



Australian Government
Department of Immigration and Citizenship

13. Changes to Processing of ETA Applications

Changes to Electronic Travel Authority Applications

The Australian Department of Immigration and Citizenship (DIAC) is currently streamlining its offshore visa and border entry systems and procedures. 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 applications, specifically the way in which checks are performed on applications prior to decisions being made. These changes will gradually take effect from September 2007.

What are the changes to the process?

Under the current processing rules, the ETA System:

- May accept an application and grant an ETA, or
- Is not able make an immediate decision on the application and the applicant is referred to an Australian embassy.

Under the new arrangements, the ETA System:

- May accept an application and grant an ETA, or
- Where the ETA System cannot make an immediate decision, the application will be automatically referred to DIAC in Canberra for resolution within a set period. When this referral occurs, Travel Agents

will receive a message asking them to check back on the ETA System at a later time to see whether the ETA application has been approved, or

- The ETA System is unable to make a decision on the application and the applicant is referred to an Australian embassy.

While some applicants may need to wait some hours for a decision on their application, we expect total referrals to Australian Embassies to be halved by this new procedure.

These changes will apply to ETA applications submitted through the airline network and Global Distribution Systems (GDS), in addition to ETA applications submitted over the Internet.

What changes will airlines and Global Distribution Systems (GDS) see?

There will be no change to the screen formats and screen sequences currently handled by airlines and GDS. However, the underlying processing rules will differ, and new messages that describe the outcome of the application will be introduced.

When will the changes be implemented?

The changes will be gradually introduced from September 2007. Further details of the changes and the implementation will be provided through this and other communication channels by DIAC in the coming months.

Who can provide further information?

Airlines and GDSs with specific questions on the requirements or how they are to be implemented can contact CPS directly, or email DIAC.

Contacts

For further information contact:

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

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