



Australian Government
Department of Immigration and Citizenship

15. Changes to ETA and CTA Applications through Airlines Systems

Changes to Electronic Travel Authority (ETA) Applications and Enquires.

The Australian Department of Immigration and Citizenship (DIAC) is currently streamlining its offshore visa and border entry systems and procedures.

Bulletin No 13 of 2 May 2007 announced changes to processing of ETA and Crew Travel Authority (CTA) applications.

While every attempt is being made to ensure that users of the ETA System are not adversely affected, there will be some changes to the processing of ETA and CTA applications. The changes involve introducing new Visa Status Messages returned by the application and enquiry processes. These changes will take effect from February 2008.

What are the new Visa Status Messages?

For ETA and CTA Applications

The new Visa Status Message for ETA and CTA applications takes into account the circumstances where the result of an ETA or CTA application cannot be determined immediately and the applicant must check back on the ETA System at a later time to see whether the ETA or CTA application has been approved.

While some applicants may need to wait some hours for a decision on their application, it is expected that total referrals to Australian Embassies will be halved by these new procedure.

These changes will apply to ETA and CTA applications submitted through Global Distribution Systems (GDS), Airline Computer

Systems and to ETA applications submitted over the Internet.

For ETA and CTA Enquires

The new Visa Status Message for enquiries takes into account that a decision may not yet have been made on a previous application or that a decision has been made on a recent application and the application was rejected.

Where can you find further information?

For further information on this change see ETAS Bulletin No 9 of November 2007 from CPS Systems.

Specific questions on how to implement and undertake testing on the new changes should be directed to CPS or DIAC.

Contacts

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Further information is available on DIAC web site:
<http://www.immi.gov.au>

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