



How do I know which visa I need to apply for and what form to use?

Visit the Embassy web-site at www.philippines.embassy.gov.au or the Department's web-site at www.immi.gov.au to access or download information about the different types of visas available, application forms and information booklets.

All application forms can be downloaded from <http://www.immi.gov.au/allforms/applicationforms/index.htm> free of charge or you can obtain a copy from the Visa Information and Application (VIA) Centre or the Call Center for the cost of a phone call and courier delivery. Visitor visa application forms are also available at most travel agencies.

How do I contact the Department in Manila?

The Department of Immigration and Citizenship (DIAC) in Manila can be contacted by email, telephone, courier, or you can make an appointment to see us in person. We prefer that clients contact by email where possible.

For any enquiries prior to lodging a visa or citizenship application, please email aus_inquiry@via.ph.

For any other enquiries, please contact your case officer or email us at immigration.manila@dfat.gov.au.

Who should I contact in an emergency?

In an emergency, you should call the Call Centre and ask to speak to the Client Service Manager.

How do I lodge an application?

Clients generally need to lodge applications either through the Call Center or personally at the VIA Center - although some applications must by law be lodged in Australia.

Applications may also be lodged by mail to the Embassy or through a registered Migration Agent, however, we do not recommend that clients forward personal documents, passports and payment through the mail, as safe delivery cannot be guaranteed.

The Call Center & Courier

General information regarding visa application processes and requirements is available on the Call

Center's inquiry line at **(63 2) 845 9200**. These calls are toll-free from within Metro Manila but will attract standard NDD rates for calls from outside Manila.

To arrange for lodgement of visa applications by courier or to make an appointment, the Call Center can be contacted on any of the following numbers, depending on your telephone service provider:

1909-3622779 (PLDT/Smart/Touchcard subscribers)
1900-3622779 (Globe/Innove/Touch mobile subscribers)
1903-3622779 (BayanTel subscribers).

- These numbers are only available to telephones with NDD access, or by calling 109 on a PLDT phone for operator-assisted connection. Calls will be billed at PhP 32 per minute plus VAT. Additional charges apply to calls made outside Metro Manila, or from pre-paid phone cards and payphones.
- These numbers are available to Globe and Touch Handyphone mobiles at the same call rate.
- For access from Australia please call **63 2 845 9211**. Calls will be billed at a flat rate of AUD\$10.00. Payment can only be made by credit card.

The Call Center operates Monday to Friday from 6am to 8pm and Saturday from 8am to 6pm.

The VIA Centres

The VIA Centres allows people to personally obtain information and to lodge visa applications, for a small fee. No prior appointments are needed to attend the VIA Centre. Please note that mailed visa applications cannot be accepted at the VIA Centre.

VIA Centers are located at:

Metro Manila
Unit 901, 9/F One Corporate Plaza
845 Antonio Arnaiz Ave (Pasay Rd)
Makati City.

Metro Cebu
Unit 1004-B, 10/F Keppel Center
Samar Loop cor Cardinal Rosales Ave
Cebu Business Park, Cebu City

The Centre opening hours are:

8:30am to 4:00pm, Monday to Friday - For lodging applications

8:30am to 5pm, Monday to Friday – For general information

8:00am to 11:30am, Saturday - For lodging applications and general information.

The Centre is closed on Philippine public holidays.

The VIA Centres have computer facilities and provides free internet browsing for visa and citizenship clients on DIAC's websites. Clients may also, for a small charge, download and print forms and information.

Compliments or Suggestions

DIAC Manila is committed to continuously improving its service to clients. If you wish to make a suggestion about how we can improve our service, to compliment us on our service, or make a complaint, please contact the DIAC Complaints and Compliments Officer at:

DIAC Complaints and Compliments Officer
P.O. Box 1071
Makati Central Post Office
Makati City 1250 Philippines
Email: immigration.manila@dfat.gov.au

For further information, please see the department's *Client Service Charter* brochure available from the DIAC Manila office or the Department's main website <http://www.immi.gov.au/about/charters/client-servicescharter/index.htm>

THE FOLLOWING INFORMATION SHEETS ARE ALSO AVAILABLE ON THIS WEBSITE

General Information

[Info Sheet 03](#) Visa Application Charges
[Info Sheet 04](#) Average Processing Times
[Info Sheet 07](#) Visa Evidencing