



4 Fraudulent documents

Fraudulent documents include those obtained because of false or misleading statements. They may also be counterfeit or fraudulently altered. They may not always be easily identified or detected but check-in agents should be aware that some passengers will attempt to board an aircraft using these documents.

The biographical page of a travel document is the section most likely to have been altered. Check-in agents should pay particular attention to the photograph in the document. It should match the passenger or crew who is presenting for check-in.

Suspect documents should be referred to a supervisor or the Australian Airline Liaison Officer (ALO), if there is one in the airport or region. **Fraudulent travel documents are not valid for travel to Australia.** See Attachment C for tips on detecting fraudulent travel documents.

5 Visa requirements

With few exceptions all passengers and crew travelling to Australia must hold a valid visa, an Electronic Travel Authority (ETA) or a Crew Travel Authority (CTA). Australian and New Zealand passport holders and passengers listed in Attachment B are **not** required to obtain a visa or an ETA.

Additional information about Australian visas can be found at www.immi.gov.au.

5.1 Electronic Travel Authorities/ electronic visas

DIAC issues a range of electronic visas (eVisa) and ETAs.

Carriers should be aware that there will not be any physical evidence of an eVisa or ETA in a passenger's or crew member's travel document.

Check-in agents are able to determine whether an ETA or an eVisa is held by completing an APP transaction through the APP System or a TIETAQ check through the ETA System.

A list of ETA eligible passports is at Attachment D

5.2 Visa labels

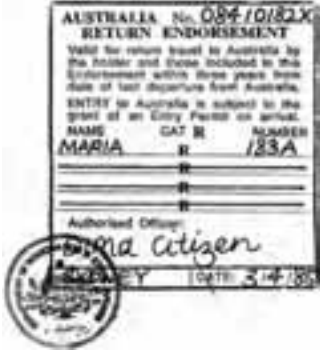
Visa labels are the traditional hardcopy visas which are affixed into the travel documents of passengers (see example of visa label on next page). Today, only a small number of passengers are travelling with printed visa labels.

Passengers may present at check-in with two passports – a valid passport and an expired passport holding an Australian visa that is still valid for travel.

5.3 Return Endorsements and Authority to Return

These visas were only issued to permanent residents of Australia and are in the form of a stamp. These types of visas were issued prior to the visa label regime. This older style of visa will only be seen in very limited circumstances. They are valid for travel to Australia provided the holder has not been absent from Australia for more than three years. Check-in agents should look for the last departure stamp from Australia (see example on page 19) in a passenger’s passport to verify absence has not been longer than three years. These visas will be in expired passports. Examples of Return Endorsements and Authority to Return stamps are shown below and on next page.

Return Endorsements



Authority to return to Australia



Departed Australia stamp



5.4 Air Crew Travel Authority (CTA)

All crew are required to hold a valid passport and airline identification and must be registered with a Crew Travel Authority (CTA). A CTA is valid for the life of the passport. There is no evidence of the CTA registration in a passport.

A CTA registration can be completed easily online via the APP website www.eta.immi.gov.au/app.html. Carriers will have registered users who can access the APP website. If carriers require additional staff to be registered to access the APP website they should send an email to the APP Mailbox appwebsite@immi.gov.au.

The APP website also provides a facility for carriers to check if crew hold a CTA. It can also provide information on the validity of a CTA.

Registration of crew is usually completed by the carrier personnel or crewing areas.

6 Visa exceptions

Although most passengers travelling to or through Australia require a visa there are some exceptions. These include certain Military and UN personnel, certain transit passengers, Permanent Residents of Norfolk Island and New Zealand passport holders. A comprehensive list is at Attachment B. This information is also available in TIM.

6.1 Transit visa arrangements

Nationals not listed in the transit passenger section at Attachment B require a visa to transit through Australia even if they simply pass through an airport on connecting flights and so do not pass through immigration clearance.

