



## Visa lodgement and processing arrangements for clients from France, Andorra, Belgium, Luxembourg, Monaco and Portugal

From 14 February 2011 permanent entry visas (except refugee and humanitarian, general skilled, business skills and parent subclasses) and paper temporary entry visa applications for residents of France, Andorra, Belgium, Luxembourg, Monaco and Portugal will be lodged and processed in a single location – the Australian Embassy in Madrid.

### Lodging an application

#### From 14 February 2011 Permanent entry visas

Permanent entry visa applications (except refugee and humanitarian, general skilled, business skills and parent subclasses) from France, Andorra, Belgium, Luxembourg, Monaco and Portugal should be lodged with the Australian Embassy in Madrid. These applications were previously lodged with the Australian Embassy in Berlin.

Permanent entry visa applications received at the Australian Embassy in Berlin on or after 14 February 2011 will be forwarded to the Australian Embassy in Madrid which may delay processing.

#### Temporary entry visas

Passport holders of France, Andorra, Belgium, Luxembourg, Monaco and Portugal travelling to Australia for up to three (3) months for tourism or business purposes are eligible to apply online for an eVisitor. Citizens from these countries are also able to apply for an Electronic Travel Authority (ETA) through a travel agent and airlines. Further information is available at [www.immi.gov.au/visitors/tourist/evisitor/](http://www.immi.gov.au/visitors/tourist/evisitor/) and [www.immi.gov.au/visitors/tourist/976/how-to-apply.htm](http://www.immi.gov.au/visitors/tourist/976/how-to-apply.htm).

Passport holders from France, Andorra, Belgium, Luxembourg, Monaco and Portugal who want to visit Australia for more than three (3) months are eligible to apply online for a Tourist visa (e676). Further information is available at [www.immi.gov.au/visitors/tourist/676/how-to-apply.htm](http://www.immi.gov.au/visitors/tourist/676/how-to-apply.htm)

All paper temporary entry visa applications from residents of:

- France, Andorra, Belgium, Luxembourg and Monaco should be lodged with the Australian Embassy in Madrid.

**Note:** These applications were previously lodged with the Australian Embassy in Paris.

- Portugal should be lodged with the Australian Embassy in Madrid.  
**Note:** These applications were previously lodged with the Australian Embassy in Berlin.

Temporary entry visa applications sent to the Australian Embassy in Paris or in Berlin on or after 14 February 2011 will be forwarded to the Australian Embassy in Madrid which may delay processing.

Applications should be posted or couriered to:

**Australian Embassy Madrid**  
**Torre Espacio**  
**Level 24**  
**Paseo de la Castellana, 259 D**  
**28046 Madrid**  
**Spain**

Information on how to pay visa application charges in Madrid is available at:  
[www.immi.gov.au/allforms/990i/methods-of-payment.htm](http://www.immi.gov.au/allforms/990i/methods-of-payment.htm)

Original documents, including passports, should not be sent with the visa applications unless requested. Copies of original documents must be provided. Documents written in French, Spanish, or Portuguese do not have to be translated into English.

## More information

### Before an application is lodged

For more information about lodging your application:

- visit the department's website at [www.immi.gov.au](http://www.immi.gov.au)
- contact the Europe Service Centre by phone on +33 (0)1 82 88 23 04 for English and French language enquiries
- contact the Ottawa Service Centre by phone on 001 905 280 1437 for Spanish and Portuguese enquiries (international call costs apply).
- contact us by email at <http://www.immi.gov.au/contacts/forms/europe>

### After an application is lodged

Once you have lodged your visa application, you can check the progress by:

- contacting us by email at [immigration.madrid@dfat.gov.au](mailto:immigration.madrid@dfat.gov.au)
- contacting the Europe Service Centre by phone on +33 (0)1 82 88 23 04 for English and French language enquiries
- contacting the Ottawa Service Centre by phone on 001 905 280 1437 for Spanish and Portuguese enquiries (international call costs apply).

For more information please see Frequently asked questions— visa lodgement and processing arrangements for clients from France, Andorra, Belgium, Luxembourg, Monaco and Portugal.

