

Southern Cross Group E-Bulletin to Members

9 October 2002

Australian Consular Services for Expatriates

Dear Southern Cross Group Friends,

Over the last few years, many expatriate Australians have written to us commenting on their experiences in dealing with consular staff, and issues concerning the delivery of consular services at Australian missions overseas.

Recently, the Southern Cross Group has begun what we hope will be a continuing and constructive dialogue with the Consular Division of the Australian Department of Foreign Affairs and Trade (DFAT) in Canberra. We have also started a series of meetings with consular staff at various Australian missions.

DFAT has now asked us to provide feedback on a new booklet recently published for Australians overseas and those going overseas, entitled "Living and Working Overseas: Essential Information for the Australian Expatriate". The 20-page document can be viewed at:

http://www.dfat.gov.au/consular/download/working_overseas.pdf

We would be very glad to hear any comments you may have on this publication. Is the information in the booklet helpful? Is it sufficient? What have you learnt from being an expatriate which perhaps is not covered but might be useful for others? Do you have any other feedback with regard to Australian consular services generally and/or your personal experiences in dealing with Australian embassies, consulates and missions while overseas?

Please tell us your thoughts by writing to info@southern-cross-group.org. We will collate all responses and pass them on to DFAT in Canberra. If you do not wish to be identified to the Department, please indicate this in your e-mail to us and we will pass on your comments without your name or other contact details.

In addition, we also wanted to let people know that DFAT has a number of other useful publications online:

http://www.dfat.gov.au/travel/travel_publications.html

Finally, if you are an Australian overseas, DFAT encourages you to register your contact details in the Department's online database, so that you can be found in an emergency:

<https://www.orao.dfat.gov.au/orao/weborao.nsf/homepage?Openpage>

Please forward this e-mail on to any other overseas Australians who may find its information useful.

Best regards,

The Southern Cross Group Committee
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