



Australian Government
Department of Immigration
and Border Protection

Visitor visa programme quarterly report

Quarter ending at 31 March 2014



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About this report

This report provides quarterly data about the Visitor visa programme administered by the Department of Immigration and Border Protection (the department). The report has been produced to assist tourism industry stakeholders and policymakers.

It is expected that this report will be further developed over time to increase and improve information sharing about the Visitor visa programme.

Data is sourced from several departmental visa processing and recording systems. Data can be dynamic and there can be delays in transmission of information from the department's global operations. Variations in figures between this report and previous reports can occur. Due to these issues, figures for the current financial year should always be considered provisional.

For privacy reasons < 5 has been used where a number in a table is between 1 and 4.

Further data about the Visitor visa programme, including the report and Visitor visa grants by subclass and citizenship from the 2005-06 to the 2012-13 financial year is available at the department's website at www.immi.gov.au/media/statistics/visitor

Further information about the Visitor visa programme is available at www.immi.gov.au/visitors

Enquiries

Any comments or enquiries concerning this report should be sent to visa.reporting@immi.gov.au quoting Report Id BR0112.

Definition of terms

Applicant type:	Under the Migration Regulations 1994 (the Regulations), there are two types of applicants. These are primary applicants and secondary applicants.
Approved Destination Status (ADS):	This scheme facilitates the travel of organised tour groups from the People's Republic of China (PRC) to Australia by approved travel agents. Tourists under the ADS scheme are granted a subcategory of the Tourist (subclass 676) visa and do not require a visa label.
Auto grant:	An automated process by which an electronic visa application is checked against security and immigration risk business rules and, if the automated checks are satisfied, the visa is granted, often within minutes after lodgement. Electronic applications which do not satisfy automated checks are referred for manual assessment by a visa processing officer.
Citizenship country:	The country of citizenship of the visa applicant or visa holder. Where a visa applicant or visa holder has more than one citizenship country, either the citizenship of the travel document or the citizenship nominated by the visa applicant is used.
Decided:	The term used for counts of decisions. See below for definition of "decisions".
Decisions:	An outcome where a decision-maker (including system-generated decision-making) grants or refuses a visa or sponsorship application.
eLodged:	Visa application lodged electronically, by eligible passport holders, via the departmental website. Visas that can be eLodged are the eVisitor (subclass 651) visa and the Tourist (subclass 676) visa (also known as the e676).
ETA:	Electronic Travel Authority. An electronic visa available to citizens from low risk countries. The term "low risk" applies to countries which issue ETA eligible passports. A list of these can be found on the department's website.
Granted:	Unless otherwise specified, the number of visas granted includes primary and review grants.
Lodged:	Lodged is the count of paper applications receipted in a departmental office or submitted electronically.
Offshore:	In this report, the term refers to the location of the client at the time of lodging the application.
On hand:	A visa application, nomination or sponsorship that has not been finalised.
Onshore:	In this report, refers to the location of the client at the time the application was lodged. An onshore applicant may already hold a visa of the same kind or may be applying for another type of visa.
Visa applicant:	Used to refer to clients applying for a visa. Unless otherwise specified, the term covers both primary and secondary applicants.
Visa holders in Australia:	The number of visa holders lawfully in Australia. This is not a count of all valid visas, as a number of visa holders may be outside Australia on the snapshot date.

How to read this report

On 23 March 2013 significant changes were made to Visitor visas as part of the Australian Government's Visa Simplification and Deregulation project. These changes have been summarised in the tables below where relevant visas have been combined into Tourist and Business groups.

Visitor – Tourist visas	Tourist Group
ETA (Visitor) (Subclass 976) and ETA (Subclass 601 – Tourist)	ETA Tourist
Tourist (Subclass 676), Visitor (Subclass 600) Tourist stream and Visitor (Subclass 600) ADS	Tourist Visitor
Sponsored Family Visitor visa (Subclass 679) and Visitor (Subclass 600) Sponsored Family stream visa	Sponsored Tourist
eVisitor (Subclass 651 - Tourist Entrant)	eVisitor Tourist

Visitor - Business visas	Business Group
ETA (Business – Long Validity) (Subclass 956), ETA (Business – Short Validity) (Subclass 977) and ETA (Subclass 601 - Business)	ETA Business
Business (Short Stay) (Subclass 456) and Visitor (Subclass 600) Business Visitor stream	Business Visitor
Superyacht crew (Subclass 488) and Sponsored Business visitor (Short Stay) (Subclass 459) visa	Sponsored Business
eVisitor (Subclass 651 - Business Entrant)	eVisitor Business

