



Australian Government

Department of Home Affairs

VISA INFORMATION SHEET – ZIMBABWE, ZAMBIA and MALAWI

This information sheet has been designed to assist you with enquiries that you may have on applying for an Australian visa.

Please be advised the staff and guards at the Australian Embassy cannot provide you with visa related information.

Pre-lodgement queries should be directed to the Department's Service Delivery Partner:

South Africa (including applicants from Zimbabwe, Malawi and Zambia):

Website: <https://au.tlscontact.com/>

Telephone: +27 (0)12 472 3800

8.30am to 4pm Monday to Friday

Note: International call charges may apply if calling from overseas. There is an option to leave contact details and request a return call. The call centre is closed on South African public holidays.

After you lodge your visa application:

Please do not contact the Visa and Immigration Section at the Australian High Commission in Pretoria if your visa application is still within standard processing times, unless you have an urgent or compassionate and compelling reason to do so. We process a large volume of visa applications every day, and responding to unnecessary visa queries causes delays in processing applications.

Email:

Email is our preferred method of contact, and all enquiries are responded to within two business days. To ensure your email goes to the appropriate team to assist you in your query, please use our Australian Immigration Enquiry Form which can be found at:

<https://www.homeaffairs.gov.au/about/corporate/information/forms/online/australian-immigration-enquiry>

Australian privacy legislation prevents us from disclosing information to anyone other than the visa applicant unless formal written authorisation from you has been provided.

If you have a documented compassionate and compelling reason to travel and you require urgent assistance, under type of enquiry please select 'Documented compassionate request for travel (hospitalised family in Australia) or Government Officials'. We will respond to all compassionate queries on the same business day.



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Compelling and compassionate circumstances apply in cases which warrant prioritisation of an application such as serious illness or death of a family member in Australia.

If your application falls within the standard processing times you may not be responded to about the process of your application. Unnecessary enquiries delay the processing of all visa applications, including yours.

Telephone:

Telephone is not the preferred method of contact with the Australian High Commission in Pretoria. Visa applicants calling this office experience long delays due to the high volume of calls.

Telephone hours are strictly between 8.30am and 11.30am (Pretoria time), Monday to Friday.

The telephone number for the Visa and Immigration Section at the Australian High Commission in Pretoria is +27 12 423 6060.

Frequently asked questions

1. Do I need a visa to go to Australia?

Yes, **all people** regardless of their nationality and who are not Australian citizens need a visa to travel to Australia.

2. Can I come into the office to talk to someone in person?

No. There is no immigration function at the Australia Embassy in Harare. Our **preferred method of contact for general queries is via email**. To email us please complete an Australian Immigration Enquiry Form which can be found here:

<https://www.homeaffairs.gov.au/about/corporate/information/forms/online/australian-immigration-enquiry>

You will receive a response within two business (working) days and same day response for compassionate and compelling cases for applications which have already been lodged. All pre-lodgement queries must be directed to the Department's Service Delivery Partner, TLScontact on +27 (0)12 472 3800.



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3. What visa is right for me? Where can I find more information?

The 'Visa Finder' tool on the Department of Home Affairs website will help you select a visa that meets your requirements. This can be found at

<https://www.homeaffairs.gov.au/Trav/Visa-1/Visa-finder>

4. How do I apply for a visa?

Please refer to the information at http://southafrica.embassy.gov.au/pret/immi_how-do-l-lodge.html

The preferred method of lodgement is online: <https://www.homeaffairs.gov.au/ImmiAccount>

Countries without an Australian Visa Application Centre who do not wish to lodge online

If you do not want to lodge online, and there is no AVAC in your country of usual residence, then you must **courier** your application to the Service Delivery Partner TLScontact in Johannesburg. Please note this option will also incur a service fee payable to TLScontact.

The address for couriering applications is:

Australia Visa Application Centre
2nd floor, 24 Central, 6 Gwen Lane
Corner of Gwen and Fredman Drive
Sandown, Sandton
Johannesburg, South Africa

Do not send your application to the Australian High Commission and do not send it by general post which may be unreliable.

