



Australian Government  
Department of Immigration  
and Citizenship

# TRAVEL AGENT FORUM

April 2008

Jakarta and Surabaya (Indonesia), Australian  
Embassy

# Immigration Section

## Australian Embassy

### The Team

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*Principal Migration Officer*

**Adrian Gilbert**

*Senior Migration Officer – Temporary  
Entry Unit*

**Helen Husin**

*Manager – Temporary Entry Unit*

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# Destination Australia

- Our principles and goals
- Client service focus
- Australian tourist and visitor visa requirements
- Compliance and integrity issues
- Cooperation with travel agents
- News, reminders and further contact

# Principles and Goals



- We welcome **genuine** visitors:
  - Economic contribution to Australia
  - Employment for the tourism sector
  - Exposure to different cultures

# Our commitment

We will provide you with a quality service, where we:

- Identify ourselves
- Treat you with courtesy and respect
- Are fair and reasonable
- Give you clear, accurate, timely and relevant information or help you find it

# Client Service Focus

- Our Service Delivery Partner-Australian Visa Application Centre
  - New courier service option
  - Enhancements to payment options
- Training of our staff
- Multiple entry visas when appropriate
- Client surveys and research

# Who needs a visa to Australia?



- Everyone, except:
  - Australian citizens
  - New Zealand citizens
  - Some direct transit passengers

# Transit Visas

- Everyone transiting needs a transit visa except:
  - Nationals of approved countries **not** transiting more than 8 hours and **not** leaving the airport transit area; *and*
  - Have a **confirmed** onward booking; *and*
  - Have correct documentation for entry at their destination

# Transit Visas

- A tourist or short stay business visa may be more appropriate for:
  - Stays of longer than 72 hours
  - Where tourism or business is the primary reason for travel
- Transit visas permit:
  - Stay of up to 72 hours
  - Sightseeing, tourist activities

# Visitor Visa Categories

- Tourist visa (subclass 676)
- Business (short stay) visa (subclass 456)
- Electronic Travel Authority or ETA
- Sponsored family visitor visa or Sponsored business (679/459)
- Medical treatment visa (subclass 675/685)

# Tourist Visa – Subclass 676

- Stay period of 3 months, multiple entry
- No work
- Tourism purposes but also for family visits
- Must demonstrate a **genuine** visit with funds and a strong incentive to return to Indonesia
- Visa Application Charge RP 640,000
- Form 48R

# Tourist Visa – Subclass 676



- Demonstrating a genuine visit:
  - Personal circumstances that encourage return to home country, eg:
    - Ongoing employment
    - Presence of close family members
    - Property or other significant assets

# Tourist Visa – Subclass 676

- Demonstrating a genuine visit (cont.):
  - Personal circumstances or other conditions in home country that encourage stay in Australia
    - Applicant's economic situation including unemployment or underemployment
    - Applicant's personal ties to Australia as opposed to home country
    - Military service commitments
    - Civil disruption in home country, eg war
    - Economic disruption including shortages, famine, natural disasters

# Tourist Visa – Subclass 676



- **Adequate funds:**
  - Own adequate funds or access to funds to cover proposed stay
    - evidence may include but is not limited to bank passbooks, bank statements. Cash and traveller's cheques are not acceptable unless the applicant can prove that they are their own.

# Tourist Visa – Subclass 676



- **Adequate funds (cont.):**
  - Sponsor or other party providing support must confirm in writing their offer
    - Evidence may include bank books, statements etc.
    - If an offer of support from another party has been confirmed to be genuine, high regard should be given to this support

# Tourist visa – domestic staff

- Policy allows domestic workers who are seeking to **accompany** their employers on a short visit to Australia to apply for a Tourist visa
- Only one domestic worker per employer/family
- Generally be granted for a maximum of 4 to 6 weeks, single entry
- Must be travelling on the same itinerary as their employer

# Tourist visa – older applicants



- Tourist visa applicants aged 70 years or older must meet additional health requirements:
  - ‘Fit to travel’ certificate
  - Medical insurance for duration of stay
  - Additional medical checks may be required
- Generally single entry, but multiple entry will be considered as long as insurance covers the full period

# Additional health checks

- Most tourist visa applicants do not require medical checks. Common exceptions:
  - Over 70 years
  - Any indication may not meet health requirement (additional checks depend on reason)
  - Likely to enter hospital/health care environment (minimum x-ray)
  - Stay of longer than 3 months (minimum x-ray)
  - Longer than 3 months in classroom environment (medical exam & x-ray)

# Business Visa – Subclass 456

- Business visit but can combine with tourism
- **Not** a work visa
- Maximum stay of up to 3 months per visit
- Cannot extend
- Multiple entry if needed
- Visa Application Charge RP 640,000
- Form 456

# Business Visa – Subclass 456

- **Demonstrating a genuine business visit:**
  - State intended business activity in Australia
  - Usual business or occupation in Indonesia
  - Invitation from host business in Australia
  - Financial ability to fund the trip
  - Any relevant skills or qualifications
  - Travel itinerary

# Medical Treatment Visa

- Allow genuine visit Australia to seek medical treatment or to accompany someone
- Two medical treatment visa subclasses:
  - Short stay (subclass 675) – is for a stay of less than 3 months and is free of charge;
  - Long stay (subclass 685) – is for a stay more than 3 months and to maximum up to 12 months. Fee is applicable RP 390,000.
- Generally valid for the period of treatment only
- Minimum x-ray generally required