Notes

- **ETA Business** - Clients who previously lodged ETA (Business - Long Validity) (subclass 956) visa applications and (Business - Short Validity) (subclass 977) visa applications are now lodging ETA (subclass 601 - Business) visa applications. A small percentage of these clients may now be lodging Temporary Work (Short Stay Activity) (subclass 400) visas, which is not covered in this report.
- **Business Visitor** - Clients who previously lodged Business (Short Stay) (subclass 456) visa applications are now lodging Visitor (subclass 600) Business Visitor stream visa applications. A small percentage of these clients may now be lodging Temporary Work (Short Stay Activity) (subclass 400) visas, which is not covered in this report.
- **Sponsored Business** - Clients who previously lodged Superyacht crew (Subclass 488) and Sponsored Business visitor (Short Stay) (Subclass 459) visas may now be lodging Visitor (Subclass 600) Business Visitor stream applications and other temporary visas not covered in this report.

Background to the Visitor visa programme

The Visitor visa programme can be divided into two categories, Tourism and Business. Tourism may include a holiday or recreation, or visiting family and friends. The Business category allows business people to undertake business visitor activities. This may include attending meetings, conferences, site visits and exploring business opportunities. The visa holder cannot engage in work in Australia.

The Visitor visa programme is made up of three subclasses the ETA (Subclass 601), eVisitor (Subclass 651) and Visitor (Subclass 600) visa. The Visitor (Subclass 600) visa has four streams, the Tourist stream, the Sponsored Family stream, the Business Visitor stream and the Approved Destination Status stream. The below table outlines the activities allowed by each subclass and stream, and the location of the client at time of lodgement.

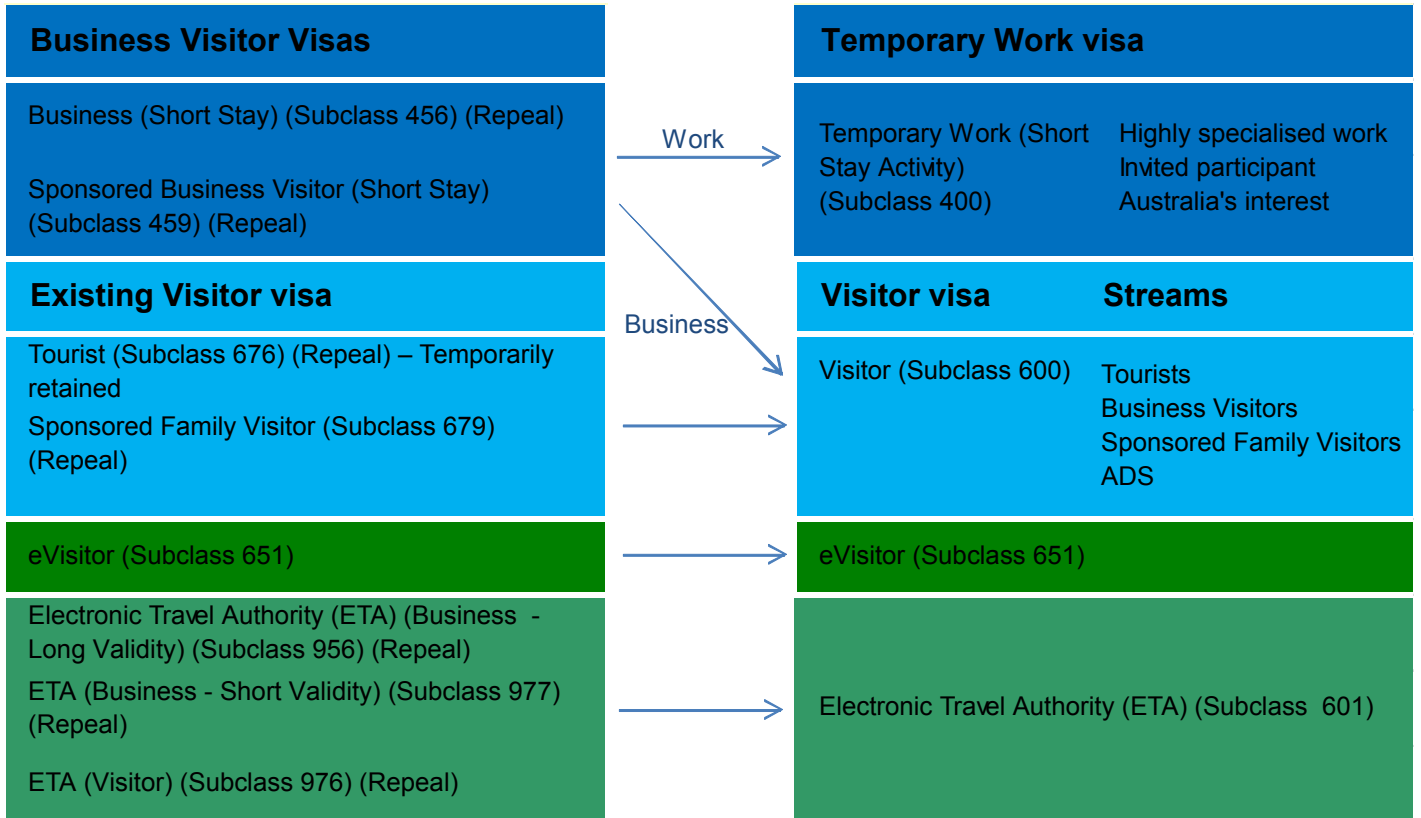
Subclass	Tourism	Business Visitor	Onshore/Offshore
601 – Electronic Travel Authority	✓	✓	Offshore
651 - eVisitor	✓	✓	Offshore
600 – Tourist stream	✓		Both
600 – Business Visitor stream		✓	Offshore
600 – Sponsored Family stream	✓		Offshore
600 – Approved Destination Status stream	✓		Offshore