5. Where can I obtain a visa document checklist?

A visa document checklist is available on the Department of Home Affairs website under each visa category. Visit: <https://www.homeaffairs.gov.au/Trav/Visa-1/Visa-finder>

6. Do I need to provide biometrics?

Nationals of Zimbabwe are required to provide biometrics.

Australian visa applicants will need to attend in person at an Australian Biometrics Collection Centre (ABCC) to provide their biometrics. The Zimbabwe ABCC is managed by the Australian Government's Service Deliver Partner TLScontact

(https://au.tlscontact.com/zw/hre/page.php?pid=center_info), which is located in Harare.



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Some applicants may be partially exempt from biometric collection, but will still need to attend a TLScontact to provide basic personal identifiers. These applicants include minors less than 5 years old (photo only required) and mentally or physically incapable persons (photo only required).

You are no longer able to lodge a paper visa application for Australia at this centre in Harare, and are advised to submit your visa application via:

<https://www.homeaffairs.gov.au/ImmiAccount>

7. How do I apply for a Transit visa?

Please refer to the information available on the Department of Home Affairs website at <https://www.homeaffairs.gov.au/trav/visa-1/771->

There is no visa application charge for the Transit visa

8. What do I do to get a visa to work in Australia?

The 'Visa Finder' tool on the Department of Home Affairs website will help you select a visa that meets your requirements. This can be found at <https://www.homeaffairs.gov.au/Trav/Visa-1/Visa-finder>

9. I would like to move permanently to Australia as a skilled migrant. Where do I find more information?

The 'Visa Finder' tool on the Department of Home Affairs website will help you select a visa that meets your requirements. This can be found at <https://www.homeaffairs.gov.au/Trav/Visa-1/Visa-finder>

10. I would like to study in Australia. What do I need to do?

Please consult the information available on the Department of Home Affairs website at <https://www.homeaffairs.gov.au/trav/visa-1/500->

11. I am holder of a European, USA, French, United Kingdom, Canadian, Japan, Malaysia, Singapore and other passports – how do I apply for a visa?

Passport holders from certain countries are eligible to apply online for an eVisitor (subclass 651) visa at <https://www.homeaffairs.gov.au/trav/visa-1/651->

Passport holders from certain countries are eligible to apply online for an Electronic Travel Authority – ETA (subclass 601) at <https://www.homeaffairs.gov.au/trav/visa-1/601->



12. Can I use a migration agent?

You may wish to use the services of a migration agent but are under no obligation to do so. If you choose to use a migration agent you should use a registered migration agent. More information on migration agents is available at <https://www.homeaffairs.gov.au/trav/visa/usin>

13. Do I need a visa label in my passport?

No. Australia is visa label free, so visas are recorded electronically and will be confirmed by airline staff when you board your plane for Australia, and by Australian border officials when you arrive in Australia.

14. How long does it take to process my visa application?

The time taken to process an individual visa application depends on a number of factors, including the type of visa application, whether or not the visa application is lodged with all required documents, peak processing periods (like holiday periods) and the individual circumstances of the case.

Detailed information on global visa and citizenship processing time is available at <https://www.homeaffairs.gov.au/about/access-accountability/service-standards/global-visa-citizenship-processing-times>

15. Can I book my travel before I apply for a visa?

If you enter into any financial commitments prior to the grant of the visa, you do so at your own risk. Please lodge your visa with plenty of time before you plan to travel. If you lodge your visa at short notice, you may be disappointed if you are not granted your visa in time for your planned date of travel. We strongly advise that you do not confirm any travel plans until you have received a decision about your visa.

16. How much does a visa cost?

A full list of fees is available from the Department of Home Affairs website at <https://www.homeaffairs.gov.au/trav/visa/Fees>

17. How do I pay the visa application charge?

By credit card or **Australian** debit card.

Please note that the credit card or Australian debit card must be either your own, or if using someone else's, with their approval. The credit card is charged in Australian dollars (AUD).



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The credit card details should be included in your visa application form (in the payment section) and there is an additional credit card surcharge payable.

