



eVisitor: Frequently asked questions for clients

What is eVisitor?

An eVisitor is an authority to visit Australia for tourism or business purposes, solely for use by citizen passport holders of European Union (EU) member states and other European countries that are currently eligible to apply for an Electronic Travel Authority (ETA).

eVisitor holders can enter Australia multiple times over a twelve month period, staying for up to three months on each occasion.

An eVisitor can only be applied for online and applicants must be located outside of Australia to be granted an eVisitor.

The 35 eligible countries include:

 Andorra	 Austria	 Belgium	 Bulgaria
 Cyprus	 Czech Republic	 Denmark	 Estonia
 Finland	 France	 Germany	 Greece
 Hungary	 Iceland	 Ireland	 Italy
 Latvia	 Liechtenstein	 Lithuania	 Luxembourg
 Malta	 Monaco	 Netherlands	 Norway
 Poland	 Portugal	 Romania	 San Marino
 Slovakia	 Slovenia	 Spain	 Sweden
 Switzerland	 United Kingdom	 Vatican City (Holy See)	

When was eVisitor introduced?

eVisitor was introduced on 27 October 2008.

Is there a service fee?

An eVisitor application is free of charge. There is no fee required to lodge an eVisitor application or after an eVisitor application is finalised.

Am I eligible to apply for an eVisitor?

To be eligible to apply for an eVisitor you must:

- be intending to visit Australia for tourism or business purposes,
- hold an eVisitor eligible passport, and
- be located outside Australia.

It is a condition of holding an eVisitor that you:

- be free from tuberculosis, and
- have no criminal convictions for which they have been sentenced for a total combined period of 12 months or more, whether or not the sentence/s were served.

What does an eVisitor allow me to do?

An eVisitor allows you to enter Australia multiple times over a twelve month period and stay for up to three months on each occasion.

If you are visiting Australia as a tourist, no work is permitted. "Work" means an activity that, in Australia, normally attracts remuneration.

If you are visiting for business purposes, a range of business activities are permitted.

As the holder of an eVisitor you are entitled to study in Australia for up to three months during the twelve month validity period of your eVisitor.

If you are granted an eVisitor, the conditions that apply to your stay in Australia are explained in the grant notification you will receive by email and will also be available through the department's online enquiry service on our website.

See: http://www.immi.gov.au/e_visitor/check-progress.htm

How do I apply for an eVisitor?

All eVisitor applications are made online through the departmental website.

See: www.immi.gov.au

There is no provision to lodge paper-based application forms or apply orally for an eVisitor. You must also be outside of Australia at the time you apply for an eVisitor.

A separate online application form must be completed for each person travelling to Australia, including children and infants.

An eVisitor applicant must be able to communicate electronically with DIAC. It is therefore mandatory to provide an email address in the eVisitor application. It is important to note that the email address provided should be valid and be able to receive email communication from the department.

Is the application form available in other languages?

The eVisitor application form is only available in English.

How long before I travel to Australia should I apply for my eVisitor?

It is recommended that you apply for an eVisitor at least two weeks before you intend to travel.

Can I apply for an eVisitor if I already hold a valid visa?

An eVisitor will override any current visa you hold. If you apply for an eVisitor while holding another visa, you will receive a warning as part of the online application process that your current visa will no longer be valid.

The only exception to this rule is if you hold a Maritime Crew Visa, in which case you may hold an eVisitor and Maritime Crew Visa at the same time.

Do I need an eVisitor if I currently hold an Electronic Travel Authority (ETA)?

The introduction of eVisitor does not affect the validity of other visas held by visitors to Australia. If you hold a valid ETA you can still use that to travel to Australia after 27 October 2008.

How is ETA affected?

From 27 October 2008 the Internet ETA ceased to be available to eVisitor eligible nationals. However, the ETA service is still available through travel agents and airlines for existing ETA eligible nationals. Eligible nationals who attempt to apply for an ETA online are automatically redirected from the ETA website to the online eVisitor application form.

There are no changes to the ETA service available for citizens of other countries who are not eligible for an eVisitor.

Citizens from some EU countries who were not previously eligible to apply for an ETA can now apply for an eVisitor. These citizens remain ineligible for an ETA even through travel agents and airlines. This includes citizens from Bulgaria, Cyprus, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia and Slovenia.

Can I include my children in the same eVisitor application?