On 23 March 2013 the following significant changes were made to Visitor visas as part of the Australian Government's Visa Simplification and Deregulation project:

- The Tourist (Subclass 676) was replaced by the Visitor (Subclass 600) Tourist stream visa. The online Tourist (Subclass 676) visa has been temporarily retained pending implementation of an online Visitor (Subclass 600) visa.
- The Sponsored Family Visitor visa (Subclass 679) was repealed and replaced by the Visitor (subclass 600) Sponsored Family stream visa.
- The ETA (Visitor) (Subclass 976) was repealed and replaced by the ETA (Subclass 601).
- The Business (Short Stay) (Subclass 456) visa was repealed and replaced by the Visitor (Subclass 600) Business Visitor stream visa.
- The Sponsored Business visitor (Short Stay) visa (Subclass 459) was repealed and replaced by the Visitor (Subclass 600) Business Visitor stream visa.
- The Electronic Travel Authority (Business - Short Validity) (Subclass 977) was repealed and replaced by the Electronic Travel Authority (Subclass 601).
- The Electronic Travel Authority (Business - Long Validity) (Subclass 956) was repealed and replaced by the Electronic Travel Authority (Subclass 601).

As part of these changes work rights previously permitted in Business Visitor visa were moved to a new dedicated visa, the Temporary Work (Short Stay Activity) (Subclass 400) visa. The new Business Visitor visas introduced on 23 March 2013 enable business visitors to undertake business visitor activities, including making general business and employment enquiries, attending conferences, negotiating and reviewing business contracts and making official government to government visits. A summary of the Visitor visa framework changes is provided in the table below. Visas granted before this date remain valid for use until they expire.

Background to the Visitor visa programme - continued



Background to the Visitor visa programme - continued

Eligible Passports for Electronic Lodgement of Visitor Visa Applications

Country	ETA 601	Visitor e600	eVisitor 651
Algeria		✓	
Andorra	✓	✓	✓
Austria	✓	✓	✓
Bahrain		✓	
Belarus		✓	
Belgium	✓	✓	✓
Brazil		✓	
Brunei	✓	✓	
Bulgaria		✓	✓
Canada	✓	✓	
Chile		✓	
Croatia		✓	✓
Cyprus		✓	✓
Czech Republic		✓	✓
Denmark	✓	✓	✓
Egypt		✓	
Estonia		✓	✓
Finland	✓	✓	✓
France	✓	✓	✓
Germany	✓	✓	✓
Greece	✓	✓	✓
Hong Kong	✓	✓	
Hungary		✓	✓
Iceland	✓	✓	✓
Ireland	✓	✓	✓
Israel		✓	
Italy	✓	✓	✓
Japan	✓	✓	
Kazakhstan		✓	
Kuwait		✓	
Latvia		✓	✓
Libya		✓	
Liechtenstein	✓	✓	✓
Lithuania		✓	✓
Luxembourg	✓	✓	✓
Macedonia (FYROM)		✓	
Malaysia	✓	✓	
Maldives		✓	
Malta	✓	✓	✓
Micronesia, Federated States Of		✓	
Moldova		✓	