## Frequently asked questions— visa lodgement and processing arrangements for clients from France, Andorra, Belgium, Luxembourg, Monaco and Portugal

### Where should I lodge my permanent entry visa application?

You can lodge a permanent entry visa application (except refugee and humanitarian, general skilled, business skills and parent subclasses) with the Australian Embassy in Madrid. You should send your completed application directly to the Australian Embassy in Madrid.

**Australian Embassy Madrid**  
**Torre Espacio**  
**Level 24**  
**Paseo de la Castellana, 259 D**  
**28046 Madrid**  
**Spain**

### Where should I lodge my temporary entry visa application?

You can lodge a temporary entry paper visa application with the Australian Embassy in Madrid. You should send your completed application directly to the Australian Embassy in Madrid.

**Australian Embassy Madrid**  
**Torre Espacio**  
**Level 24**  
**Paseo de la Castellana, 259 D**  
**28046 Madrid**  
**Spain**

Passport holders of France, Andorra, Belgium, Luxembourg, Monaco and Portugal who are travelling to Australia for up to three (3) months for tourism or business purposes are eligible to apply online for an eVisitor. Citizens from these countries are also able to apply for an Electronic Travel Authority (ETA) through a travel agent and airlines. Further information is available at

[www.immi.gov.au/visitors/tourist/evisitor/](http://www.immi.gov.au/visitors/tourist/evisitor/)  
[www.immi.gov.au/visitors/tourist/976/how-to-apply.htm](http://www.immi.gov.au/visitors/tourist/976/how-to-apply.htm)

Passport holders from France, Andorra, Belgium, Luxembourg, Monaco and Portugal who want to visit Australia for more than three (3) months are eligible to apply online for a Tourist visa (e676). Further information is available at [www.immi.gov.au/visitors/tourist/676/how-to-apply.htm](http://www.immi.gov.au/visitors/tourist/676/how-to-apply.htm)

### What documents should I provide with my visa application?

For information on supporting documents required for a visa application, visit the department's website at [www.immi.gov.au](http://www.immi.gov.au). You will also need to ensure that you provide the appropriate payment with your application.

Information on how to pay visa application charges in Madrid is available at [www.immi.gov.au/allforms/990i/methods-of-payment.htm](http://www.immi.gov.au/allforms/990i/methods-of-payment.htm).

You should ensure that you lodge a complete visa application because a decision may be made based on the information you provide with your application. Attach any supporting documents when you are lodging your online application. Applications that are complete are likely to be processed more quickly.

If you are asked to provide further supporting documents, the Australian Embassy in Madrid will advise you how to submit the additional information. If you wish to provide further supporting documents, you can post them to the Australian Embassy in Madrid or email them to [immigration.madrid@dfat.gov.au](mailto:immigration.madrid@dfat.gov.au)

### **How will I know when an application has been decided?**

When a decision has been made, the department will write to the contact given in your visa application.

### **How can I check the progress of my application?**

The department will contact you shortly after your application has been lodged. Average processing times for visa applications are shown on the department's website at [www.immi.gov.au/about/charters/client-services-charter/standards/2.1.htm](http://www.immi.gov.au/about/charters/client-services-charter/standards/2.1.htm)

You can contact the Australian Embassy in Madrid by email at [immigration.madrid@dfat.gov.au](mailto:immigration.madrid@dfat.gov.au) or the Europe Service Centre by phone on +33 (0)1 82 88 23 04 for English and French language enquiries, or the Ottawa Service Center by phone on +1 905 280 1437 for Spanish and Portuguese enquiries (international costs apply).

### **Why have lodgement and processing arrangements changed?**

The department is undergoing a wide-ranging transformation program to position itself as the best immigration and citizenship organisation in the world.

Consolidating the processing of certain visas will allow us to improve the department's client service performance, improve the consistency in decisions and deliver services more efficiently and effectively. The delivery of the transformation program has commenced across a range of products and services.

### **How do I contact the department?**

You can contact the department either by email, phone or in person. The department encourages you to visit the department's website at [www.immi.gov.au](http://www.immi.gov.au).