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Australia to continue with TT Services' visa application operations in South Pacific

Australia's Department of Immigration and Border Protection (DIBP) has once again selected TT Services as its Service Delivery Partner (SDP) to provide visa application services in the South Pacific region. In accordance with this contract, TT Services will continue to provide visa application services through its Visa Application Centres in 10 countries across the region, including New Zealand, Papua New Guinea, Fiji (Suva and Lautoka), Tonga, Samoa, Vanuatu, Solomon Islands, New Caledonia, Nauru, and Kiribati. Additionally, TTS will be opening a new centre in Queenstown, New Zealand, as per a release.

Through this partnership, TT Services will provide walk-in, online, and telephone-based visa application support to people seeking visas to Australia, as well as application status tracking and a range of value-added services.

Debbie Brockbank, Managing Director, TT Services, stated, "TTS has been a proven and committed delivery partner to DIBP in the region. Over the past 4 years, we have provided superior services to visa applicants from the South Pacific region." According to her, TTS developed a secure document management solution providing an online data entry and transfer and remote viewing capability. "This innovation removed the need to courier documents from certain locations, ensuring that the price to applicants remained affordable," she added.

"Being the incumbent, we have an unparalleled local knowledge gained from overcoming the challenges of the region", pointed out Sridhar Krishnamurthy, Director, Operations, TT Services. "In a region that sees more than its fair share of natural disasters, we have developed systems and contingency planning that ensures seamless business continuity," he added.

Across 7 locations in South Pacific, TTS manages visa outsourcing operations for both the Australian and New Zealand governments within shared premises by combining resources, infrastructure, and expertise, while maintaining discrete process and security protocols for each.

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Australian immigration department selects TT Services

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TT Services also pioneered the concept of joint Visa Application Centres in the South Pacific. Across seven locations in the region, TTS manages visa outsourcing operations for both the Australian and New Zealand governments within shared premises by combining resources, infrastructure and expertise, while maintaining discrete process and security protocols for each.