

MEDIA INFORMATION

Auckland, 22 July 2025

South Africans living in Australia and New Zealand can now avail passport, ID, and birth registration services with ease

- *VFS Global expands passport, ID, and birth registration service capabilities with new renewal centres for South African citizens in Auckland and Wellington in New Zealand and Sydney and Melbourne in Australia*
- *VFS Global is the official outsourcing partner for the DHA Services Centre for consular services in Australia and New Zealand for the Republic of South Africa.*

With many South African nationals residing outside of their home country, the need for easy direct access to government and consular services is becoming more imperative than ever before. To deliver this service, the Home Affairs Department has extended its partnership with VFS Global to launch passports, ID, and birth registration services in Australia and New Zealand with newly opened centres in Auckland and Wellington in New Zealand and Sydney and Melbourne in Australia.

The DHA Services Centre in Auckland (New Zealand) was inaugurated on 15 July 2025 by H.E. Mr. Johnny Sexwale, South African High Commissioner to New Zealand on behalf of the Minister of Home Affairs, while the Sydney and Melbourne (Australia) were inaugurated on 16 July 2025 and 18 July 2025, respectively, by Honourable Minister of Home Affairs for the Republic of South Africa Dr. Leon Schreiber. The DHA Services Centre in Wellington has also started operations.

By leveraging our scalable and intuitively designed services in the passport application and consular services domain, VFS Global delivers on a range of key requirements from online appointment booking and customer support to front-office services, biometric enrolment and doorstep return-delivery of passports and other documentation requirements. We have processed over 5.6 million passport applications since we commenced this service in 2008.

Mr. Jiten Vyas, Chief Commercial officer for VFS Global, added, *"We would like to thank the Department of Home Affairs in the Republic of South Africa for its continued faith in us. Our focus and commitment will be to provide world-class service to the South African diaspora in Australia and New Zealand to ease the passport renewal process for South African nationals."*

Some of the key benefits of the Passport Renewal Centres include:

- Conveniently located centres with fully equipped modern facilities
- SMS updates to track the status of the application
- Wide selection of optional value-added services for added comfort and conveniences like photo, printing and photograph services to enhance the overall experience of applicants
- Customer support through call centre, email communication, live chat, and websites

Currently, VFS Global serves the Department of Home Affairs through a network of 47 Visa Application Centres in 19 countries.

Australia – DHA Services Centres:

- Melbourne: Level 5, 332 St Kilda Road, Melbourne Australia 3004
- Sydney: Level 6, 88 Pitt Street, Sydney, NSW Australia 2000
- Business hours: 9AM to 5PM

New Zealand – DHA Services Centres:

- Auckland: Huawei Center, Level 8, 120 Albert Street, Auckland CBD, Auckland 1010, New Zealand
- Wellington: Level 6, 50 Manners Street, Te Aro, Wellington 6011, New Zealand.
- Business hours: 9AM to 4PM

For more information, visit:

- Australia: <https://services.vfsglobal.com/aus/en/zap>
- New Zealand: <https://services.vfsglobal.com/nzl/en/zap/>

About VFS Global

As the global leader in trusted technology services, empowering secure mobility for governments and citizens, VFS Global embraces technological innovation including Generative AI to support governments and diplomatic missions worldwide. The company manages non-judgmental and administrative tasks related to applications for visa, passport, and consular services for its client governments, increasing productivity and enabling them to focus entirely on the critical task of assessment.

With a responsible approach to technology development, adoption and integration, the company prioritizes ethical practices and sustainability while serving as the trusted partner to 69 client governments. Operating over 3,900 Application Centres in 165 countries, VFS Global has efficiently processed more than 473 million applications since 2001.

Headquartered in Zurich and Dubai and majority owned through investment funds managed by Blackstone Inc, along with minority stakeholders including Swiss-based Kuoni and Hugentobler Foundation.

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