

OFFICIAL

Check twice, submit once: help your clients get visitor and student visas faster

The Department of Home Affairs is currently processing a large volume of visa applications and that’s taking time. We’re also receiving a higher than usual number of applications with inaccuracies or incomplete information, which is slowing down processing times and resulting in some visas being refused.

To help address these issues the Department is running a campaign to help visitor and student visa applicants get their application ‘right first time’, and to encourage existing applicants to check their ImmiAccount regularly for departmental messages. The sooner we get responses to our requests for information, the sooner visa applications can be finalised.

Some of the common issues we’re encountering are:

* Visa applications are being submitted with incorrect information and documents are missing (for example, the additional documents required for applicants under 18 years old).
* Names are being spelt differently in visa applications to how they appear in passports. Middle names are being left out, and the auto-correct function sometimes changes the spelling of names. Applicants may also express their names differently in different circumstances. If an application is submitted with a data mismatch we need to follow-up and seek clarification before the application can be processed.
* Applications aren’t being submitted far enough in advance of when people want to travel to Australia, leading to disappointment and cancelled plans when their visa is not approved in time.
* Applicants are submitting several visa applications for the same person.

Visa processing times are updated as new data becomes available. Our [visa processing times guide](https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-processing-times/global-visa-processing-times) can give you an indication of how long visa applications may take to process.

Find out more about the [*Check Twice, Submit Once* campaign](https://immi.homeaffairs.gov.au/check-twice-submit-once) at: immi.homeaffairs.gov.au/check-twice-submit-once.