



Data Access Request - DA 24/11/00666

Median (50th percentile) processing times for Partner (Provisional) (subclass 309), Prospective Marriage (subclass 300) and Partner (Temporary) (subclass 820) for visa applications decided (granted and refused) between 01 November 2023 to 31 October 2024, by processing office			
Visa subclass	Processing Office	Median processing times	
309 Partner (Provisional)	Amman	21 Months	
	Ankara	12 Months	
	Bangkok	7 Months	
	Beirut	22 Months	
	Berlin	9 Months	
	Brisbane	62 Months	
	Colombo	17 Months	
	Guangzhou	9 Months	
	Ho Chi Minh City	13 Months	
	Hong Kong	8 Months	
	Jakarta	11 Months	
	Kuala Lumpur	10 Months	
	London	14 Months	
	Manila	7 Months	
	Melbourne	28 Months	
	Nairobi	24 Months	
	309 Partner (Provisional) cont.	New Delhi	18 Months
		Ottawa	13 Months
		Parramatta	10 Months
		Perth	14 Months
Phnom Penh		18 Months	
Pretoria		14 Months	
Seoul		10 Months	
Singapore		11 Months	
Suva		10 Months	
Washington		15 Months	
300 Prospective Marriage	Amman	23 Months	
	Ankara	13 Months	
	Bangkok	6 Months	
	Beirut	22 Months	
	Berlin	6 Months	
	Brisbane	10 Months	
	Guangzhou	10 Months	
	Ho Chi Minh City	13 Months	

Median (50th percentile) processing times for Partner (Provisional) (subclass 309), Prospective Marriage (subclass 300) and Partner (Temporary) (subclass 820) for visa applications decided (granted and refused) between 01 November 2023 to 31 October 2024, by processing office

Visa subclass	Processing Office	Median processing times
	Jakarta	11 Months
	London	9 Months
	Manila	7 Months
	Melbourne	16 Months
	Nairobi	20 Months
	New Delhi	20 Months
	Parramatta	10 Months
	Phnom Penh	21 Months
	Pretoria	14 Months
	Washington	17 Months
820 Partner	Berlin	7 Months
	Brisbane	10 Months
	Guangzhou	10 Months
	London	7 Months
	Manila	7 Months
	Melbourne	9 Months
	Ottawa	18 Months
	Perth	9 Months
	Shanghai	16 Months
	Suva	14 Months
	Washington	18 Months

*See Notes 3, 4, 5, 6, 7, 8

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Number of Partner (Provisional) (subclass 309) and Prospective Marriage (subclass 300) visa applications on-hand; at each processing office as at 31st October 2024		
Processing Office	Partner (Provisional) (subclass 309) visa applications on-hand	Prospective Marriage (subclass 300) visa applications on-hand
Amman	2,344	297
Ankara	631	214
Auckland	<5	
Bangkok	2,419	910
Beirut	460	234
Belgrade	34	<5
Berlin	25	<5
Brasilia	24	8
Brisbane	47	5
Buenos Aires	<5	
Colombo	579	51
Dhaka	18	
Dubai	<5	
Guangzhou	1,611	146
Hanoi	<5	
Ho Chi Minh City	89	28
Hong Kong	219	7
Jakarta	436	102
London	1,830	202
Manila	697	235
Melbourne	8,631	205
Nairobi	388	133
National Office	643	171
New Delhi	4,636	230
NT	14	<5
Ottawa	573	75
Parramatta	31	<5
Perth	<5	
Phnom Penh	18	7
Port Moresby	6	
Pretoria	861	238
Santiago	37	10
Seoul	330	28
Shanghai	<5	
Singapore	<5	
Suva	197	33
Sydney	781	<5
Tehran	25	
Tokyo		<5
Washington	81	16
TOTAL	28,732	3,598

*See Notes 9, 10, 11, 12

Partner (Provisional) (subclass 309) and Prospective Marriage (subclass 300) visa applications finalised (granted, refused withdrawn) between 1 November 2023 to 31 October 2024; includes primary and secondary visa applicants.

Processing Office	Partner (Provisional) (subclass 309) visa applications finalised	Prospective Marriage (subclass 300) visa applications finalised
Amman	91	20
Ankara	46	13
Bangkok	45	13
Beirut	23	9
Berlin	83	<5
Brasilia	<5	<5
Brisbane	31	<5
Colombo	456	40
Guangzhou	178	14
Hanoi	8	<5
Ho Chi Minh City	91	28
Hong Kong	30	<5
Jakarta	53	24
Kuala Lumpur	6	<5
London	136	12
Manila	88	32
Melbourne	403	26
Nairobi	35	11
New Delhi	139	6
Ottawa	7	<5
Parramatta	156	7
Perth	45	
Phnom Penh	20	16
Pretoria	36	9
Santiago	<5	<5
Seoul	16	<5
Singapore	8	<5
Suva	21	<5
Washington	30	6

*See Notes 13, 14, 15, 16

Notes:

1. Source: Department of Home Affairs
2. As data is drawn from a dynamic system environment, the information is current at the time of clearance and may differ slightly from previous or future reporting;
3. Processing times data are generated by month, part month calculations are not available;
4. Processing offices have been excluded where the number of visa decisions for that office are below the minimum threshold to produce a reliable calculation;
5. Median processing times are used instead of average as it is a more reliable source of measure, averages can be unduly impacted by outlying data;
6. What is a percentile? A percentile is a measure used in statistics indicating the value below which a given percentage of observations in a group of observations falls. Processing times as at the 50th percentile means that 50 per cent of applications finalised globally were finalised in the stated time or earlier;
7. Processing times are calculated on application decisions only (granted and refused applications);
8. Reference to 'application' includes primary visa applicants only.
9. 'On hand' denotes valid applications awaiting finalisation/outcome;
10. Applications recorded in the system as on hand at a specific processing location may be processed at any location under global caseload management. Where cases have been transferred between processing offices, there may be delay in the new processing location being reflected in departmental reporting systems;
11. Processing offices with no on hand applications for the reported period have been left blank;
12. Reference to 'application' in this report includes primary visa applicants and secondary visa applicants.
13. At the time of this report, data can only be generated for the period 1 November 2023 to 31 October 2024, part day data is not available;
14. Finalised applications include visa grants, refusals and withdrawals;
15. Reference to 'application' in this report includes primary visa applicants and secondary visa applicants;
16. Processing offices with no finalisations for the reported time period have been left blank in this table.

Caveats:

- *This information is provided for the specific purpose of this request.*
- *Where applicable, as per current privacy guidelines, the Department of Home Affairs' policy is to mask numbers which are less than five as <5. Other numbers may be masked where required to ensure values under 5 cannot be determined from totals.*
- *Current program year figures are subject to variation. The data is sourced from our global Departmental systems. There can be delays in transmission of information, therefore data for current program year should always be considered provisional.*