Background to the Visitor visa programme - continued

Eligible Passports for Electronic Lodgement of Visitor Visa Applications

Country	ETA 601	Visitor e600	eVisitor 651
Monaco	✓	✓	✓
Montenegro		✓	
Morocco		✓	
Nauru		✓	
Netherlands	✓	✓	✓
Norway	✓	✓	✓
Oman		✓	
Papua New Guinea		✓	
Poland		✓	✓
Portugal	✓	✓	✓
Qatar		✓	
Romania		✓	✓
San Marino	✓	✓	✓
Saudi Arabia		✓	
Serbia		✓	
Singapore	✓	✓	
Slovakia		✓	✓
Slovenia		✓	✓
South Korea	✓	✓	
Spain	✓	✓	✓
Sudan, Republic of		✓	
Sweden	✓	✓	✓
Switzerland	✓	✓	✓
Taiwan	✓	✓	
Tunisia		✓	
Turkey		✓	
Ukraine		✓	
United Arab Emirates		✓	
United Kingdom (BNO)	✓		
United Kingdom (British Citizens)	✓	✓	✓
United States of America	✓	✓	
Vatican City	✓	✓	✓

Background to the Visitor visa programme - continued

Family members

Since 23 March 2013, all accompanying family members must lodge separate Visitor visa applications including children younger than 18 years of age who are included on their parents passport. Sponsors of Visitor (subclass 600) Sponsored Family stream visa applicants must include all visiting family members on the sponsorship form.

Family members who are accompanying Business Visitors and are not themselves intending to engage in business visitor activities while in Australia should apply for the Visitor (subclass 600) Tourist stream visa.

Visa requirements

To be eligible for a Visitor visa, the applicant genuinely intends to stay temporarily in Australia for the purpose for which the visa is granted (for tourism or business visitor purposes).

Applicants must also meet certain health and character requirements, and may be asked to undergo a health examination, and/or provide police certificates for each country they have lived in for 12 months or more over the last ten years since turning 16.

In order to meet the financial requirements for the grant of a Visitor visa, applicants must be able to demonstrate that they have access to adequate means to support themselves (and their family where relevant) during their stay in Australia, including health insurance where required. They may be asked to provide evidence of their adequate means of support.

Ability to work

Work on a Tourist (Subclass 676), Sponsored Family Visitor (Subclass 679) and Visitor (Subclass 600) Tourist, Sponsored Family and Business Visitor stream visas is not permitted. This is enforced by a mandatory “no work” condition imposed on all Tourist and Sponsored Family stream visas. Work on a Business Visitor visa applied for before 23 March 2013 is permitted in very limited circumstances where the work is non-ongoing (no more than six weeks for the validity of the visa) and highly skilled in nature. Business Visitor visas applied for since 23 March 2013 can undertake business visitor activities but not otherwise work. Business visitor activities include making general business enquiries, attending conferences and contractual negotiations and making government to government visits.

Where a person is found to be working in breach of their visa conditions, they may face visa cancellation and be subject to an exclusion period.

Ability to study

Tourist (Subclass 676), Sponsored Family Visitor (Subclass 679) and Visitor (subclass 600) Tourist, Sponsored Family and Business Visitor stream visa holders may study for up to three months. This may be an award or non-award course, however, the entire course must not be longer than 3 months in duration.

Volunteering

Tourist and Visitor visa holders may be able to work as a volunteer where the work is genuinely voluntary and no remuneration is received in return for the activities.

Background to the Visitor visa programme - continued

Extending stay

Visitor visas cannot be 'extended'. However, Visitor visa holders may extend their stay in Australia by applying for another visa, such as a Visitor (Subclass 600) Tourist stream visa, at least two weeks before their current visa expires. It is not possible to apply for other Visitor visas in Australia.

An additional visa may be granted if the applicant has complied with the conditions of their previous visa, meets all eligibility criteria for this visa, and does not have a 'No further stay' condition on their current visa.