The only transit visa is the Transit Visa Subclass 771. These visa holders must show proof of a return or onward ticket for a destination other than Australia. Once a Subclass 771 transit visa is granted, travellers are able to stay in Australia for a maximum of 72 hours, and are able to board domestic flights (as they have gone through immigration clearance).



Attachment A

ICAO codes for countries and regions

Country	ICAO Code	Country	ICAO Code
Afghanistan	AFG	Benin	BEN
Albania	ALB	Bermuda	BMU
Algeria	DZA	Bhutan	BTN
American Samoa	ASM	Bolivia	BOL
Andorra	AND	Bosnia and Herzegovina	BIH
Angola	AGO	Botswana	BWA
Anguilla	AIA	Bouvet Island	BVT
Antarctica	ATA	Brazil	BRA
Antigua and Barbuda	ATG	British – Citizen	GBR
Argentina	ARG	British – Dependant Territories Citizen	GBD
Armenia	ARM	British – National Overseas	GBN
Aruba	ABW	British – Overseas Citizen	GBO
Australia	AUS	British – Protected Person	GBP
Austria	AUT	British – Subject	GBS
Azerbaijan	AZE	Brunei Darussalam	BRN
Bahamas	BHS	Bulgaria	BGR
Bahrain	BHR	Burkina Faso	BFA
Bangladesh	BGD	Burundi	BDI
Barbados	BRD		
Belarus	BLR		
Belgium	BEL		
Belize	BLZ		

Country	ICAO Code	Country	ICAO Code
Cambodia	KHM	Djibouti	DJI
Cameroon	CMR	Dominica	DMA
Canada	CAN	Dominican Republic	DOM
Cape Verde	CPV	East Timor	TMP
Cayman Islands	CYM	Ecuador	ECU
Chad	TCD	Egypt	EGY
Central African Republic	CAF	El Salvador	SLV
Chile	CHL	Equatorial Guinea	GNQ
China	CHN	Eritrea	ERI
Christmas Island	CXR	Estonia	EST
Cocos (Keeling) Isl	CCK	Ethiopia	ETH
Colombia	COL	Falkland Islands	FLK
Comoros	COM	Faroe Islands	FRO
Congo	COG	Fiji	FJI
Dem Rep of the Congo	COD	Finland	FIN
Cook Islands	COK	France	FRA
Costa Rica	CRI	France – Metropolitan	FXX
Cote D'ivoire	CIV	French Guiana	GUF
Croatia	HRV	French Polynesia	PYF
Cuba	CUB	French Southern Territories	ATF
Cyprus	CYP	Gabon	GAB
Czech Republic	CZE	Gambia	GMB
Czechoslovakia	CSK	Georgia	GEO
Denmark	DNK		

Country	ICAO Code	Country	ICAO Code
South Georgia and the South Sandwich Islands	SGS	Indonesia	IDN
Germany	D	British Indian Ocean Territory	IOT
Ghana	GHA	Iran	IRN
Gibraltar	GIB	Iraq	IRQ
Great Britain – Citizen	GBR	Ireland	IRL
Great Britain – National Overseas	GBN	Israel	ISR
Greece	GRC	Italy	ITA
Greenland	GRL	Jamaica	JAM
Grenada	GRD	Japan	JPN
Guadeloupe	GLP	Jordan	JOR
Guam	GUM	Kazakhstan	KAZ
Guatemala	GTM	Kenya	KEN
Guinea	GIN	Kiribati	KIR
Guinea-Bissau	GNB	Korea, Republic of (Sth)	KOR
Guyana	GUY	Korea, Dem Peoples (Nth)	PRK
Haiti	HTI	Kuwait	KWT
Heard and McDonald Islands	HMD	Kyrgyzstan	KGZ
Honduras	HND	Lao Peoples Dem Rep	LAO
Hong Kong (SAR)	HKG	Latvia	LVA
Hungary	HUN	Lebanon	LBN
Iceland	ISL	Lesotho	LSO
India	IND	Liberia	LBR
		Libyan Arab Jamahiri	LBY

