



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

Changes to Australian visa processing in Vietnam

Introducing the collection of biometric information

On **17 July 2015**, the Department of Immigration and Border Protection commenced collecting biometric data from people in Vietnam 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 25 countries across Africa, Asia, Europe, the Middle East and South America.

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

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 Vietnam.

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 the nearest VFS Global AVAC in Vietnam. (See over page for details of the VFS Global AVACs in Hanoi, HCMC and Danang)

Vietnam - VFS Global Contact Information	Vietnam – VFS Global Locations
<p>Please call or email the Australian Visa Application Centre in your area to make an appointment before you lodge your visa application or provide your biometrics.</p> <p>Call Centre: 1900.565.639 (for clients calling within Vietnam) 84.8.3521.2000 (for clients calling from overseas) Email: info.auvi@vfshelpline.com Website: www.vfsglobal.com/australia/vietnam</p> <p>Hours of operation: Application Lodgement: Monday to Friday, 8:30am - 3pm Document Collection: Monday to Friday, 8:30am - 5pm</p>	<p>Hanoi Gelex Tower (Level 3) 52 Le Dai Hanh Street, Le Dai Hanh Ward Hai Ba Trung District</p> <p>Ho Chi Minh City Resco Tower (Level 5) 94 – 96 Nguyen Du Street, District 1</p> <p>Danang ACB Tower 218 Bach Dang street, Hai Chau Ward</p>

Applicants who are under 05 years of age, persons incapable of providing consent, or those physically unable to provide a fingerprint scan, will only need to provide a facial photograph. If an applicant is incapable or under 18 years of age, a parent or legal guardian will be asked to give consent and be present when biometrics is collected.

*Persons Excluded from the Biometrics Programme include: Australian citizens and Australian Permanent Residents; applicants for Australian citizenship; New Zealand citizens; APEC Business Travel Card (ABTC) holders.

*Persons Exempt from Biometrics collection include: Sovereigns, Heads of State and members of their families forming part of their household, whether travelling officially or privately; serving Government Ministers and their immediate family members when travelling officially; Diplomats and consular officers accredited to Australia and their dependants; Diplomatic Couriers; Government officials and senior officials of international inter-government organisations when travelling to Australia as a representative of their country or organisation; Special Purpose Visa (SPV) holders.

*For more information please see:

AVAC website: <http://www.vfsglobal.com/australia/vietnam>

Department of Immigration and Border Protection: www.border.gov.au

Hanoi: www.vietnam.embassy.gov.au/hnoi/Visas_and_Migration.html

HCMC: www.hcmc.vietnam.embassy.gov.au/hchi/visas_and_migration.html