



ICSA
PAPUA NEW GUINEA
PROTECTING BORDERS & PROMOTING PROSPERITY

OFFICE OF THE CHIEF MIGRATION OFFICER

03 October 2023

PUBLIC NOTICE

Outsourcing of online visa services for Australian citizens

This Public Notice serves to inform all our valued Clients/Agents and Stakeholders on the outsourcing of Online Visa applications.

The current process refers all online applications for all nationals registered anywhere in the world to sync into Immigration Headquarters, Port Moresby for screening and processing. With the new changes put in place, selected PNG Diplomatic Missions/Consulates will be responsible to process online visas for citizens of its host countries. These measures are intended to improve the online visa services.

In this context, the PNG Consulate in Brisbane, Australia is selected as the initial hub to process stated visas, thus, the online visa applications for Australian nationals was outsourced on 18 August 2023.

The online visa type and classes that will be processed by the Consulate are as follows:

Visa Type

Visa Classes

1. **Visitor**

Easy Visitor visas; Tourist Own Itinerary;
Tourist Tour Operator, Visiting relatives;
Yatchsperson

2. **Business**

Short Term Single Entry; Short Term Multiple
Entry

3. **Restricted Employment Visa**

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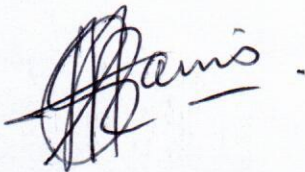
Given the above, Australian citizens and their Sponsors are required to follow-up through prescribed online visa services at kundubne@immigration.gov.pg.

The Authority will continue to maintain processing of other online visa types that are not indicated.

The outsource of same for other selected countries will be implemented soon where you will be informed accordingly.

Should there be technical issues faced when applying online for Australian nationals, please screenshot the error message and email directly to kundubne@immigration.gov.pg and copy the Information Technology (IT) Branch at itteam@immigration.gov.pg for assistance.

For your information.

A handwritten signature in black ink, appearing to read "Stanis", with a horizontal line underneath.

Stanis Hulahau
Chief Migration Officer