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eVisa and Electronic Travel Authority: sharing Australia's experience and lessons learnt

Department of Immigration and Citizenship (DIAC)

October 2010

DIAC – Who and what we are

- **Purpose**

- ‘Building Australia’s future through the well-managed entry and settlement of people’

- **Our Work**

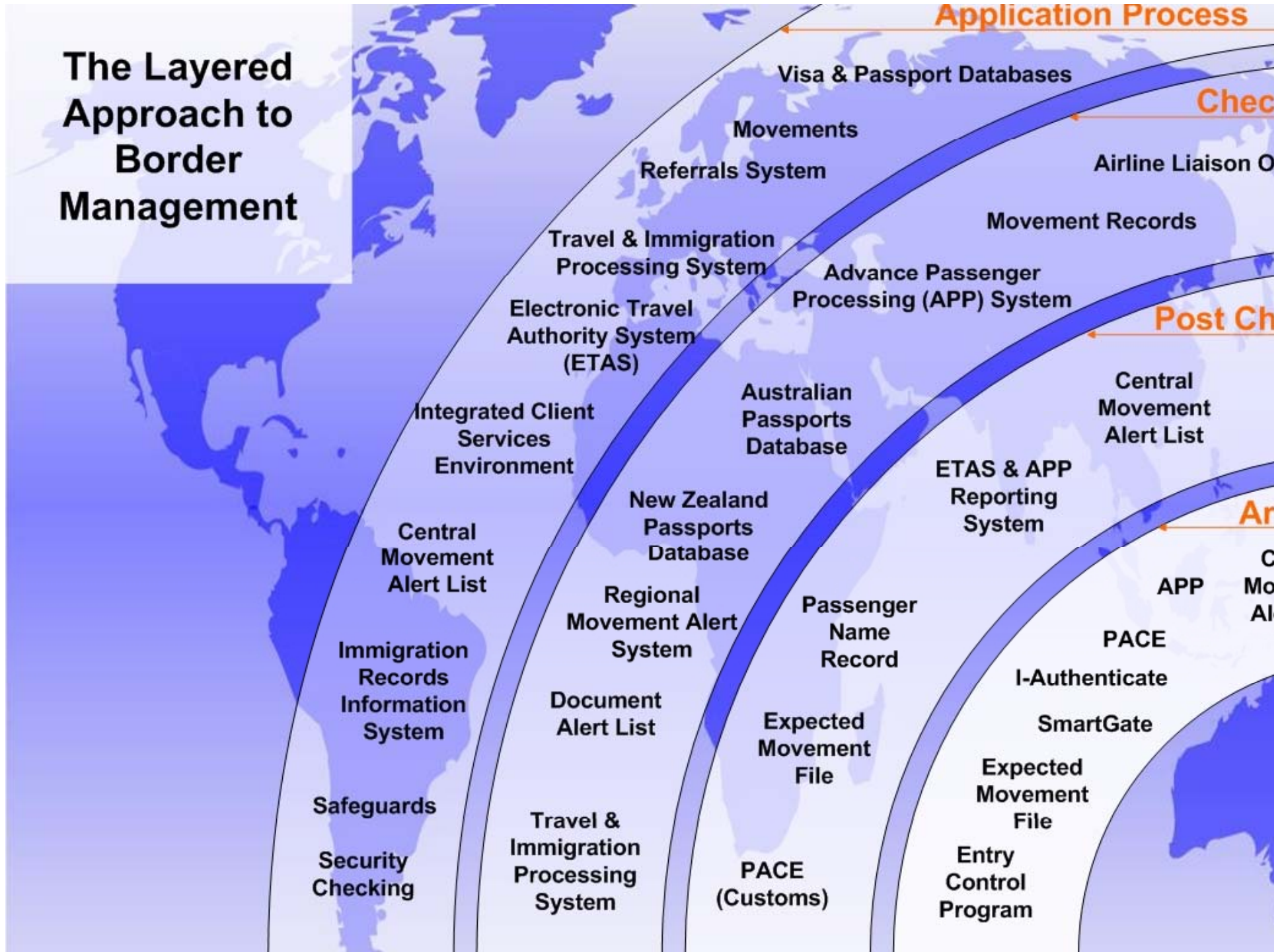
- contribute to Australia’s future through managed migration
- protect refugees and contribute to humanitarian policy internationally
- contribute to Australia’s security through border management and traveller facilitation
- make fair and reasonable decisions for people entering and leaving Australia, ensuring compliance with Australia’s immigration laws and integrity in decision making
- support migrants and refugees to settle in the community and participate in Australian society
- promote Australian citizenship and a multicultural Australia



Some facts and figures

- 7000 staff in 80 locations globally
- 25 million passengers and crew arrivals (p.a.)
- 7 million temporary visas granted
- 180,000 permanent visas (migration and humanitarian)
- 170,000 new citizenship grants (p.a.)
- 20 major computer systems (plus many smaller systems).

