



Consolato d'Italia
Brisbane

COVID-19 SERVICES OF THE CONSULATE OF ITALY IN BRISBANE DURING THE EMERGENCY

We would like to inform you that in connection to the COVID-19 emergency, in compliance with the measures of the Australian and Italian authorities for the protection of the health of the users of our services and that of our personnel, the Consulate remains fully operational for assistance and any emergency related to COVID-19.

Nevertheless, entrance to the Consulate is still subject to the locally enforced rules of physical distancing and hygiene.

Consular services are guaranteed exclusively by appointment, with urgent and emergency cases taking priority. Appointments are to be made using the automatic online system Prenot@Mi.

The civil status and AIRE requests/applications will be handled exclusively online or in some cases, by post. For visas, you can refer to visa.brisbane@esteri.it

This Consulate will continue to guarantee all necessary assistance during this emergency by email (see https://consbrisbane.esteri.it/consolato_brisbane/it/) as well as through our dedicated telephone lines:

- **0061 07 3229 8944** (for information about all our services) Monday and Wednesday from 1pm to 2.30pm and Friday from 9 am to 10.30am
- **0061 (0) 417 600 441** emergency number of the Consulate (**to be called only in cases of proven emergency and necessity**).

Before contacting the Consulate by phone, we invite all Italian nationals to read the information published on our website on the emergency:

https://consbrisbane.esteri.it/consolato_brisbane/it/la_comunicazione/dal_consolato/misure-delle-autorita-italiane.html

and to check the relevant page according to the consular service which is needed ([passports](#), [visas](#), [citizenship](#), [AIRE](#), [certificate registration](#) (birth, marriage etc.)

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