



## Changes to Australian visa services in Cambodia

The Department of Immigration and Border Protection is pleased to announce the opening of an Australian Visa Application Centre (AVAC) in Phnom Penh from 11 March 2014.

The introduction of an AVAC is part of a number of service delivery improvements in Cambodia. The location of the AVAC is:

Australian Visa Application Centre  
Phnom Penh Tower  
10th floor, 445 Preah Monivong Blvd  
Corner of St. 93 and 232  
Phnom Penh, Cambodia

### AVAC services

The Phnom Penh AVAC will offer convenient access to visa and immigration services for clients through the following services:

- extended client service hours Monday to Friday from 8:30 am to 4:30 pm
- telephone contact centre with phone lines operating until 5 pm weekdays
- pre and post-lodgement enquiries
- visa lodgement and fee handling
- internet kiosk
- online application tracking facility allowing clients to view the status of their application
- return of decisions, documents and passports.

Optional services provided by the AVAC for an additional service fee include:

- photocopying
- passport photos
- sms notification regarding progress of visa application
- access to fax facilities
- VIP lounge with lodgement and biometric collection facilities

### Lodging an application at an AVAC

To avoid long waiting times, applicants are advised to make an appointment at the AVAC prior to lodging their application and having their biometrics collected. Please note that each person included in the visa application must attend the AVAC to have their biometrics collected.

## Visa application lodgement and the biometric data collection process

Clients lodging visa applications in Cambodia, regardless of nationality, will need to provide their fingerprints and a digital facial photograph as part of visa application processing.

Biometrics will be collected using a quick, discreet and non-intrusive process that captures a facial image with a digital camera and a 10-digit fingerprint scan with a digital finger scanner.

### *What are biometrics?*

The term 'biometrics' commonly refers to a measurable physical characteristic or personal behavioural trait that is unique to an individual such as fingerprints, facial structure, the iris or a person's voice.

Biometric data is an important tool in identity management globally, helping countries reduce fraud and integrity risks. France, Ireland, Japan, the United Kingdom, the United States of America and countries in the Middle East have already introduced biometrics to improve visa and border checking processes.

## AVAC location

There will be one AVAC located in Phnom Penh.

## Visa application processing

Visa applications and citizenship by descent applications will continue to be assessed and decided by the Australian Embassy in Phnom Penh. Staff at the AVAC will have no involvement in the decision-making process or knowledge of the application outcome. The AVAC is the location at which applications are submitted and collected after a decision is made by the Australian Embassy.

## More information

For more information about lodging your application see:

<http://www.vfsglobal.com/Australia/Cambodia/>

<http://www.immi.gov.au/Help/Locations/Pages/Cambodia.aspx>

For more information about the biometrics program see:

[www.immi.gov.au/allforms/biometrics/offshore/](http://www.immi.gov.au/allforms/biometrics/offshore/)