

Australian Visa application process

Please note: Visa information is up to date at time of publishing, but subject to change at any time. Please consult the relevant authorities website for the most up dated information.

Date of issue: 06 September 2018

You should lodge your visa application well in advance of your planned travel date of travel.

- Please note the whole application process at the visa application centre should take between 30 to 45 minutes. This average processing time is just indicative and might vary depending on different criteria such as how well your application has been prepared.

Log onto the Australian TLS website: <https://au.tlscontact.com/> for more detailed information on the visa application process.

Step 1: Prepare application materials

- Select the visa subclass which corresponds to the purpose and duration of your intended travel to Australia. Visa types and list of required documents are listed on <https://au.tlscontact.com/>
- Download the list of supporting documentation required for your visa and prepare the documents listed. Please note if you do not provide all the specified documentation at the time you lodge your application, a decision may be made on the basis of the available information. If you submit additional documents to the Australian visa application center at a later date you may be charged an additional service fee.
- Note: Application forms for person under the age of 18 years must be signed by a parent or legal guardian.
- If you need to submit a document that is not in English, it must be accompanied by a certified English translation. A translator in Australia must be accredited by the national Accreditation Authority for Translators and Interpreters. A Translator outside Australia does not need to be accredited, but they must endorse the translation with their full name, address, telephone number and details of their qualifications and experience in the language being translated.

Step 2: Set an appointment

- Book an appointment at the visa application centre to lodge your visa application and/or submit your biometrics by registering on our <https://au.tlscontact.com/> usually, applicants

can book an appointment for the following day. The average availability can differ during high season.

- If you wish to modify or cancel your appointment, please contact the call centre.
- To book an appointment for a group of 5 application or more, please contact the call centre.

Step 3: Lodge your visa application at the visa application centre

- On arrival at the visa application center, please check in at the welcome desk.
- Once you have done so you will be directed to a counter where an agent will check your documents and provide you with a form indicating which documents have been submitted with your application. If any documents are missing, or do not comply with DIBP's requirements, you may still choose to proceed with your application. You may also choose not to submit your visa application and re-apply at a later date with a more complete application. You should be aware that visa fee and service fees are not refundable once you have decided to submit your application.
- After the document review stage, pay the visa application charge and the relevant service fees at the cashier.
- Note: Only cash payment will be accepted
- Please make sure you have the exact change
- To find out all the charges and services fees please consult the page "Application fees" of <https://au.tlscontact.com/>

OR

- You can log your application online
- Create an ImmiAccount on <https://online.immi.gov.au/lusc/login>
- Log into your created account and start the online application process
- Complete the application online & upload all your supporting documents
- Set an appointment on the <https://au.tlscontact.com/> to go and do your biometrics at the biometric centre closest to you.
- Make your visa payment online
- Submit your application online

Step 4: Visa decision

- Once your application has been processed and a decision has been made, you will be notified directly by the Australian visa office (DIBP) at the contact details you provided (i.e generally by email).

Step 5: Document return (If applicable)

- If we receive any application document that should be returned to you, we will send you a notification that will provide details about how, when and where you may collect your documents. Alternatively, if you chose and paid for the return courier option for your

application, your documents will be sent to you the same day it is received back at the visa application centre.

Step 6: Document retrieval (If applicable)

- To collect your documents at the visa application centre, please ensure you come with your “Visa application checklist” notification (Given to you by our agent after submitting your application) and an original ID document containing a photo.
- IF you wish to ask a third party to collect your documents on your behalf, she/he should bring an authorization letter signed by you, your “visa application checklist” notification, a copy of your ID containing a photo, and their original ID containing a photo, such as a passport or drivers license.

Important reminder: TLS contact only assists in the submission of your visa application and works to provide high quality, timely process to facilitate this. We do not influence, neither make any decisions on the visa application.

Neither visa fees nor service fees will be refunded if your visa application is refused. DIBP will provide you with written advice explaining the reasons for a visa refusal, and details of any rights you may have to appeal against their decision on your application.

- If an applicant will be staying in Australia for 6 months or more, or special significance applies (e.g. entering hospital etc.) – both an x-ray and medical examination will be required.
- If an applicant is visiting for less than 6 months – no health exams are required (including no chest x-rays).
- Please note that over 75’s will still require medicals as part of the visa application process
- If you have spent 28 days or longer in one or more of the countries listed below or any combination of these countries, you should provide a certificate of vaccination against Polio with your visa application. This is in response to the World Health Organization's declaration of wild poliovirus transmission as a Public Health Emergency of International Concern. Countries: Afghanistan, Cameroon, Equatorial Guinea, Ethiopia, Iraq, Israel, Nigeria, Pakistan, Somalia, Syria
For further information, please consult on Evidence of polio vaccination for visa applicants

TLS Service fees, please see the following link:

<http://www.border.gov.au/ReportsandPublications/Documents/budget/visa-price-increase-fact-sheet-2017-18.pdf>

https://au.tlscontact.com/za/JNB/page.php?pid=application_fees

Visa application charges please see the following link: <http://www.border.gov.au/Trav/Visa/Fees>



For payment of the visa application charges, the following methods are available:

Cash: payable in ZAR only when attending the Visa Application Centre in person. Please ensure you have the exact amount.

Credit Card: please ensure you complete the corresponding fields on the visa application form (processed in AUD at the Australian High Commission).

Bank issued cheque: must be in ZAR issued by a South African bank and addressed to: Australian High Commission. Please note that if making payment by bank cheque for both the Visa Application Charges and Service Fees (addressed to TLS Contact South Africa (PTY) Ltd), two separate bank cheques will be required.

TLSccontact opening hours: 08h30-15h30 Mon to Fri / 13h00-15h30 (document returns)

Australian Biometric Collection Centre (Port Elizabeth only): 08h30-15h30 Mon to Fri

Australian High Commission (Pretoria) (Not open for direct lodgement)

Telephone No : (012) 423 - 6000 or (012) 423 - 6060 (08h30-11h30)

Fax No : (012) 342 - 4222

Street Address : 292 Orient Street (cnr. Schoeman St) Arcadia, Pretoria 0083

Postal Address : Private Bag X150, Arcadia 007

Web Address : <http://southafrica.embassy.gov.au/> & www.homeaffairs.gov.au

Port Elizabeth: Australian Biometric Collection Centre (ABCC) only

Street Address : Ground Floor Building 66, Fairview Office Park, Greenacres, Port Elizabeth

TLSccontact - Australian Visa Application Centre

Telephone No : +27 (0) 12 472 3800 (International call rates apply)

Web Address : au.tlsccontact.com www.teleperformance.com Address (Pry) : 1st Floor, Menlyn Corner, Gobie Street, Corner of Lois/AtterburyRoad, (Opposite to Menlyn Park Shopping Centre) Menlyn, Pretoria

Address (Jnb) : 2nd Floor, 24 Central, 6 Gwen Lane, Corner of Gwen and Fredman Drive, Sandown, Sandton

Address (Dur) : 430 Peter Mokaba Ridge, 3rd Floor, Office Tower, The Atrium, Overport City, Durban

Address (Cpt) : Upper Ground Floor, Media Quarter Building, Cnr of De Smidt Street & Somerset Road, De Waterkant, Cape Town

Address (Plz) : Australian Biometric Collection Centre, Ground Floor Building, 66 Ring Road, Fairview Office Park, Greenacres
