

MEDIA INFORMATION
Canberra, Australia | 24 July 2026

Indian diaspora to benefit from enhanced consular services across Australia

- *Large and modern centres at prime central locations in Adelaide, Brisbane, Canberra, Melbourne, Perth, and Sydney*
- *Increased number of counters, staffing and more appointment availability*
- *Service charge inclusive of application facilitation services such as document return, SMS, Photobooth, Photocopy, and Form-filling under Application facilitation services, as applicable.*
- *Expanded application submission and collection window*
- *Toll-free, multilingual call centre support; 24×7 accessibility through IVR, AI chatbot*

Indian diaspora across Australia will benefit from a significant upgrade in visa, passport and other consular service infrastructure with the rollout of VFS Global's six new Indian Consular Application Centres (ICACs) across Adelaide, Brisbane, Canberra, Melbourne, Perth, and Sydney, designed to enhance service quality, accessibility, and overall customer experience.

Indian consular service applicants in Australia can visit VFS Global's conveniently located new centres to submit their applications with ease, by booking a prior appointment online by visiting <https://services.vfsglobal.com/aus/en/ind/>. The new centres will replace earlier setups that have been in place for well over a decade, with custom-built, larger facilities located in prime, central city locations, offering improved infrastructure, enhanced security, and expanded customer support capabilities aligned to current customer service requirements.

Mr. Harpreet Singh, Regional Head - Australia, New Zealand and South Pacific, said, "We are honoured to support the Government of India in delivering this next phase of consular services across Australia. The new centres reflect a significant enhancement in infrastructure, technology integration, and customer support systems, designed to address evolving demand and provide more efficient and comfortable application experience. As the administrative service partner, VFS Global is responsible for front-end service delivery in accordance with the framework and standards defined by the Government of India. We remain focused on delivering secure, transparent, and efficient consular services to applicants across Australia."

Enhanced benefits for Indian diaspora in Australia:

- Prime central locations across all six cities with adequate nearby parking availability
- Larger, purpose-built facilities with modern layouts and enhanced security standards
- Increased number of counters, staffing and more appointment availability
- Service charge inclusive of application facilitation services such as document return, SMS, Photobooth, Photocopy, and Form-filling under Application facilitation services, as applicable.
- Expanded application submission and collection window of up to 37.5 hours per week
- Dedicated appointment management systems for improved slot visibility and planning
- Average turnaround time of under 30 minutes for regular application submissions
- Toll-free, multilingual call centre support available from 8 AM to 8 PM Canberra time
- 24×7 accessibility through IVR, AI chatbot, and WhatsApp bot

VFS Global has been a trusted partner for the Government of India for visa, passport & consular processing services since 2008, including in Australia. The company provides various consular services for India in 06 countries, through a network of 51 dedicated application centres globally. Since start, VFS Global has processed over 21 million India consular applications.

VFS Global's role is limited to administrative tasks only, which include collecting application forms, required documentation as per the checklist, and enroll biometrics, if applicable. VFS Global has no role in the decision-making process of granting or refusing any consular services. Decision making on the granting or refusal is the sole prerogative and sole responsibility of the client governments.

Indian Consular Application Centres (ICACs) in Australia:

- **Adelaide:** Suite 8.01, Level 8, 111 Gawler Place, Adelaide, SA 5000
- **Brisbane:** Suite 0201, Level 2, 127 Creek Street Brisbane City 4000
- **Canberra:** Level 6, 40 Marcus Clarke St, Canberra ACT 2601
- **Melbourne:** Ground Floor, 324 St Kilda Road Melbourne VIC 3004
- **Perth:** Ground Floor, 23 Barrack Street, Perth WA 6000
- **Sydney:** Level 9, 22-24 Market Street, Sydney NSW 2000

Submission Timings: Monday to Friday, 8:30AM to 4PM (excluding public holidays and mission declared holidays)

Please note: VFS Global is the only authorised service delivery provider for Indian Consular, Passport and Visa services in Australia.

For more information or to book an appointment, please visit <https://services.vfsglobal.com/aus/en/ind/>

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 prioritises ethical practices and sustainability while serving as the trusted partner to 71 client governments. Operating over 4,200 Application Centres in 169 countries, VFS Global has efficiently processed more than 557 million transactions* since 2001.

Headquartered in Zurich and Dubai, VFS Global is majority owned by Blackstone, the world's largest alternative asset manager, along with minority shareholders including Swiss-based Kuoni and HUGOBLOCH Foundation, Singapore based Temasek and UAE based Dubai Holdings.

** Comprising 344.15 million transactions by VFS Global and 212.94 million transactions by CiX Citizen Experience*

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