

MEDIA INFORMATION
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South Africans living in Adelaide, Brisbane, and Canberra can now avail passport, ID, and birth registration services with ease

Three new optional DHA Services Centres launched in Adelaide, Brisbane, and Canberra to complement existing facilities in Sydney, Melbourne and Perth to cater to the rising demand

VFS Global, the global leader in trusted technology services, empowering secure mobility for governments and citizens, has announced the launch of three new optional Department of Home Affairs (DHA) Services Centres in Adelaide, Brisbane and Canberra, expanding access to South African consular services across Australia. They complement the existing DHA Services Centres in Sydney, Melbourne and Perth, increasing the network's presence to six cities nationwide.

South African citizens living in Adelaide, Brisbane and Canberra can now conveniently access passport, national identity document and birth registration services in their own cities. Appointments can be booked online (<https://services.vfsglobal.com/aus/en/zap>) prior to visiting the centres.

Harpreet Singh, Regional Head - Australia, New Zealand and South Pacific, VFS Global, said, "Our focus is on making essential services more accessible and convenient for South African citizens across Australia. By extending our DHA Services Centre network to Adelaide, Brisbane and Canberra, we are bringing services closer to communities that previously had to travel longer distances to access them. These optional centres provide greater flexibility while maintaining access through the existing facilities in Sydney, Melbourne and Perth."

VFS Global is the official outsourcing partner for DHA Services Centres providing consular services for the Republic of South Africa. We have been a trusted partner of the Government of South Africa for consular services since June 2022 and currently provide consular services on behalf of the Department of Home Affairs (DHA) across 12 countries through a network of 29 centres. We have processed over 67,716 consular applications on behalf of the Department of Home Affairs (DHA) since we commenced this service in 2022.

DHA-TEL Service Centres in Adelaide, Brisbane and Canberra (*Appointment only*)

- **Adelaide**
Address: Suite 2, Level 4, 90 King William Street, Adelaide, South Australia
Business hours: Monday to Friday, 9AM to 5PM
- **Brisbane**
Address: Servcorp, Suite 39, Level 19/10 Eagle St, Brisbane City QLD 4000
Business hours: Every Monday, 9AM to 5PM
- **Canberra**
Address: Level 4, 10 Hobart Place, Canberra ACT 2600
Business hours: Monday to Friday, 9AM to 5PM

For more information or to book an appointment, please visit <https://services.vfsglobal.com/aus/en/zap>.

About VFS Global

As the global leader in trusted technology services, empowering secure mobility for governments and citizens, VFS Global embraces technological innovation, including Generative AI, to support governments and diplomatic missions worldwide. The company manages non-judgmental and administrative tasks related to applications for visa, passport, and consular services for its client governments, increasing productivity and enabling them to focus entirely on the critical task of assessment.

With a responsible approach to technology development, adoption and integration, the company prioritises ethical practices and sustainability while serving as the trusted partner to 71 client governments. Operating over 4275 Application Centres in 170 countries, VFS Global has efficiently processed more than 562 million transactions* since 2001.

Headquartered in Zurich and Dubai, VFS Global is majority owned by Blackstone, the world's largest alternative asset manager, along with minority shareholders including Swiss-based Kuoni and Huentobler Foundation, Singapore based Temasek and UAE based Dubai Holdings.

** Comprising 346.74 million transactions by VFS Global and 215.82 million transactions by CiX Citizen Experience*

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