Children cannot be included on the same application form. Each family member, including children under the age of 18 who are named on their parents' passports, will need to apply for an eVisitor on a separate application form. There is no dependant authorisation requirement for eVisitor applicants under the age of 18 years.

Will I need to have a health check?

Health checks are only required in limited circumstances. Health checks, when conducted, are not related to the age of the applicant. Applicants will be advised by the department if any health checks are required.

Do age restrictions apply?

Eligible passport holders of all ages can apply for an eVisitor.

Can my family in Australia fill out the form for me?

Yes. A friend or family member in Australia can complete the application form as long as the eVisitor applicant is located outside of Australia.

If I am visiting for both business and tourism purposes, what do I include on my application form?

If you are engaging in any form of business activity during your stay in Australia you must apply for a business eVisitor. This includes visits to Australia to:

- explore existing or future business opportunities in Australia, or
- attend a conference or meeting relevant to the applicant's occupation or business activities, or
- undertake training relevant to the applicant's occupation or business activities (this would not generally include work placements).

If you are visiting solely for tourism purposes you will need to apply for a tourist eVisitor. This includes people travelling to Australia for tourism or other recreational activities (holiday, sightseeing, social or recreational reasons, to visit relatives or friends, or other short-term non-work purposes including study).

If you are visiting Australia to study, you will need to apply for a tourist visa, however you must not engage in study for more than three months and must not engage in work during your stay in Australia. In this context, 'work' means any activity that, in Australia, usually attracts an income or a form of payment.

Can I work as a volunteer while on an eVisitor?

Voluntary work is only allowed on tourist eVisitor in very limited circumstances. You may be able to work as a volunteer whilst on a tourist eVisitor if:

- your main purpose in visiting Australia is tourism, and any voluntary work remains incidental to tourism,
- the work involved would not otherwise be undertaken, in return for wages, by an Australian resident, or
- the work is genuinely voluntary and no remuneration is received in return for the activities.

It is acceptable, under the conditions of an eVisitor, to receive meals, accommodation and/ or reimbursement of out-of-pocket living expenses in return for voluntary work.

How will I know if my eVisitor is granted?

You can check on the status of your application at any time by using the department's online enquiry service through our website.

See: http://www.immi.gov.au/e_visas/check-progress.htm

If your application is approved you may also be able to download a formal approval letter from this site, or wait for an email to be sent to you.

How will I know if my eVisitor application requires further processing?

You will be notified by email if your eVisitor application requires further processing. In some instances you may be requested to provide further information to finalise your application. It is important to note that the email address provided as part of your application should be valid and be able to receive email communication from the department.

How long will my eVisitor take to process?

Your eVisitor application may be granted within minutes. You can check on the status of your application by using the department's online enquiry service.

See: http://www.immi.gov.au/e_visas/check-progress.htm

If your application is approved you may also be able to download an approval letter from this site, or wait for a grant notification to be sent to you by email within 24 hours. Applications that require additional processing are processed within two to ten working days.

If my application requires further processing should I contact a DIAC office?

We will contact you directly if we require further information. You do not need to visit or contact a DIAC office. For this reason, it is mandatory to provide an email address in the eVisitor application form.

To keep up-to-date with the progress of your application, you can use the department's online enquiry service.

See: http://www.immi.gov.au/e_visas/check-progress.htm

What do I do if I am not eligible for an eVisitor?

If you do not hold an eVisitor eligible passport, or you are planning to visit Australia for more than three months, information about your options for visiting Australia is available on the departmental website.

See: www.immi.gov.au

Can I save my application?

You can complete part of your application and retrieve it at a later time by using the 'save' function. When you save your application a password request screen is displayed. You can enter any password from three to ten characters in length. This password allows you to retrieve and complete your application at a later time or to attach any required documents to your application after lodgement.

Do I need a password?

When you save your application, either part-way through the process or when it is complete, a password request screen is displayed. You can enter any password from three to ten characters in length. This password allows you to retrieve your application at a later time or to attach any required documents to your application after lodgement. You must record your password and saved ID number as these cannot be retrieved by the department.

How do I withdraw my application?

An application can be withdrawn at any stage during processing, however, you are not able to withdraw an eVisitor application after it has been finalised.

To withdraw an application you must advise DIAC in writing by email.

Email: eVisitor.Helpdesk@immi.gov.au

How can I find out more about eVisitor?

More information is available on the departmental website.

See: www.immi.gov.au