



## Queue No More Information for Students



### What's Happening?

From 1 October 2008 there will be important changes to the way student visa applications are processed at DIAC Melbourne and Dandenong offices.

A student processing centre will be in place to provide a better, faster and more efficient service to students. Students will no longer need to lodge an application via appointment.

### What does this mean to me?

All student visas will be processed by the student processing centre. This means you will no longer need to attend a DIAC office.

### How do I apply for a new student visa?

There are two ways you can apply for a new visa:

- 1) All students should apply online via our website [www.immi.gov.au](http://www.immi.gov.au). This will be the quickest and easiest path to having your visa processed. All online applications will be given priority.

Or

- 2) You can send your application to our offices via post. The postal address is:

Department of Immigration and Citizenship  
Melbourne Students Centre  
GPO Box 241  
Melbourne Vic 3001

### Why shouldn't I lodge a student visa application at the DIAC office?

Because all student visa processing officers will be processing your applications through the Melbourne Student Centre, they will no longer be able to assist you on the client counter. However you can contact your case officer directly via phone and email. This is to provide more effective service to students at our Student centre.

### How does this benefit me?

- You don't need to go to DIAC.
- No more waiting in the office. You can attend your classes instead.
- Faster processing times.
- You only have to deal with one case officer.
- You will be given a direct phone number of your case officer.

### Where can I find information about student visas?

You can visit our website [www.immi.gov.au/students/index.htm](http://www.immi.gov.au/students/index.htm).

### What if I need to speak to someone about my visa?

If you have questions on how to lodge your student visa, our information officers will be available to answer you questions on 131881.

If you have already lodged your visa application, you can contact your case officer directly on the phone number provided to you.