

Instructions on the resumption of services following the COVID 19 Lockdown

The High Commission in Canberra informs the esteemed public that it will resume its operations on a limited basis as of 29 June 2020. *While the Consulate General in Melbourne will remain closed to the public until further notice*, the Consulate General in Sydney has already resumed operations to the general public. As the dangers from COVID 19 are far from over, the High Commission and Consulate General bring to the attention of the public the following measures that are to be strictly adhered to without any exceptions:

1. Consular services will only be offered by appointment sought at least a week in advance, either by telephone or email. Emergency services will only be extended in strict humanitarian cases at the discretion of the High Commission and the Consulate General.
2. The public is required to wear a mask when visiting the consular premises. Customers are also required to sanitise their hands with hand sanitiser made available by the High Commission and the Consulate General at the reception area.
3. Whenever possible, the public is urged to visit the High Commission and the Consulate General premises in groups no larger than two persons. The High Commission and Consulate General reserves its right to refuse services and turn away customers that are visibly unwell. The public is only allowed access to the reception area of the High Commission and the Consulate General premises.
4. The public is urged to avoid touching objects and surfaces at consular premises.
5. Whenever possible, the public is urged to refrain from visiting the High Commission and Consulate General premises and instead send documents by post to minimize contact as much as possible.
6. The High Commission and the Consulate General will only process documents deposited at the High Commission and the Consulate General after three working days. Thus, the public is requested to book appointments sufficiently in advance to avoid disappointment.

The High Commission and the Consulate General thank the public for its cooperation and trusts that its observance to these measures will keep safe both visitors and staff alike.