



FREQUENTLY ASKED QUESTIONS

Visa processing arrangements for Laos from 1 July 2017

From 1 July 2017, visa applications from residents of Laos are processed at the Australian Embassy in Bangkok, Thailand.

The visa office located at the Australian Embassy in Vientiane, Laos closed on 30 June 2017.

How do I lodge my application?

You can apply for a range of temporary and permanent visas, and Citizenship by Descent, online through [ImmiAccount](#). [ImmiAccount](#) allows you to scan and attach supporting documents to your online application. For further information see: [How to Apply](#)

Alternatively, in many cases you can lodge a paper application at the Australian Visa Application Centres (AVAC) in Bangkok and Chiang Mai, Thailand either in person or by mail, at:

Bangkok

Australia Visa Application Centre
The Trendy Office Building, 28th Floor
Sukhumvit Soi 13, Klongtoey-NuaWattana, Bangkok 10110

Application Submission Time:

Monday to Friday* - 0830 hours – 1500 hours

Collection Time:

Monday to Friday* - 1000 hours - 1630 hours
AVAC services will incur a fee.

Chiang Mai

Australia Visa Application Centre
191 Siripanich 6B Floor Huaykaew Rd.
Suthep Muang Chiang Mai
Thailand 50200

Application Submission Time:

Monday to Friday* - 0830 hours – 1430 hours

Collection Time:

Monday to Friday* - 1430 hours - 1530 hours

For more information:

Helpline +66 (0) 2118 7100

Call between 0830 hours to 1630 hours. Monday – Friday*

Or

E-mail: info.dibpth@vfshelpline.com

For more information about lodging visa applications at the AVAC, visit [VFS Global](#)

*Except Embassy Holidays declared by Australian Embassy

Where will my application be processed?

Visa applications from Laos will be processed at the Department's office in Bangkok.

Will I need to undertake biometric collection for the visa application?

As a resident of Laos, you are not required to provide a biometric if you lodge in Laos (online or by mail).

How can I pay for my application?

The AVACs in Thailand will accept payment in the local currency, Thai Baht.

Alternatively, you can pay for online applications by MasterCard, VISA, American Express, Diners Club, JCB, pre-paid credit cards, BPAY and PayPal.

If you apply online, you will need to pay for your application in Australian dollars. You may be charged banking and currency conversion fees and you will need to accept the risk associated with any currency fluctuations.

For information about visa application charges for all types of visas, visit

<http://www.border.gov.au/Trav/Visa/Fees>

How can I find out more about visa options?

Information about visa options is available on the Australian Embassy Website at http://laos.embassy.gov.au/vtan/Visas_and_Migration.html. The Australian Visa Finder (<http://www.border.gov.au/Trav/Visa-1>) also provides information to assist you decide what visa is appropriate for you.

What documents do I need to submit to support my application?

Application requirements differ from visa to visa. Before you lodge a visa application, you should read the application form and document checklist to find out what documents you need to provide. The document checklist is available from our website, www.border.gov.au

If lodging a paper application, you should provide certified copies of your documents. Do not provide original documents unless we ask you to.

Documents that are not written in English need to be translated into English by an accredited translator. The translation of the document and a copy of the original non-English document must be submitted with the application.

My application is with the Australian Consulate-General in Ho Chi Minh City. What will happen to my application?

Visa applications that were received by the Australian Consulate-General in Ho Chi Minh City before 1 July 2017 will be finalised by that office, unless you receive a letter advising you otherwise.

Will I be expected to travel to the Bangkok office for an interview?

No, you will not be expected to travel to Bangkok for an interview. If we need to speak to you, this will be by email or telephone.

Where can I find more information?

For more information about visa processing, visit www.border.gov.au