Visa refusals

A decision to refuse a Visitor visa application is made when the delegate of the Minister for Immigration and Border Protection is not satisfied that the applicant meets the legal criteria for grant of a visa. When refusing a visa application, the Department provides an applicant, or their agent, with a written decision record that sets out the reason for the decision and any review rights.

Reasons for refusal of Visitor visa applications may include:

- failure to meet financial, health or character requirements; and/or
- failure to satisfy the department that the applicant is a genuine visitor.

Processing standards

The Department aims to finalise 75 per cent of Visitor visa applications within the following timeframes:

- for non-sponsored visitors where the application is lodged onshore - one working day for low risk applicants and one week for high risk applicants;
- for non-sponsored visitors where the application is lodged offshore - one working day for low risk applicants and one month for high risk applicants;
- for sponsored visitors (all sponsored visitor applications are lodged onshore) - 1.5 months.

The processing service standard applies where all documents are submitted with the application form. The process may be delayed if applications are incomplete or if additional information is required, including health examination and/or character checks.

Note: Low risk refers to persons holding Electronic Travel Authority (ETA) eligible passports, and high risk refers to persons who are not ETA eligible.

Recent key initiatives

- The Department continues to implement changes to support the progressive expansion of online lodgement of Visitor visa applications to all countries in 2013-14. Online lodgement of Visitor (subclass 600) visas was made available to additional countries from 1 July 2013, including all countries previously eligible for the online Tourist (Subclass 676). There are currently 73 countries with access to online lodgement, with an additional 51 countries to be provided access in May 2014.
- The Department has continued to expand its network of Australian Visa Application Centres (AVACs), managed by Service Delivery Partners overseas, to provide better access and more service options to our offshore clients. A new AVAC opened in Phnom Penh, Cambodia in March 2014 and additional centres will open in India in June 2014.
- On 7 February 2014, the Department introduced a three year validity, multiple entry visa for Chinese business visitors in order to provide greater flexibility and ease of travel for these visitors and thereby support growth in the Chinese visitor caseload. As a result of these changes, Chinese business visitors engaging in important bilateral trade and investment activities, that are of significant benefit to Australia, will not have to apply for a new visa every 12 months.

Executive Summary

Key Points

- There was a 7.9% increase in tourism Visitor visa applications in 2013-14 to 31 March 2014 (2 884 426) compared with the same period in 2013 (2 674 386). Growth in lodgements from citizens of China was up (22.6% to 381 148), Malaysia (up 25.9% to 187 650) and India (up 19.1% to 102 223).
- The United Kingdom remained the largest country for Visitor visa applications to Australia in 2013-14 to 31 March 2014 with 464 369 visa application lodgements, up 3.9% on the same period in 2013 (446 978), ahead of China (440 182). 197 220 Visitor visa applications were lodged in 2013-14 to 31 March 2014 by Malaysia, up 22.6% compared with the same period in 2013 (160 883).
- 335 095 business Visitor visa applications were lodged in the quarter ending 31 March 2014. This was a 8.6% decrease compared with the same period in 2013 (366 805), and may be attributable to visitors wishing to undertake short term work, applying for the Temporary Work (Short Stay Activity) (Subclass 400) which is not covered in this report.
- The grant rate for Visitor visas for the quarter ending 31 March 2014 remained stable at 97.4% compared with 97.7% for the same quarter in 2013.
- 132 813 Tourist visas were granted under the Approved Destination Status (ADS) scheme in 2013-14 to 31 March 2014. This was stable compared with same quarter in 2013 (128 339). 232 599 non-ADS Tourist visas were granted in 2013-14 to 31 March 2014, a 37.9% increase on the same quarter in 2013 (168 667).
- On 31 March 2014, there were 233 494 Visitor visa holders in Australia. This was a 5.6% decrease compared with the same period in 2013.

1 Applications lodged

The United Kingdom was the largest source country for visitors to Australia in 2013-14 to 31 March 2014 with 464 369 lodgements ahead of China (440 182). There was a 22.6% increase in lodgements from Malaysia (197 220) compared with the same quarter in 2013 (160 883).

2 884 426 tourism Visitor visa applications were lodged in 2013-14 to 31 March 2014. This was a 7.9% increase compared with the same period in 2013 (2 674 386). This increase was driven by growth in lodgements by citizens of China (up 22.6% to 381 148), the United Kingdom (up 4.8% to 434 703), Malaysia (up 25.9% to 187 650), Singapore (up 16.5% to 125 521) and India (up 19.1% to 102 223).

