



Changes to citizenship services for the Gold Coast region—Frequently asked questions (FAQs)

From 1 July 2011, the Department of Immigration and Citizenship's Gold Coast Region office (Southport office) will be closed. This information sheet outlines the transition and future processing arrangements for citizenship related applications lodged by applicants in the Gold Coast region.

How do I access citizenship services after the closure of the Gold Coast region office (Southport office)?

There are a variety of ways in which you can access the department's services including online, by telephone, by post or in person.

Online

Clients in the Gold Coast region can apply for Australian citizenship (Forms 1300t and 1290) online at www.citizenship.gov.au. Departmental officers are able to commence assessment of online applications immediately following online lodgement. You can access information about the progress of your online application at any time after lodgement. You will need to use your unique transaction reference number (TRN) to do this.

By post or courier

You can lodge your application for Australian citizenship and application for evidence of Australian citizenship with fee payment and supporting documents directly, by post or by courier, to:

By post:

Department of Immigration and Citizenship
Brisbane office
Citizenship Section
GPO Box 9984
Brisbane QLD 4001

By courier:

Department of Immigration and Citizenship
Brisbane office
Level 2
299 Adelaide St
Brisbane QLD 4000

In person at the Brisbane office

If you are unable to lodge online or by post or courier, you can lodge your application for Australian citizenship and application for evidence of Australian citizenship in person, Monday to Friday between 9am and 4pm, at the ground floor of the Brisbane office 299 Adelaide Street, Brisbane.

By telephone

You are able to reschedule your citizenship test appointment by contacting the citizenship information line on 131 880.

I have lodged my application. What is the next step?

After you have lodged your application, you may be invited to attend an appointment. You will receive a letter with further information and appointment details. At your appointment, you will take a citizenship test or have an interview.

I lodged my application before 1 July 2011. Where is my application now?

Applications lodged in the Southport office before 1 July 2011 have been transferred to the Brisbane office for processing and finalisation. You may be booked for an appointment to sit the test in Brisbane or Tweed Heads, depending on your residential postcode.

Will citizenship tests continue to be available in the Gold Coast region?

Yes. Citizenship tests in the Gold Coast region will be available through the Centrelink office in Tweed Heads. The department is working towards ensuring that citizenship testing and interviewing will commence in late July 2011. It is expected that appointments will be conducted in Tweed Heads on a schedule of visits approximately every six weeks thereafter.

Citizenship testing in the Southport office will cease on 15 June 2011.

If you need to reschedule your current appointment to after 15 June 2011, you can make an appointment in Brisbane by contacting the citizenship information line on 131 880.

Where will I sit the test or attend an interview?

Once you have lodged your application, you may be allocated an appointment for a test or an interview depending on your residential postcode.

- For applicants whose residential postcode is between 4000 and 4209, and postcode 4280, your appointment will be in the department's Brisbane office.
- For applicants whose residential postcode is between 4210 and 4279 and some northern NSW applicants, your appointment will be in Tweed Heads.

Brisbane office appointments:	Tweed Heads appointments:
Department of Immigration and Citizenship Ground floor 299 Adelaide Street Brisbane QLD 4000	Centrelink office 100 Blundell Boulevard Tweed Heads South NSW 2486

I have a citizenship test appointment booked. Can I change the location of that test?

Yes. You may be able to reschedule your appointment, depending on availability in Brisbane or Tweed Heads, by contacting the citizenship information line on 131 880.

Will there be any changes to citizenship ceremonies?

No. Citizenship ceremonies will continue to be held in the Gold Coast region.

Where can I obtain more information?

More information is available on the department's citizenship website.

See: www.citizenship.gov.au

You can telephone the department's citizenship information line between 8.30 am and 4.30 pm, Monday to Friday.

Telephone: 131 880

For information on how to pay the application fee, see the department's website.

See: www.immi.gov.au/allforms/pdf/1298i.pdf

For more information on the department's transformation program, see the department's website.

See: www.immi.gov.au/about/department/perf-progress/transformation/.