



How to request documents from PSA for your visa application

This document details how to request for your PSA documents in relation to your visa application. Please note that we will only accept PSA documents received via the methods indicated below.

Via PSASerbilis

- ❖ Go to www.psaserbilis.com.ph
- ❖ On the Delivery Address section, check the “Deliver the document(s) to this Embassy” option and choose “Australian Embassy Manila”.
- ❖ In the File Reference number field, please enter only the numeric value e.g. if your file reference number is BCC2018/1234567, register only 20181234567.

Via PSAHelpline

- ❖ Go to www.nsohelpline.ph
- ❖ Choose the “Order Now” option, then select the document you wish to request
- ❖ Choose the “Australian Embassy
- ❖ Alternatively, you may call their hotline (02) 737-1111. Ensure that you advise the operator that your visa application will be lodged/is under consideration by the Australian Embassy in Manila