

Dear Sir/Madam

The Department of Immigration and Border Protection is pleased to confirm the receipt of documents you have submitted in support of your partner visa application.

Please note that whilst we will endeavour to make a decision on your application within 90 days from your eligibility date, our service standard for processing Partner (Permanent) visas is six to eight months. This time frame is calculated from an applicant's date of eligibility, which is two years from the date of lodgement of the combined application. These service standards are indicative only. While the average processing time is less than six months, individual cases may be decided in longer or shorter periods, depending on a range of factors.

If you need to contact the Department, you may phone the general inquiry line on 131 881 between 8:30 am and 4:30 pm Monday to Friday AEST, or by email to **[vic.ssp.processing@immi.gov.au](mailto:vic.ssp.processing@immi.gov.au)** for Subclass 801 visa applicants, or by email to **[qld.pp.processing@immi.gov.au](mailto:qld.pp.processing@immi.gov.au)** for Subclass 100 visa applicants.

Regards  
Partner (Permanent) Processing Centre