



FREQUENTLY ASKED QUESTIONS

Visa processing arrangements for Vienna from 1 July 2018

The visa office located at the Australian Embassy Vienna will close on 30 June 2018.

From 1 July 2018, visa applications will be managed within the Europe Region or Australia as per global processing principles.

This means that you can lodge your application online and it will automatically be directed to a Visa Office for consideration and decision.

Any residual caseload remaining in Vienna on 30 June 2018 will be transferred to Berlin or Belgrade for consideration and decision.

How do I lodge my application?

You can continue to apply for a range of temporary visas, permanent visas, and Australian Citizenship online through your ImmiAccount.

ImmiAccount allows you to scan and attach supporting documents to your online application. You can create an ImmiAccount at www.homeaffairs.gov.au/immiaccount.

This is the strongly preferred and most efficient way to have your application managed and considered promptly.

Any paper applications need to be sent to:

Australian Embassy Berlin
Visa Office
Wallstrasse 76-79
D-10179 Berlin, Germany

NB – please note that most applications must be lodged online and cannot be accepted by mail. Please closely consider information provided regarding your visa product on www.homeaffairs.gov.au prior to application lodgement.

Where will my application be processed?

Visa applications will be processed allocated to a Visa Office within the Europe Region or Australia as per global processing principles.

For more information about visa processing, visit www.homeaffairs.gov.au

I am interested in the Work and Holiday visa that has been announced for Austria and the Czech Republic. Will this still be an option?

Yes – the recently announced work and holiday arrangements remain unaffected by this decision. This will continue to be managed centrally through our office in Berlin.

How can I pay for my application?

You can pay for your application online using MasterCard, VISA, American Express, Diners Club, JCB, pre-paid credit cards, BPAY and PayPal. Europe Region does not accept cash payments.

For information about visa application charges for all types of visas, visit www.homeaffairs.gov.au/Trav/Visa/Fees

What documents do I need to submit to support my application?

Application requirements differ from visa to visa. Before you lodge a visa application, you should read the application form and document checklist to find out what documents you need to provide. Document checklists are available from our website, www.homeaffairs.gov.au

You should provide certified copies of your documents. Do not provide original documents unless we ask you to. Documents that are not written in English need to be translated into English by an accredited translator. The translation of the document and a copy of the original non-English document must be submitted with the application.

My application is with the Australian Embassy in Vienna. What will happen to my application?

Visa applications that were received by the Australian Embassy Vienna before 1 July 2018 will be automatically sent to Berlin or Belgrade for processing.

Will I be expected to travel to another office for an interview?

No, you will not be expected to travel for an interview. If we need speak to you, this will be by email or telephone.

Where can I find more information?

Comprehensive information on Australia's visa requirements is available of the Department's website www.homeaffairs.gov.au