Note: The visa application charge is for the processing of the application and must be paid regardless of the outcome of the application. The visa application charge is generally non-refundable and there are only limited circumstances in which refunds can be given.

18. Will I need to have a medical examination or a chest x-ray?

Please consult the information available at

<https://www.homeaffairs.gov.au/trav/visa/Heal/meeting-the-health-requirement>

19. Will I need to have an interview after I've applied for my visa?

If you are required to attend an interview you will be contacted by an Australian Visa Officer after lodging the application.

20. Can anyone make an enquiry about my visa on my behalf? What is an authorised recipient?

Please note that Australian privacy legislation generally prevents us from disclosing information about visa applications to anyone other than the applicant. This means that if someone contacts the visa office for you to enquire about your visa application, the visa office will not be able to provide them with any information unless you have provided the visa office with written authorisation to release information to the person.

More information is available at <https://www.homeaffairs.gov.au/lega/Lega/Form/Immi-FAQs/who-is-an-authorised-recipient>

21. What happens after my visa is approved?

We will send you a visa grant notification letter by email if we grant you a visa. This letter will explain the conditions of the visa, including any entry requirements.

Your visa is granted label free. This means you do not need a label affixed to your passport, you just need to bring the visa grant notification letter with your passport to the airport. There is no need to come to the Australian High Commission for a visa label.

You should keep the grant letter with your passport when you travel to and from Australia. Keep it in a safe place for your reference when you are not travelling.



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22. What happens if my application for a visa is refused?

Once a visa application has been refused, the decision cannot be reviewed by the Department of Home Affairs. If you do have review rights, your refusal notification letter will provide information on how to seek review.

It is always open to you to lodge a new visa application if you wish. However, unless circumstances change significantly or you provide substantial new information, there is no guarantee of a different outcome.

More information on review of visa decisions is available at <https://www.homeaffairs.gov.au/Lega/Lega/Form/Immi-FAQs/what-if-my-visa-application-is-refused-or-my-visa-is-cancelled>

23. I need to travel to Australia urgently. What can I do to get a visa quickly?

If you have a documented compassionate and compelling reason to travel information in some instances we may be able to expedite visa processing for genuine instances of urgent travel requirements. Once your application is lodged, please get in touch with our office by completing an Enquiry Form at:

<https://www.homeaffairs.gov.au/about/corporate/information/forms/online/australian-immigration-enquiry> You will need to select the Overseas Post as 'Pretoria' and under type of enquiry please select 'Documented compassionate request for travel (hospitalised family in Australia) or Government Officials'.

Please be aware that previously purchased flights are not considered to be a compassionate and compelling reason for travel! This is reserved normally for cases where there is an emergency reason for visiting Australia such as serious illness or death of family or friends in Australia. Evidence confirming your claims of compassionate and compelling circumstances expedited processing will be required.

24. I have recently been issued with a new passport and my visa is in my old passport. How can I update my passport details?

Option 1: Please update your passport details via your ImmiAccount. Please refer to the information at <https://www.homeaffairs.gov.au/lega/Lega/Form/Immi-FAQs/how-can-i-update-my-address-or-passport-details>

Option 2: Please send a scanned copy of your new and previous passport saved in a pdf format to 929@homeaffairs.gov.au. You will then be able to travel on the new passport using your existing valid visa.



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25. I need to check the conditions of my visa and whether my visa is still valid for travelling to Australia.

You can use Visa Entitlement Verification Online (VEVO) for free to check your visa details and entitlements at [http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))

26. How can I give feedback about the service I received?

The Department of Home Affairs is committed to providing a high quality client service and to being open and accountable, fair, lawful and reasonable in our dealings with clients.

If you wish to provide feedback about the service provided the Australian High Commission in Pretoria (either positive or negative), you are able to do so via our 'Global Feedback Online Form', available at <https://www.homeaffairs.gov.au/about/contact/provide-feedback>

You are also welcome to review our Client Service Charter, which is available at <https://www.homeaffairs.gov.au/about/access-accountability/plans-policies-charters/charters>