



Australian Government
**Department of Immigration
and Border Protection**

Changes to Australian visa processing in Thailand

Introducing the collection of biometric information

From **3 May 2016**, the Department of Immigration and Border Protection will start collecting biometric data from people in Thailand who are applying for a visa to Australia. Biometric data is collected through a quick and easy process that captures a photograph of your face and a 10-digit electronic fingerprint scan (the fingerprint scan does not use any ink).

The Biometrics in Offshore Visa Processing Programme is an Australian Government initiative that is introducing biometric collection for most applicants for an Australian visa applying outside of Australia. Starting in 2010, the Australian Government has introduced biometrics collection in 26 countries across Africa, Asia, Europe, the Middle East and South America.

Biometrics will be collected from visa applicants of any nationality who are in Thailand at the time of making a visa application to enter Australia, unless they are excluded or exempted from the Programme*.

Visa applicants in Thailand who lodge their applications at the VFS Global Australian Visa Application Centres (AVAC in Bangkok or Chiang Mai from 3 May 2016) will be asked to provide their biometrics when they submit their application. A new AVAC will open in Chiang Mai on 3 May 2016 to provide services to clients who live in northern Thailand.

Visa applicants who mail their applications to the Australian Embassy in Bangkok will be sent a letter requiring them to attend the AVAC, in person, to provide their biometrics.

Some applicants lodging visas online may be sent a letter informing them that they need to attend the AVAC in person to provide their biometrics.

Submitting a complete visa application with all required supporting documentation at an AVAC, and providing your biometrics at the same time, is the quickest and most efficient way to lodge a visa application in Thailand.

Before you lodge your visa application, you will need to make an appointment by booking on the VFS Global website or by calling or emailing VFS Global in Bangkok.

Bangkok	Chiang Mai
<p>Australia Visa Application Centre The Trendy Office Building, 28th Floor Sukhumvit Soi 13, Klongtoey-NuaWattana, Bangkok 10110</p> <p>Call Centre: +66 (0) 2118 7100 Email: info.dibpth@vfshelpline.com Website: http://www.vfsglobal.com/Australia/Thailand//</p> <p>Hours of operation: Application Lodgement: Monday – Friday, 8:30am – 3pm Document Collection: Monday - Friday, 8:30am-4:30pm</p>	<p>Australia Visa Application Centre Siriphanich, 191 Huaykaew Rd Suthep, Muang, Chiang Mai(opposite MAYA Lifestyle Shopping Centre) Call Centre: +66 (0) 2118 7100 Email: info.dibpth@vfshelpline.com Website: http://www.vfsglobal.com/Australia/Thailand//</p> <p>Hours of operation: Application Lodgement: Monday – Friday, 8:30am – 2:30pm Document Collection: Monday - Friday, 2.30pm-3:30pm</p>

AVAC website: <http://www.vfsglobal.com/Australia/Thailand/>

Department of Immigration and Border Protection: <http://www.border.gov.au/>

Australian Embassy, Bangkok: <http://thailand.embassy.gov.au/bkok/home.html>