Business visitor applications declined in 2013-14 to 31 March 2014 (335 095), by 8.6% compared with 366 805 in the same period in 2013. This decline in business Visitor lodgements may be attributable to a downturn in the global economy and visitors wishing to undertake short term work, may have moved to the Temporary Work (Short Stay Activity) (Subclass 400), which is not covered in this report.

2 Visas granted

2 810 150 tourism Visitor visas were granted in 2013-14 to 31 March 2014. This was a 8.0% increase compared with the same period in 2013 (2 602 299) and reflects a combined increase in Tourist Visitor visa grants (up

10.3% from 716 182 to 790 272) and eVisitor Tourist visa grants (up 23.3% from 359 809 to 443 517).

323 380 business Visitor visas were granted in 2013-14 to 31 March 2014. This was a 9.0% decrease compared with the same period in 2013 (355 549) and may be attributable to a downturn in the global economy and visitors wishing to undertake short term work may have moved to the Temporary Work (Subclass 400) visa, which is not covered in this report.

16 129 Sponsored Tourist visas were granted in 2013-14 to 31 March 2014. This was a 12.1% increase over the same period in 2013 (14 392) and reflects an increase in lodgements and decisions as well as community engagement efforts to facilitate genuine visits.

3 Grant rates

The grant rate for Visitor visas for the quarter ending 31 March 2014 remained stable at 97.4%, compared with 97.7% for the same quarter in 2013.

4 Processing times

During the quarter ending 31 March 2014, 75% of Tourist Visitor visa applications (including Approved Destination Status (ADS) applications) were processed within 14 calendar days. This was a slight increase on the quarter ending 31 March 2013, when 75% of Tourist Visitor visa applications were processed within 10 calendar days. This slight increase may be attributable

Executive Summary - continued

to the Tourist (Subclass 676) being replaced by the Visitor (Subclass 600) Tourist stream visa in March 2013 and residual Subclass 676 cases being finalised in the December quarter.

During the March quarter, 75% of Business Visitor visa applications were processed within 6 calendar days. This is consistent with the quarter ending 31 March 2013 where 75% of Business Visitor visas were processed within 6 calendar days.

75% of Sponsored Tourist visa applications were processed within 36 calendar days in the March quarter, a minor increase on the quarter ending March 2013, in which 75% of Sponsored Tourist visa applications were processed within 35 calendar days.

Processing times also decrease if applications are complete at time of application or if no additional information is required, such as health examinations and character checks.

5 Applications on hand

On 31 March 2014, there were 50 475 Visitor visa applications on hand. This was a significant increase over the 40 892 applications on hand on 31 March 2013.

This can be attributed to several factors including a significant increase in lodgements during the quarter ending 31 March 2014 due to a decline in the Australian dollar and the annual increase in applications on hand leading into the holiday period in Australia.

To make sure that onshore applicants do not become unlawful when their existing visa expires, bridging visas are granted until a decision is made on their application.

6 Visa holders In Australia

On 31 March 2014, there were 233 494 Visitor visa holders in Australia. This was a 5.6% decrease on the 247 494 Visitor visa holders in Australia on the same date in 2013.

Visitor (Subclass 600) visa holders made up the largest cohort with 105 925 visa holders in Australia, followed by ETA (Subclass 601) with 79 056 visa holders and eVisitor (Subclass 651) with 36 540 visa holders in Australia.

The number of Visitor visa holders in Australia at any given time is influenced by a range of factors, including exchange rates, holiday periods, major events and a general increase in tourists from Asia (particularly China).

7 Approved Destination Status (ADS)

132 813 visas were granted under the ADS scheme in 2013-14 to 31 March 2014. This was a slight increase compared with the same quarter in 2013, when 128 339 visas were granted under the ADS scheme.

ADS grants made up 36.4% of all Subclass 676/600 grants to Chinese tourists in 2013-14 to 31 March 2014, a significant decrease on the same period in 2013 (43.2%). Independent travel by Chinese tourists continues to increase significantly however, with 232 599 non-ADS grants in 2013-14 to 31 March 2014. This was a 37.9% increase on the same period in 2013 (168 667).

