



Student visa lodgement and processing arrangements in Queensland

From 1 January 2011 all student visa paper applications lodged by clients living in Queensland will be processed in a single location—the Queensland Student Visa Centre, located in Brisbane. Paper applications lodged at the department's Cairns regional office or Gold Coast regional office after 1 January 2011 will be processed in Brisbane.

Lodging an application

The fastest and easiest way to lodge your student application is to use the department's secure, online service. For access to this service please visit the department's website: www.immi.gov.au/e Visa/students.htm

From 1 January 2011

Applications lodged by clients in Queensland using a paper visa application form (form 157A, form 157G, form 157N and form 157P) should be posted to:

Queensland Student Visa Centre
Department of Immigration and Citizenship
GPO Box 9984
Brisbane QLD 4001

Before 1 January 2011

Paper applications lodged with the Cairns regional office or the Gold Coast regional office before 1 January 2011 will be processed by those offices.

Contacts

Before an application is lodged

The department encourages you to visit the department's website for information on student visa options and requirements: <http://www.immi.gov.au/students/>

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

If you lodged your application online, you can check the progress of the application through the department's website: <http://www.immi.gov.au/e Visa/check-progress.htm>

If you lodged your application on a paper form by post, you can check the progress by contacting the department's general enquiry line, 131 881. For more details visit the website at www.immi.gov.au/contacts/australia/processing-centres/

More information

For more information please see *Frequently asked questions—student visa lodgement and processing arrangements in Queensland*.

Frequently asked questions—student visa lodgement and processing arrangements in Queensland

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. You can only lodge an online application if you hold a valid Confirmation of Enrolment (COE). For access to this service please visit the department's website: www.immi.gov.au/e_visas/students.htm

If you live in Queensland 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 Queensland Student Visa Centre. This will ensure there are no delays in the processing of the application.

Queensland Student Visa Centre
Department of Immigration and Citizenship
GPO Box 9984
Brisbane QLD 4001

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.

While completing your application online, you will receive a message recommending that you register for the Visa Entitlement Verification Online (VEVO) service, www.immi.gov.au/e_visas/vevo.htm. The department encourages you to register for VEVO as this provides you with immediate access to your visa information and immigration status online. With your permission, it can also be used by government agencies and employers to check your immigration status.

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 supporting documents required for a student visa application, visit the department's website: www.immi.gov.au/students/checklists/. You will also need to ensure that you provide payment with your application. Payment methods include credit card, money order or bank cheque payable to the Department of Immigration and Citizenship.

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. Attach any supporting documents when you are lodging your online application. Applications that are complete are likely to be processed more quickly.

For more information on how to attach documents to the online application visit the department's website at www.immi.gov.au/e_visas/students-attachments.htm

If you are asked to provide further supporting documents, the Queensland Student Visa Centre will advise you how to submit the additional information. If you wish to provide further supporting documents, you can email them to:
qld.student.centre@immi.gov.au

If you lodge a student visa application using a paper visa application form (form 157A or form 157G or form 157N or form 157P) and later wish to provide further supporting documents, you should send the documents directly to the department's Queensland Student Visa Centre. You are encouraged to provide all relevant documents at the time you lodge your application as a decision may be made based on the information you provide with your application and this will also ensure there are no delays in processing your application.

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.

If your student visa application is approved, you should keep the grant notification as proof of your visa 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 can view information regarding your visa online:
www.immi.gov.au/e-visa/vevo.htm

How can I check the progress of my application?

The department will contact you shortly after your application has been lodged. The department will either ask for additional supporting documents or advise you when a decision has been made.

If you lodged your student visa application online, you can check the progress of your application through the department's website: <http://www.immi.gov.au/e-visa/check-progress.htm>

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 service 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?

More information and the department's office contact details are available on the department's website www.immi.gov.au. You can also phone the national telephone service enquiry line, on 131 881 from 8.30 am to 4.30 pm, Monday to Friday.