Country	ICAO Code	Country	ICAO Code
Liechtenstein	LIE	Morocco	MAR
Lithuania	LTU	Mozambique	MOZ
Luxembourg	LUX	Myanmar	MMR
Macau	MAC	Namibia	NAM
FYROM – Former Yugoslav Republic of Macedonia	MKD	Nauru	NRU
Madagascar	MDG	Nepal	NPL
Malawi	MWI	Netherlands – Kingdom	NLD
Malaysia	MYS	Netherlands Antilles	ANT
Maldives	MDV	New Caledonia	NCL
Mali	MLI	New Zealand	NZL
Malta	MLT	Nicaragua	NIC
Marshall Islands	MHL	Niger	NER
Martinique	MTQ	Nigeria	NGA
Mauritania	MRT	Niue	NIU
Mauritius	MUS	Norfolk Island	NFK
Mayotte	MYT	Northern Mariana Isl	MNP
Mexico	MEX	Norway	NOR
Micronesia – Federated States of	FSM	Oman	OMN
Moldova, Republic of	MDA	Pakistan	PAK
Monaco	MCO	Palau	PLW
Mongolia	MNG	Palestinian Authority	PSE
Montenegro	MNE	Panama	PAN
Montserrat	MSR	Papua New Guinea	PNG
		Paraguay	PRY
		Peru	PER

Country	ICAO Code	Country	ICAO Code
Philippines	PHL	Singapore	SGP
Pitcairn	PCN	Slovak Republic	SVK
Poland	POL	Slovenia	SVN
Portugal	PRT	Solomon Islands	SLB
Puerto Rico	PRI	Somalia	SOM
Qatar	QAT	South Africa	ZAF
Refugee as per Article 1, 1951 Convention	XXB	Spain	ESP
Refugee other than Article 1 of 1951 Convention	XXC	Sri Lanka	LKA
Reunion	REU	Stateless Person	XXA
Romania	ROM	St Helena	SHN
Russian Federation	RUS	St Kitts & Nevis	KNA
Rwanda	RWA	St Pierre and Miquelon	SPM
Sahara, Western	ESH	St Vincent & the Grenadines	VCT
Saint Lucia	LCA	Sudan	SDN
Samoa	WSM	Suriname	SUR
San Marino, Republic of	SMR	Svalbard and Jan Mayen Island	SJM
Sao Tome and Principe	STP	Sweden	SWE
Saudi Arabia	SAU	Swaziland	SWZ
Senegal	SEN	Switzerland	CHE
Serbia	SRB	Syrian Arab Republic	SYR
Serbia & Montenegro	SCG	Taiwan	TWN
Seychelles	SYC	Tajikistan	TJK
Sierra Leone	SLE	Tanzania	TZA
		Thailand	THA

Country	ICAO Code	Country	ICAO Code
Timor – East	TMP	United States	USA
Timor – Leste	TLS	Unspecified Nationality	XXX
Togo	TGO	Uruguay	URY
Tokelau	TKL	Uzbekistan	UZB
Tonga	TON	Vanuatu	VUT
Trinidad and Tobago	TTO	Vatican City State	VAT
Tunisia	TUN	Venezuela	VEN
Turkey	TUR	Vietnam	VNM
Turkmenistan	TKM	Virgin Islands (Brit)	VGB
Turks and Caicos Islands	TCA	Virgin Islands (US)	VIR
Tuvalu	TUV	Wallis and Futuna Islands	WLF
Uganda	UGA	Yemen, Republic of	YEM
Ukraine	UKR	Yemen	YMD
United Arab Emirates	ARE	Yugoslavia	YUG
United Kingdom – Citizen	GBR	Zaire	ZAR
United Kingdom – National Overseas	GBN	Zambia	ZME
		Zimbabwe	ZWE



Attachment B

Passengers who do not need to obtain a visa before travelling to Australia

(from TIMATIC or TIM)

All persons entering Australia must hold a visa except for:

