



# FREQUENTLY ASKED QUESTIONS

## Visa processing arrangements for Russia from 15 March 2019

On 15 March 2019, the visa office at the Australian Embassy in Moscow, Russia will close. The responsibility for processing applications for clients residing in Russia, Armenia, Belarus, Kazakhstan, Kyrgyzstan, Moldova, Tajikistan, Turkmenistan and Uzbekistan will transfer to the Australian Embassy in Belgrade, Serbia.

You can continue to lodge your application online and it will be automatically directed to the relevant visa office for consideration and decision.

Any residual caseload remaining in Moscow on 15 March 2019 will be transferred to the Australian Embassy in Belgrade for consideration and decision.

### How do I lodge my application?

You can continue to apply online for Australia visas and citizenship through ImmiAccount.

ImmiAccount is the preferred and most efficient way to have your application managed and considered. Through ImmiAccount you can also attach documents to an application, tell us if you made a mistake, update your contact or passport details, tell us if your situation changes and check your application status and indicative processing times.

You can create an ImmiAccount at [www.homeaffairs.gov.au/immiaccount](http://www.homeaffairs.gov.au/immiaccount)

Please closely consider information provided regarding your visa product at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) prior to application lodgement.

### How can I pay for my application?

There is no change to application payment arrangements.

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

For information about visa application charges for all types of visas, see [www.homeaffairs.gov.au/Trav/Visa/Fees](http://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 in ImmiAccount and from our website, [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

Other tips for documents you should consider providing with your application include:

- Certified copies (by a notary) must be provided for child custody documents (birth certificates, parental consent, parents' marriage/divorce/death certificate etc).
- Copies of passports and other supporting documents do not need to be certified.
- Scans and photos must be in colour and clear and legible. The content of any documents or photos must allow the documents or content in an image to be easily read.
- Written consent if you want another person/agent to act on your behalf, receive information about your application or make enquiries for you. This can be undertaken by completing Form 956 or Form 956A which are available at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).
- If the application contains minor children – a certified copy of the child's birth certificate, photocopy of the non-travelling parent's passport (or other photo ID if they do not have a passport) and a completed Form 1229 by any non-travelling parents or legal guardians.
- Evidence of travel insurance if you are over 75 or if you are seeking a long stay visitor visa (3 year validity for parents of Australian citizens or permanent residents)

### Do I need to provide English copies of documents?

The Australian Department of Home Affairs is moving towards a global visa processing model. This means that an application may be processed at any office around the world. As such, all non-English supporting documents must be translated into English.

Please note that the translation does not have to be certified, however, it does need to be accurate. Each translation, must include the translator's full name, address and telephone number, qualifications and experience in the language they are translating, in English.

Please ensure that when providing an English translation, that a copy of the original document is also provided. Failure to provide an English translation of supporting documents may delay processing and result in the document not being considered as part of the visa application.

For further information in English and Russian, see [www.russia.embassy.gov.au](http://www.russia.embassy.gov.au)

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

Visa applications that were received by the Australian Embassy in Moscow before 15 March 2019 will be processed at the Australian Embassy in Belgrade. Processing times for existing applications will not be impacted by the closure of Moscow.

### 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, as per current practice.

### How long will it take to make a decision on my application?

Global visa processing times are published on our website and provide you with an indicative timeframe for processing complete visa applications. We assess applications on a case-by-case basis, and actual processing times can vary due to individual circumstances.

Processing times are impacted each month by changes in application volumes, seasonal peaks, complex cases, and incomplete applications. Processing times include applications lodged online and by paper. Where available, you should lodge your application online as it helps streamline processing arrangements.

For more information about global processing times see [www.immi.homeaffairs.gov.au/visas/getting-a-visa/visa-processing-times/global-visa-processing-times](http://www.immi.homeaffairs.gov.au/visas/getting-a-visa/visa-processing-times/global-visa-processing-times)

Decisions on Australian visa and citizenship applications will be sent to the email address you provided as part of your application. You can check the progress of your application through your ImmiAccount.

You should lodge your visa application at least six weeks before your intended travel. We strongly recommend that you do not book flights or make travel commitments until you have a visa to travel to Australia. The Department will not be liable for any financial loss incurred by clients whose visa application was finalised later than expected or where an application is unsuccessful.

### Where can I find more information?

Comprehensive information on Australia's visa requirements is available on the Department's website [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au). Alternatively, you can find more information on the local embassy website in English and Russian language at [www.russia.embassy.gov.au](http://www.russia.embassy.gov.au)

If you still have further questions or require more information you can contact our Global Service Centre (GSC) located in Australia on +61 2 6196 0196, Monday to Friday 9 am to 5 pm local time in your country. If calling from a landline please make sure you use your international dialling code (IDD), country code and the GSC number. Embassy staff will direct you to the same service.