



**Philippine Consulate General  
Sydney**

**PRESS RELEASE**

**NEW CONSULAR BUSINESS HOURS,  
EFFECTIVE 27 APRIL 2010**

The Philippine Consulate General in Sydney will implement a change in its consular business hours, which will take effect on 27 April 2010, Tuesday. The new consular business hours will be 9:00 a.m. to 1:00 p.m., Mondays to Fridays.

Consular business hours are the specific period of the business day that the office will receive the lodging of consular service requests, which include the consularization of documents, Philippine passport renewals, Philippine visas, and dual citizenship. The Consulate's general business hours will continue to be 9:00 a.m. to 5:00 p.m., as non-consular and administrative services are not affected by the change.

In recent years, the volume of services and documents handled by the Consulate has been increasing and had already reached levels that exceed the capacity of its current process procedures.

The change is being implemented to allow the Consulate to handle the increased service load. As part of the change, staff will be concentrated to the front counter to receive the lodgment of requests of walk-in customers, minimizing their queuing time.

The change will also discontinue the same-day release of processed documents. Consularized documents and most visa requests will be released on the business day following the lodging of their application. Customers who cannot return to receive their documents can provide a self-addressed Australian Post express envelope so that their documents can be mailed to them.

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