1. nationals of Australia
2. members of the Armed Forces, provided they are travelling on duty, hold Military Identification or a valid passport, and also hold Movement Orders from one of the following countries: Antigua & Barbuda, Bahamas, Barbados, Belize, Brunei Darussalam, Canada, Fiji, Grenada, Jamaica, Malaysia, Mauritius, New Zealand, Solomon Islands, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, Thailand, Tonga, Tuvalu, United Kingdom
3. Armed Forces of Malaysia, Papua New Guinea, Singapore and USA:
 - a) military personnel holding Movement Orders and either Military Identification or a valid passport
 - b) civilian component of 'a)' above, provided they hold a valid passport and a Status Certificate stamped in their passport or on official letterhead
4. accompanying or joining spouse or dependant relatives of '2', '3a)' or '3b)' if they hold a valid passport and either Movement Orders or a Status Certificate
5. permanent residents of Norfolk Island holding a passport endorsed with the authority to reside indefinitely in Norfolk Island. These passengers must apply for a 'Permanent Residents of Norfolk Island Visa' on arrival at the Australian border

6. nationals of New Zealand who must apply for a 'Special Category Visa' (SCV) by presenting a valid New Zealand passport and a completed passenger card on arrival at the Australian border
7. personnel employed by the United Nations Mission in Timor Leste, holding a valid passport or travel document and a UN identity card or a letter from the UN identifying them as personnel employed by UN operations in Timor Leste

Transit Passengers Without Visas (TWOV).

8. passengers transiting to a third country by the same, or a connecting aircraft within eight hours of scheduled arrival time.

These passengers must:

- hold a ticket, or evidence of an e-ticket, with confirmed onward reservation
- hold all documents required for their next destination and
- not leave the transit lounge.

They must also be in one of the following categories:

- a) a national of one of the following: Andorra, Argentina, Austria, Belgium, Brunei, Canada, Cyprus, Czech Republic, Denmark, Estonia, Fiji, Finland, France, Germany, Greece, Hungary, Iceland, Indonesia, Ireland, Italy, Japan, Kiribati, Korea Rep. (South), Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Marshall Islands, Mexico, Micronesia, Monaco, Nauru, Netherlands, New Zealand, Norway, Palau, Papua New Guinea, Philippines, Poland, Portugal, Samoa, San Marino, Singapore, Slovak Rep., Slovenia, Solomon Islands, South Africa, Spain, Sweden, Switzerland, Thailand, Tonga, Tuvalu, USA, Vanuatu, Vatican City or

- b) hold a Chinese Taipei normal passport only or
- c) hold a British passport (irrespective of endorsement in passport regarding national status) or
- d) be a national of China (People's Republic) provided they hold a Hong Kong (SAR China) passport or
- e) hold a diplomatic passport. However, this is not applicable to nationals of:
 - i. Afghanistan, Algeria, Angola, Bahrain, Bosnia and Herzegovina, Comoros Isl., Democratic People's Republic of Korea (DPRK), Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Libya, Madagascar, Mauritania, Morocco, Oman, Pakistan, Qatar, Russian Fed., Saudi Arabia, Sierra Leone, Somalia, Sudan, Syria, Tunisia, United Arab-Emirates, Yemen Rep, Zimbabwe and Arab Non-National Passport Holders (ANNPH) and
 - ii. Chinese Taipei holding diplomatic or official passports.

Attachment C

Tips for detecting fraudulent documents

1. Examine the outside cover:
 - Check the cover material for cracking or wrinkling
 - Are there any creases or cuts to the spine?
2. Examine the pages:
 - Check for any security features, for example intaglio printing, ultra violet
 - Check for tearing, staining, excess glue, or, other signs of tampering
 - Check printing quality for breaks in the lettering, or fine line blurring
 - Count the pages – are they numbered with the numbers in the same position and type style?
 - Are all of the pages the same size and colour?
3. Examine the numbers:
 - Are the document numbers all of the same style? Are there signs of erasure, overwriting or substitution of a new number?
 - If perforated, are there any perforations which do not line up or are not of the same quality throughout?
4. Biographical data:
 - Look for signs of erasure or overwriting, ie. fibre disturbance, staining or bleaching
 - Are all entries in the same handwriting, type style, and ink colour?



