



Frequently Asked Questions

New General Skilled Migration (GSM) visa processing centre opening in Brisbane

Why is a new processing centre opening for GSM visas?

Following the Government's announcement on 13 May 2008 that an additional 31,000 skilled migration places would be made available in the 2008-09 Migration Program, the Minister for Immigration and Citizenship, Senator Chris Evans, announced measures to improve the responsiveness of Australia's skilled migration program including the creation of a second skilled migration processing centre in Brisbane.

When will the new processing centre open?

The Brisbane Skilled Processing Centre (BSPC) will commence operation on 1 July 2008.

What GSM applications will the Brisbane Skilled Processing Centre be processing?

The BSPC will process all onshore GSM applications lodged electronically on, or after, 1 July 2008.

Some applications that were lodged electronically prior to 1 July 2008 may also be transferred to the BSPC for processing. Notification will be sent to clients whose applications are transferred to BSPC.

It is important to note that the Adelaide Skilled Processing Centre (ASPC) will continue to process all paper lodged onshore GSM applications.

The ASPC will also continue to process all offshore GSM applications.

From 1 July 2008, how do I lodge my onshore GSM application?

I am lodging my application electronically

When lodging an online GSM application, applicants will not be required to choose where their application will be processed. DIAC will automatically direct the application to the appropriate processing centre on lodgement.

Any additional supporting documentation that you need to attach to your electronically lodged application for one of the following onshore GSM visas, should be forwarded by email:

Email: brisbane.gsm.documents@immi.gov.au:

- Skilled – Independent (subclass 885)
- Skilled – Sponsored (subclass 886)
- Skilled – Regional (subclass 887)
- Skilled – Graduate (subclass 485)
- Skilled – Regional Sponsored (subclass 487)

Note: Only applicants who electronically lodge an onshore GSM visa on, or after, 1 July 2008 should forward additional supporting documentation to the above mentioned email address

I am lodging my application on paper

As per current arrangements, applicants who choose to lodge a paper GSM application must send their application directly to the ASPC. This can be done via post or courier only.

The postal and courier addresses for the ASPC are as follows:

Postal address:

Adelaide Skilled Processing Centre
Department of Immigration and Citizenship
GPO Box 1638
ADELAIDE SA 5001
AUSTRALIA

Courier deliveries:

Adelaide Skilled Processing Centre
Department of Immigration and Citizenship
4th Floor, 55 Currie Street
ADELAIDE SA 5001
AUSTRALIA

I have already lodged my GSM visa application, what will happen to it now?

Applications lodged prior to 1 July 2008 will continue to be processed by the ASPC.

Some applications that were lodged electronically prior to 1 July 2008 may also be transferred to the BSPC for processing.

Notification will be sent to clients whose applications are transferred to BSPC.

I have already lodged my GSM visa application and I need to attach further documentation to my application, where do I send these documents?

If you have lodged your application prior to 1 July 2008, you will need to send your supporting documentation by one of the following means:

Electronically lodged applications

1. Attach additional documentation to your online application on the department's
See: [Electronic Visa Applications](#)
2. Email additional documentation in support of your application
Email: adelaide.gsm.documents@immi.gov.au

Paper lodged applications

1. Email additional documentation in support of your application to
Email: adelaide.gsm.documents@immi.gov.au

2. By post:

Adelaide Skilled Processing Centre
Department of Immigration and Citizenship
GPO Box 1638
Adelaide SA 5001
AUSTRALIA

3. By courier:

Adelaide Skilled Processing Centre
Department of Immigration and Citizenship
4th Floor, 55 Currie Street
Adelaide SA 5001
AUSTRALIA

How can I contact the department?

Pre-Lodgement enquiries

For any pre-lodgement GSM enquiries, clients should continue to contact the department by telephone or online form:

In Australia

1300 364 613 (in Australia) for the cost of a local call

Outside Australia

+61 1300 364 613 (outside Australia)

Charges applicable in your home country will apply.

Online form:

[General Skilled Migration Pre-Lodgement Enquiry Form](#)

Post-Lodgement Enquiries

For post-lodgement enquiries clients should continue to contact the appropriate skilled processing centre for your GSM application by telephone, or online form:

In Australia

1300 364 613 (in Australia) for the cost of a local call.

Outside Australia

+61 1300 364 613 (outside Australia) - Charges applicable in your home country will apply.

Online form

[General Skilled Migration Post-Lodgement Enquiry Form](#)