The Layered Approach to Border Management



Timeline of 'e' products



eBusiness benefits

- benefits for:
 - general public
 - government-to-government
 - government-to-business



Electronic Travel Authority (ETA)

- An ETA is an electronically stored authority for travel to Australia
 - replaces the visa label or stamp
 - is available through travel agents, airlines and the internet (for some)
 - seamless application process for clients
 - maximises access to visa application data
 - internet page is in English and Japanese
- The current ETAS platform allows for
 - issuing of ETAs
 - sending of Advance Passenger Processing (APP)

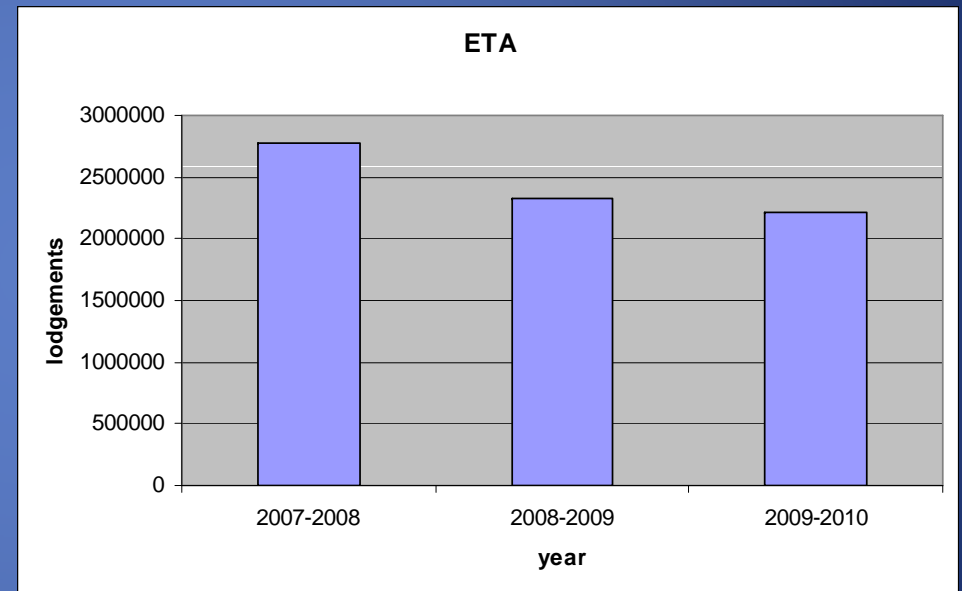
Benefits of the ETA

- 24 / 7 availability, 365 days of the year
- no application form
- visa application charge (VAC) free
- \$20 service fee
- instant response in 90% of cases
- streamlines passenger processing at check-in and entry on arrival to Australia
- allows airlines and travel agents to check for valid ETA/visa through TIETAC and TIETAQ
- all electronic, so no labels to check and understand.

ETA usage

ETA lodgements

- total of 2,215,234 for the period 1 July 2009 to 31 June 2010.
 - a 5% reduction on the previous year due to the introduction of eVisitor



ETA limitations

- limited ability to undertake sophisticated risk assessment processes
- limited number of languages available
- unable to follow up with the applicant for:
 - request for more information
 - manual processing
 - collection of biometrics.

eVisa

- eVisa was released as an enterprise application in 2001 and since then has undergone 25 major releases
- eVisa currently hosts 21 dynamically built visa forms plus several other information gathering forms
- supports global working initiatives and repatriation of offshore workloads
- enables client self service
- provides accessible and cost-effective services to DIAC clients, while improving the integrity of Australia's visa system
- the platform enables rapid development and deployment on secure, scalable infrastructure to meet growing demand.

Benefits of eVisa

- applications can be completed online
 - clients can save partially complete applications
 - displays progress with application online
- relevant to the applicant and application
 - asks questions that are relevant
 - provides checklists and/or forms required to complete application
enables additional information to be attached
- allows visa application charge to be paid electronically
- links to external organisations
- email advice of application outcome
- no visa label or stamp
- streamlined process for agents.

eVisa business models

- individual visa applicants
 - low risk
 - streamlined processing
 - access to “auto-grant”
 - medium-high risk
 - need additional evidence to meet requirements
- “known user”
 - trusted third parties
 - Migration Agents; Education Agents; Travel Agents / Airlines
 - agents retain documentation
 - applications subject to audit.

eVisa usage

eVisa lodgements

- total of 1,115,446 for the period 1 July 2009 to 31 June 2010
- an increase of 12.36% on the previous year



eVisitor

- 'label free' authority to visit Australia for tourism or business purposes
- EU and certain other European applicants who could previously apply over the internet for an ETA are now referred to the eVisitor website
- all applicants complete a basic form, those who trigger a security or immigration risk referral may be required to answer additional questions

Application page for eVisitor



Australian Government
Department of Immigration and Citizenship

Application for an eVisitor

Terms and conditions acceptance

Terms and conditions

[View terms and conditions regarding this application](#)

I agree to the terms and conditions

Cancel



Critical information



Australian Government
Department of Immigration and Citizenship

Application for an eVisitor

Progress



Critical information

Australia welcomes visitors from around the world. The eVisitor service is one of the quickest and simplest ways to apply for a tourism or business visit.