# Electronic Travel Authority

- Usually from a travel agent or airline
- Also on the internet – [www.eta.immi.gov.au](http://www.eta.immi.gov.au)
- No application form
- No visa label
- Available for ETA Eligible nationals only

# Electronic Travel Authority

- Through CRS, travel agents access the ETA system on SIT
- Processing time about 7 seconds
- TIETAC check shows if passport holder has a valid ETA
- DIAC staff train airline staff in these procedures

# Electronic Travel Authority



- Recent changes:
  - From 21 April 2008, you may see a message advising you to check in 12 hours to confirm successful issue of the ETA
  - Please wait the full 12 hours before making further enquiries

# Electronic Travel Authority

- If the system requests you to refer clients to the Embassy **do not** attempt to re-enter the data
- DIAC monitors ETAs granted via travel agents
- Regular audits are conducted

# Australian Visa Processing

## Globally

- Service standards for processing times in 2007-2008:
  - Tourist visa allow **1 month**
  - Business visa allow **2 weeks**

# Visa Processing in Indonesia



- Service standards for processing times in 2007-2008:
  - Tourist visa allow **5 working days**
  - Business visa allow **3 working days**
- **But early lodgement is always safer**

# Visa Processing in Indonesia



- Remember:

**Hope is not a strategy**

and

**Lack of planning does not make an  
emergency**

# Visa Processing in Indonesia



- 2006-2007 in Jakarta:
  - 62,835 applications were lodged and over 55,000 of these were for tourism, business and transit visas
  - 96 per cent of these visitor applications were approved

# Visa Processing in Indonesia

- 01 July 2007 until 31 March 2008:
  - 49,075 applications were lodged in Jakarta and over 43,052 of these were for tourism, business and transit visas
  - In March 2008 **94 per cent** of these visitor applications were approved in Jakarta and **90 per cent** in Bali

# Visa Processing in Indonesia

- Service standards for processing times in 2007-2008:
  - Tourist visa allow **5 working days**
  - Business visa allow **3 working days**
- This is a target and is for well documented applications

# Visa Processing in Indonesia

- Processing times may be longer:
  - Where extra checking is needed
  - X-ray or medical check required
  - Poorly documented applications
  - Peak vacation periods

# Compliance and Integrity Issues



- No difficulties for genuine visitors meeting the criteria for a tourist or business visa
- Only those applicants not meeting the criteria are refused

# Compliance and Integrity Issues



- Increased focus on integrity:
  - checking that documents are genuine and are not bogus or fraudulently obtained
  - Checking applicants employment record and verifying this information
  - Making checks on financial information, as required

# Cooperation in Action - Travel

## Agents and DIAC

- What we are doing:
  - Improved training for our staff
  - Escalation of complex cases
  - Looking at ways of improving client service and streamlining our procedures
  - More information to travel agents and our clients and stakeholder
  - Establishing a preferred travel agent scheme in Indonesia in 2008

# Cooperation in Action - Travel

## Agents and DIAC

- What YOU can do:
  - Thoroughly screen your applicants before lodging
  - Only lodge complete well-documented applications for genuine travellers
  - Do not give information on medical criteria-our panel doctor network or the Embassy can assist
  - Lodge as early as possible
  - For groups contact us early and lodge them together

# World Youth Day 2008

- Major international event coinciding with visit of His Holiness Pope Benedict XVI
- 15-20 July 2008 in Sydney
- Many pilgrims from our region expected
- VAC free tourist visa for **registered** pilgrims
- Normal assessment will apply
- Have met with senior church leaders
- If you are dealing with WYD groups, notify AVAC before lodgement.
- [www.wyd2008.org](http://www.wyd2008.org)
- [http://www.immi.gov.au/visitors/tourist/wyd\\_08/index.htm](http://www.immi.gov.au/visitors/tourist/wyd_08/index.htm)

# Maritime Crew Visa

- New visa for foreign sea crew
- Introduced 1 July 2007 and must be applied for and granted prior to arrival in Australia
- Online application is preferred
- MCV is now mandatory

# Maritime Crew Visa

- To enter Australia foreign sea crew will need to hold:
  - a valid national passport
  - an MCV granted against the same passport
  - another document that establishes the crew member's employment on the vessel

**Examples:** Crew list, articles, seaman's book, contract

# Maritime Crew Visa

- Two ways to apply for MCV:
  - online (1-3 days)
  - by sending a paper application to Brisbane (4 weeks)
- No application charge
- No visa label
- Valid for 3 years for 5 day stays in Australia under specified conditions
- Cannot enter by air
- <http://www.immi.gov.au/skilled/air-sea/mcv/index.htm>

# International Event Coordination

International Event Coordination Network (IECN):

- **Free** visa facilitation service to event organisers and participants
- Advice on visa requirements and facilitate visa application processing of international visitors invited for event, conference or meeting
- Encourage applications **at least 4-6 weeks before departure for Australia.**
- <http://www.immi.gov.au/visitors/iecn.htm>

# Feedback

- DIAC welcomes and acts on client feedback
- You can:
  - Use the online feedback form: [www.immi.gov.au](http://www.immi.gov.au) – Compliments and Complaints
  - Contact our office directly
  - Write to:  
The Manager  
Global Feedback Unit  
GPO Box 241  
Melbourne, Victoria  
AUSTRALIA 3001
- Award for Client Service Excellence