

**Title: Notice of temporary change to Consular service hours (as a measure for prevention of Novel Coronavirus infection)**

**【Key points】**

- We remain open, however, due to the spread of Novel Coronavirus (COVID-19) in Australia, we have decided to temporarily change our counter service hours to 9:30 to 12:00 (morning ONLY) from Friday 27th March until further notice. Our telephone assistance is still available during the same hours as before.
- If it is not an urgent matter, please visit us later once this COVID-19 situation has settled down.

**【Main text】**

We remain open for Consular services, however, due to the spread of Novel Coronavirus (COVID-19) in Australia, we have decided to temporarily change our counter services as below from Friday 27th March until further notice.

Our telephone assistance is still available during the same hours as before.

As we are minimising the number of staff, for non-urgent matters, please visit us later once this COVID-19 situation has settled down.

In case of a real emergency (life threatening emergency), please do not hesitate to call us anytime on 02-9259-1000 (available 24 hours/day).

**1. Consular counter service hours: 9:30 to 12:00 (morning ONLY)**

\*Our telephone assistance is still available in the afternoon (the same hours as before: 9:30 - 12:30, 13:30 - 17:30).

**2. Normal processing times**

(1) Passport: In 7 business days between the application and issuance (e.g. application on Monday & issuance next Wednesday)

(2) Visa: 5 business days between the application and issuance (e.g. application on Monday & issuance on Friday)

(3) Certificates: Same-day in principle (same-day issuance is not applicable in some cases.)

### **3. Notes**

- (1) Please check our website for the latest information before visiting us as things are subject to change according to circumstances in the future.
- (2) For non-urgent matters, we would appreciate it if you could come later when this COVID-19 situation has settled to avoid congestion in the waiting room.
- (3) If you are unwell, please come after you have recovered.

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