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Freedom of Information Request FA 21/02/00709

- Visa applications lodged for subclass 601 for each month between 01 July 2020 and 11 Feb 2021 via AustralianETA mobile app or otherwise:
 - 4083 ETA applications were received between 1 July 2020 and 31 January 2021. Refer to table below for a breakdown of applications by lodgement channel, month and outcome.
- Visa applications automatically determined (grant/refusal) for subclass 601 for each month between 01 July 2020 and 11 Feb 2021 via AustralianETA mobile app or otherwise:
 - 2098 ETA applications were automatically granted (2092 through the AustralianETA mobile app, and 6 otherwise) between 1 July 2020 and 31 January 2021. Refer to table below for a breakdown of applications by lodgement channel, month and outcome.
 - Note that there is no automatic refusal process for an ETA. Any decision to refuse an ETA is made by a visa delegate on a case by case basis. If an ETA is unable to be granted automatically, the traveller may receive an error outcome (for example, passport is ineligible for an ETA) or a 'referred to visa office' outcome.
- Visa applications referred for review for subclass 601 for each month between 01 July 2020 and 11 February 2021 via AustralianETA mobile app or otherwise
 - 1767 ETA applications were referred to visa office (153 through the AustralianETA mobile app, and 1614 otherwise) between 1 July 2020 and 31 January 2021.
 - Note that the referral process is not automatic, and there is no 'review' involved. If a traveller receives a "referred to visa office" outcome, the traveller is advised to contact their nearest Australian mission (visa office) to provide further information. It is up to the applicant to contact the visa office and provide further information should they wish to continue their ETA application. Alternatively, they may decide to apply for a different visa type, or discontinue their application.
- Visa applications determined (grant/refusal) from review referral for subclass 601 for each month between 01 July 2020 and 11 February 2021 via AustralianETA mobile app or otherwise
 - 191 ETA applications were manually processed by Australian visa offices between 1 July 2020 and 31 January 2021. Refer to table below for a breakdown of applications by month and outcome.
- Visa applications on-hand referred for review for subclass 601 for each month between 01 July 2020 and 11 February 2021 via AustralianETA mobile app or otherwise
 - The department is unable to provide the on-hand figure for ETA applications by month and the following table displays cumulative totals for 601 visas.

Total Electronic Travel Authority (subclass 601) applications lodged between 1 July 2020 and 31 January 2021

- Source: SAS datamart
- The data below shows unique ETA submissions but may include repeat applications from the same person.

Lodgement channel	Jul-20	Aug-20	Sep-20	Oct-20	Nov-11	Dec-20	Jan-21	Grand Total
Agent/airline (total)	427	238	255	336	164	138	82	1640
Error	5	<5	<5	<5	<5	<5	<5	20
Referred to visa office	421	234	253	329	160	136	81	1614
Auto-granted	<5	<5	<5	<5	<5	<5	<5	6
AustralianETA app (total)	<5	<5	17	534	599	530	572	2252
Error	<5	<5	<5	<5	<5	<5	<5	6
Referred to visa office	<5	<5	11	23	33	42	44	153
Auto-granted	<5	<5	2	510	566	487	527	2092
Visa office (total)	6	6	48	73	21	17	20	191
Granted	<5	<5	46	72	15	10	15	165
Invalid	<5	<5	<5	<5	<5	<5	<5	<5
Otherwise Finalised	<5	<5	<5	<5	<5	<5	<5	<5
Refused	<5	<5	<5	<5	5	<5	<5	16
Withdrawn	<5	<5	<5	<5	<5	<5	<5	<5
Grand Total	433	244	320	943	784	685	674	4083

Visa applications lodged for subclass 155 and 157 between 01 July 2018 and 31 December 2020 where New Zealand Citizen
 - Visa applications determined (grant/refusal) subclass 155 and 157 between 01 January 2017 and 31 December 2020 where New Zealand Citizen - Visa applications on-hand for subclass 155 and 157 for each month between 01 January 2017 and 31 December 2020 with average on-hand age noted

Visa Applications lodged for subclass 155 Five Year Resident Return between 01/07/2018 and 31/12/2020 with citizenship of New Zealand
 Response to FOI request 21/02/00709

Source: Department of Home Affairs, 2021 (DD-8309.01)
 Note 1: Includes primary and secondary applicants.

Visa Subclass	Total Lodged
155 Five Year Resident Return Total	5,351

Visa Applications granted for subclass 155 Five Year Resident Return between 01/07/2017 and 31/12/2020 with citizenship of New Zealand
 Response to FOI request 21/02/00709

Source: Department of Home Affairs, 2021 (DD-8309.02)
 Note 1: Includes primary and secondary applicants.

Visa Subclass	Total Granted
155 Five Year Resident Return Total	7,297

Visa Applications refused for subclass 155 Five Year Resident Return between 01/07/2017 and 31/12/2020 with citizenship of New Zealand
 Response to FOI request 21/02/00709

Source: Department of Home Affairs, 2021 (DD-8309.03)
 Note 1: Includes primary and secondary applicants.

Visa Subclass	Total Refused
155 Five Year Resident Return Total	126

Visa Applications onhand for subclass 155 Five Year Resident Return as at 31/12/2020 with citizenship of New Zealand by Time On Hand
 Response to FOI request 21/02/00709

Source: Department of Home Affairs, 2021 (DD-8309.04)
 Note 1: Includes primary and secondary applicants.

Visa Subclass	On Hand Age	Snapshot Date 31/12/2020
155 Five Year Resident Return	1 14d or less	22
	2 15d - 21d	13
	3 22 d - 1m	11
	4 GT 1m - 2m	24
	5 GT 2m - 3m	5
	6 GT 3m - 6m	10
	11 GT 24m	< 5
	7 GT 6m - 9m	< 5
	8 GT 9m - 12m	< 5
	9 GT 12m - 18m	< 5
10 GT 18m - 24m	< 5	
155 Five Year Resident Return Total		97