- Do the details match the bearer?
 - Check the expiry date (found on all passports) and extension date(s) if applicable for signs of alteration.
5. Binding:
- Binding should be consistent and tight
 - Binding on all pages should be clean and without extra holes.
6. Photograph:
- Check for any signs of a previous photograph
 - Check the reverse side of the photograph page (including the cover) for stains, wrinkling, abnormal thickness, or signs of excess glue
 - If dry or wet seal impressions are present on the photograph, do they align with the remaining portions of the seals on the page?
 - Does the dry seal impression within the photograph align with the seal impression in the comparative area in the page behind the photograph?
7. Lamina:
- Is there a second layer of lamina?
 - Is there any wrinkling or lack of adhesion?
 - Does the lamina fit the page neatly or has it been trimmed to fit?
 - Are there any breaks in the security pattern?
 - Are there any cuts or tears along the edges of the photograph?

8. Ultra violet features:

- Do all pages fluoresce at the same intensity?
- Are the UV security features, threads, fibres or planchettes consistent on all pages?
- Is there any disturbance or discoloration to the UV features in lamina?

9. Production quality:

- If watermarks are present are they in all pages? Do these watermarks fluoresce under UV light?
- Do the security features, patterns or micro-printing show consistent quality?



Attachment D

ETA eligible passports

The following are ETA eligible passports that may be processed for an ETA. Details of all major countries and corresponding ICAO codes are listed in Attachment A of this manual.

Andorra	AND	Luxembourg	LUX
Austria	AUT	Malaysia	MYS
Belgium	BEL	Malta	MLT
Brunei Darussalam	BRN	Monaco	MCO
Canada	CAN	Netherlands	NLD
Denmark	DNK	Norway	NOR
Finland	FIN	Portugal	PRT
France	FRA	San Marino, Republic of	SMR
Germany	D	Singapore	SGP
Greece	GRC	Spain	ESP
Hong Kong (SAR)	HKG	Sweden	SWE
Iceland	ISL	Switzerland	CHE
Ireland	IRL	*Taiwan	TWN
Italy	ITA	UK – Brit Citz	GBR
Japan	JPN	**UK – British National (Overseas)	GBN
Korea, Republic of (Sth)	KOR	United States	USA
Liechtenstein	LIE	Vatican	VAT

* Holders of Taiwan passports can only be processed for an ETA if resident in and applying in Taiwan.

** Holders of UK passports which indicate their nationality to be British National (Overseas) can only be processed for an ETA if resident in and applying in Hong Kong.

Access the latest list of countries on the internet at www.immi.gov.au.

Attachment E

Acronyms

API	Advance Passenger Information
APP	Advance Passenger Processing System
ALO	Airline Liaison Officer
CTA	Crew Travel Authority
DCS	Departure Control System
DIAC	Department of Immigration and Citizenship
DFTTA	Document for Travel To Australia
EOC	Entry Operations Centre
ETAS	Electronic Travel Authority System
ICAO	International Civil Aviation Organisation
MRZ	Machine Readable Zone
OAG	Official Airline Guide
TIETAQ	The visa enquiry function on the ETA system
TIM	Travel Information Manual



Attachment F

Contacts

Entry Operations Centre:

Canberra Australia
(24 hour, seven days operation)

Phone: Airline and other enquiries –
+61 1300 368 126
Seaport enquiries –
+61 1300 368 970

Fax: +61 1300 368 422

Sitatex: CBRIXCR

Email: eoc@immi.gov.au

APP Support:

Canberra Australia
(during business hours)

For queries in relation to
APP processing:

Email: appwebsite@immi.gov.au

Phone: +61 2 6223 8291

Fax: +61 2 6198 7436