



# FREQUENTLY ASKED QUESTIONS

## Visa processing arrangements for Bangladesh from 1 December 2016

Australian visa applications will no longer be processed in Bangladesh from 1 December 2016.

From this date, these applications will be processed by the Australian High Commission in New Delhi and Australian High Commission in Colombo.

### How do I lodge my application

You can now apply for visitor, student, partner, resident return and other temporary visa applications online through your ImmiAccount. ImmiAccount allows you to scan and attach supporting documents to your online application. You can create an ImmiAccount at [www.border.gov.au/Trav/Visa/Immi](http://www.border.gov.au/Trav/Visa/Immi)

Alternatively, you can lodge a paper application at Australia's Visa Application Centre in Bangladesh:

VFS Global Services  
Delta Life Tower (4th Floor),  
Plot # 37, Road # 90,  
North Avenue, Gulshan 2, Dhaka 1212

This office accepts visa applications from Sunday to Thursday, 8.30–16.00.

For more information about lodging visa applications, visit [www.vfsglobal.com/Australia/Bangladesh/](http://www.vfsglobal.com/Australia/Bangladesh/)

### Where will my application be processed?

Visa applications received in Bangladesh will be couriered to the Department's offices in the South Asia region.

The Australian High Commission in New Delhi will process resident return, visitor, student and other temporary visa applications from Bangladesh.

The Australian High Commission in Colombo will process partner, child, other family and citizenship by descent applications from Bangladesh.

Some visa applications may be processed by other offices.

For more information about visa processing, visit [www.border.gov.au](http://www.border.gov.au)

## How can I pay for my application?

The Australian Visa Application Centre in Bangladesh will continue to accept payment in the local currency, Taka.

The service charge at the Australian Visa Application Centre for lodging a paper visa application and biometrics collection will be changing. Please find enclosed the proposed fee changes.

Price Incl VAT (Primary Client Fee)	BDT 2,620.00
Price Incl VAT (Secondary Client Fee)	BDT 1,830.00
Price Incl VAT (Only Biometrics Fee)	BDT 2,490.00

Alternatively, you can pay for online applications by MasterCard, VISA, American Express, Diners Club, JCB, pre-paid credit cards, BPAY and PayPal.

If you apply online, will you need to pay for your application in Australian dollars. You may be charged banking and currency conversion fees and you will need to accept the risk associated with any currency fluctuations.

For information about visa application charges for all types of visas, visit [www.border.gov.au/Trav/Visa/Fees](http://www.border.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. The document checklist is available from [www.vfsglobal.com/Australia/Bangladesh/](http://www.vfsglobal.com/Australia/Bangladesh/)

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 High Commission in Dhaka. What will happen to my application?

Visa and citizenship by descent applications that were received by the Australian High Commission in Dhaka before 1 December 2016 will be sent to the relevant office for processing.

We will contact you if you have a permanent visa application being processed by our office in Dhaka.

## Will I be expected to travel to the New Delhi or Colombo offices for an interview?

No, you will not be expected to travel to New Delhi or Colombo for an interview. If we need you to attend an interview, we will arrange an interview for you in Bangladesh.

## Where can I find more information?

The Australian Visa Application Centre in Bangladesh can answer enquiries, give you more information about the visa application lodgement process, and explain application tracking and return of decision/passport services.

Telephone: 8802 882 5973

Email: [info.ausb@vfshelpline.com](mailto:info.ausb@vfshelpline.com)

Website: [www.vfsglobal.com/Australia/Bangladesh](http://www.vfsglobal.com/Australia/Bangladesh)

If you lodged your application online, you can track the status of your application through your IMMIAccount. You can access your ImmiAccount at [www.border.gov.au/Trav/Visa/Immi](http://www.border.gov.au/Trav/Visa/Immi)

If you have lodged a paper application, you can contact the relevant processing centre for information about its status. Before you contact the office about the status of your application, please check its processing times on their website. This information may answer any questions you have.

For more information on the locations and contact details of our offices, see:  
[www.border.gov.au/about/contact/offices-locations](http://www.border.gov.au/about/contact/offices-locations)