions Office before 1 July 2010 will be processed by that office.

### Contacts

#### Before an application is lodged

We encourage you to visit our website at [www.immi.gov.au](http://www.immi.gov.au). You can also contact the general enquiries line on 131 881 between 8:30 am and 4:30 pm Monday to Friday.

#### After an application is lodged

You can check the progress of your Student visa application lodged online. Please visit our website at [http://www.immi.gov.au/e\\_visas/check-progress.htm](http://www.immi.gov.au/e_visas/check-progress.htm).

For more information on the progress of a Student visa application lodged using a paper visa application form, please contact the Sydney CBD Onshore Student Processing Centre. For more details visit our website at [www.immi.gov.au/contacts/australia/processing-centres/](http://www.immi.gov.au/contacts/australia/processing-centres/).

### More information

For more information please see *Frequently asked questions – Changes to the Student visa lodgement and processing arrangements for the ACT and Regions Office*.



## Stronger migration and visa services

### Changes to the Student visa lodgement and processing arrangements for the ACT and Regions Office

#### Frequently asked questions

##### **Where should I lodge my Student visa application?**

You can lodge a Student visa application online – the online service provides easy and secure access for clients living in Australia. For access to this service please visit our website at [www.immi.gov.au/e\\_visas/students.htm](http://www.immi.gov.au/e_visas/students.htm).

If you do not lodge the application online and choose to lodge a Student visa application using a paper visa application form (form 157A or 157G or 157P) you should send your application:

- Directly to the Sydney CBD Onshore Student Processing Centre. This will ensure there are no delays in the processing of the application.
- Alternatively, to the ACT and Regions Office. The application will then be sent to the Sydney CBD Onshore Student Processing Centre for processing. Lodging your applications at the ACT and Regions Office may result in unnecessary delays due to the time required to transfer the application between the ACT and Sydney.

##### **Why lodge an application online?**

The department has a range of online services which provide easy and secure access.

The online service includes information on the visa options available for clients seeking to study in Australia. It also provides links to other organisations that may be able to provide support while you are studying in Australia.

For more information visit our website at [www.immi.gov.au/students/](http://www.immi.gov.au/students/).

##### **How do I contact the Sydney CBD Onshore Student Processing Centre?**

The department can be contacted by email, phone or in person. We encourage you to visit our website at [www.immi.gov.au](http://www.immi.gov.au) or contact the general enquiries line on 131 881 between 8:30 am and 4:30 pm Monday to Friday.

You can also check the progress of your Student visa application lodged online. Please visit our website at [http://www.immi.gov.au/e\\_visas/check-progress.htm](http://www.immi.gov.au/e_visas/check-progress.htm).

More details can be found on our website at [www.immi.gov.au/contacts/australia/processing-centres/students/index.htm](http://www.immi.gov.au/contacts/australia/processing-centres/students/index.htm).

##### **When should I contact the Sydney CBD Onshore Student Processing Centre?**

The onshore student processing centre will contact you shortly after your application has been lodged. They will either request additional supporting documents or advise you when a decision has been made.

### **Will I need to go to the Sydney CBD Onshore Student Processing Centre?**

No. The student processing centre will contact you if an interview is required which may take place at the office closest to where you are living.

### **Does an online Student visa application cost more than a paper application?**

No. Online and paper Student visa applications attract the same fee. Lodging online is simpler, faster and more convenient.

### **What documents should I give with the Student visa application?**

For information on what supporting documents are required for a Student visa application, visit our website at [www.immi.gov.au/students/checklists/](http://www.immi.gov.au/students/checklists/).

You should ensure that you lodge a complete visa application – a decision may be made on the basis of the information provided with your application.

You should attach supporting documents when you are lodging your online application. You can attach supporting documents to your online application before a decision has been made.

For more information on how to attach documents to the online application visit our website at [www.immi.gov.au/e-visa/students-attachments.htm](http://www.immi.gov.au/e-visa/students-attachments.htm).

If you do not attach supporting documents to the online application you can email them directly to the Sydney CBD Onshore Student Processing Centre. If you are requested to provide further supporting documents the Sydney CBD Onshore Student Processing Centre will advise you how to submit the additional information.

If you lodge a Student visa application using a paper visa application form (form 157A or 157G or 157P) and you do not provide supporting documents with your application, you should send documents:

- Directly to the department's Sydney CBD Onshore Student Processing Centre. This will ensure there are no delays in the processing of the application.
- Alternatively, to the ACT and Regions Office. The supporting documents will then be sent to the department's Sydney CBD Onshore Student Processing Centre for processing. This may result in unnecessary delays due to the time required to transfer documents between the ACT and Sydney.

### **How do you know when an application has been decided?**

A notification will be sent when a decision has been made to the contact given in the visa application. If your Student visa application is approved, you should retain the grant notification as proof of your status as you do not need a visa label placed in your passport. Your visa information is stored by the department electronically and is linked to the passport number provided in your visa application.

You may access information regarding your visa online at [www.immi.gov.au/e-visa/vevo.htm](http://www.immi.gov.au/e-visa/vevo.htm).

### **Why has the lodgement and processing been changed?**

The Department of Immigration and Citizenship 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 our client service performance, improve the consistency in our decisions and deliver service more efficiently and effectively. The delivery of the transformation program has commenced across a range of products and services.