To ensure you enjoy your time in Australia please carefully read the information below which sets out who is eligible to use the eVisitor service and explains the conditions that apply to eVisitor holders during their stay.

eVisitor conditions

The criteria for applying for an eVisitor include:

- you must be outside of Australia to make the application;
- you must hold an [eVisitor eligible passport](#); and
- you must have a genuine intention to visit Australia temporarily for either:
 - tourism purpose, which can include visiting family or friends; or
 - business purpose, which can include attending:
 - education or business meetings;
 - seminars;
 - conventions; or
 - conferences.

If you are granted an eVisitor the following conditions will apply to you:


- you must not engage in any studies or training for more than three months;
- you are free from tuberculosis when you travel to, and enter, Australia; and
- you have no criminal convictions for which you have been sentenced for a total combined period of 12 months or more, whether or not the sentence/s were served.

You may be subject to further visa conditions depending on the purpose of your visit to Australia.

Your visa permits you to enter Australia as often as you wish within 12 months from the date the visa is granted and you may stay in Australia for up to three months each time you enter Australia.

Note: British National Overseas (BNO), British Dependent Territories Citizen, British Overseas Citizen, British Protected Person and British Subject passport holders are not eligible to apply for an eVisitor.

Personal details

 Australian Government
Department of Immigration and Citizenship

Application for an eVisitor

Progress

25% 100%

Personal details

Family name ?

Given names ?

Sex

Date of birth ?

Country of birth ?

Country of residence

Passport details ?

Provide details of the passport that you will use to enter Australia. Enter these details exactly as they appear in your passport.

Passport number

Country of passport

Passport nationality

Passport date of issue

Passport date of expiry

Passport place of issue / issuing authority

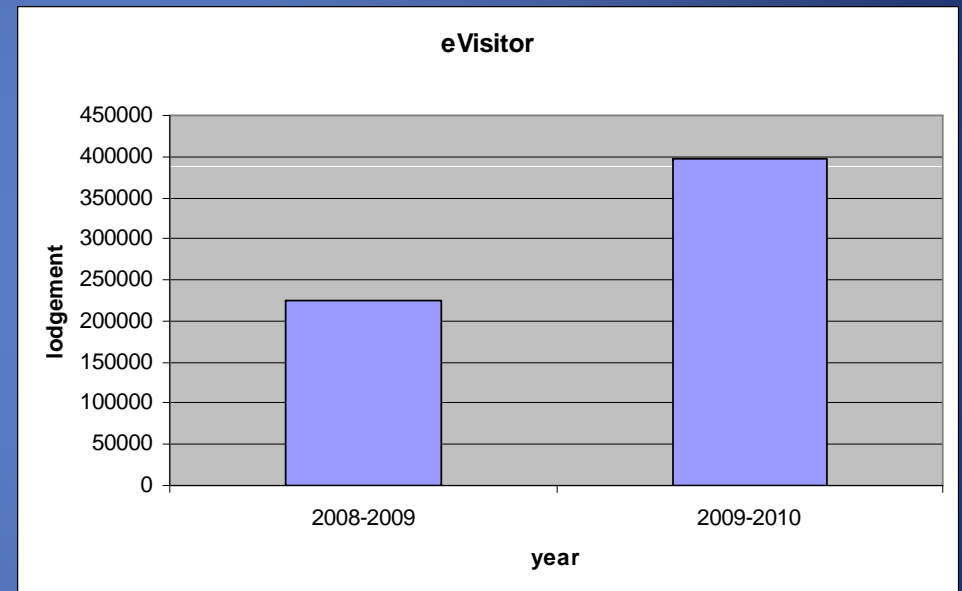
It is strongly recommended that the passport be valid for at least 6 months.

If you hold citizenship of any countries other than the country listed in your passport, provide details

eVisitor usage

eVisitor lodgements

- total of 397,569 lodgements for the period 1 July 2009 to 31 June 2010
- an increase of 76% from the previous year (27 October 2008-31 June 2010)



Visa Wizard



Australian Government

Department of Immigration and Citizenship

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- Business Services
- Managing Australia's Borders
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Visa Wizard

Finding you the right Australian Visa

The Visa Wizard can help you find the Australian visa most likely to meet your specific circumstances.

IMPORTANT: The Visa Wizard includes the most common Australian visas, but does not include every visa. Our website contains more [visa information](#) or you can [contact us](#) for assistance.



Please answer these questions

1. Why do you want an Australian visa? [Learn more](#)

2. What is the country of nationality on your passport? [Learn more](#)

3. Where do you expect to be when you apply for a visa? [Learn more](#)

4. What is your date of birth? [Learn more](#)

5. How long do you intend to stay in Australia? [Learn more](#)

Lessons learnt

- effectiveness and efficiency
- increase the usability
- improve the orientation and navigation
- limited number of languages available
- technology.

The future of eBusiness

- expanded eLodgement for all visa and citizenship products, supporting a paperless processing environment
- universal availability of self-service tools
- integrity
- efficiency
- client service.