8 Arrivals data

In 2013-14 to 31 March 2014, there were 3 448 025 arrivals on Visitor visas. This was a 6.5% increase on the same period in 2013 (3 236 727) and reflects increased arrivals from the United Kingdom (up 6.9% to 513 615), China (up 13.2% to 483 677), Malaysia (up 25.1% to 219 964) and Singapore (up 18.8% to 166 977).

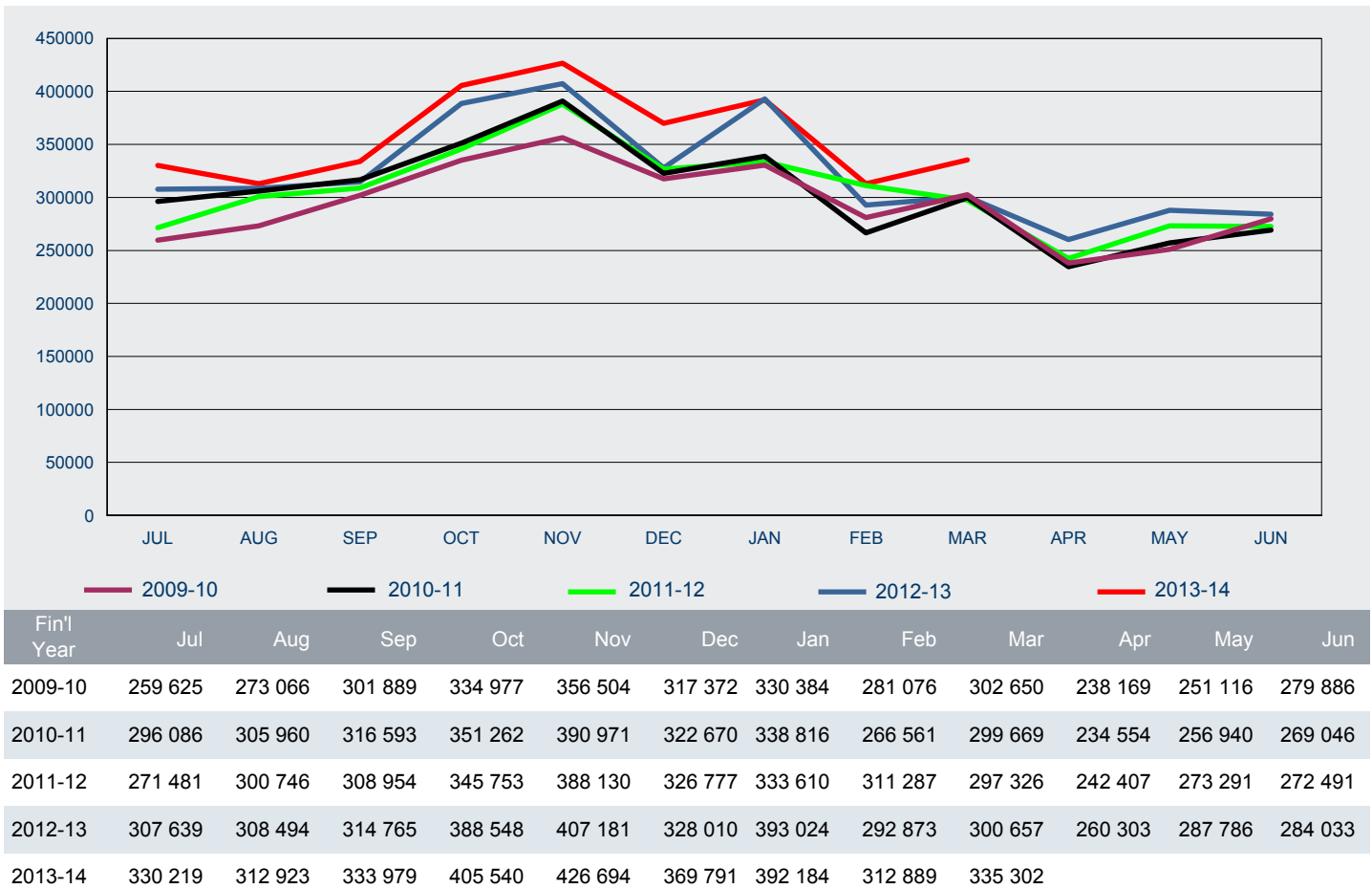
Note:

The structure of this report has been revised to better reflect the visa framework changes introduced in March 2013.

1 Lodged

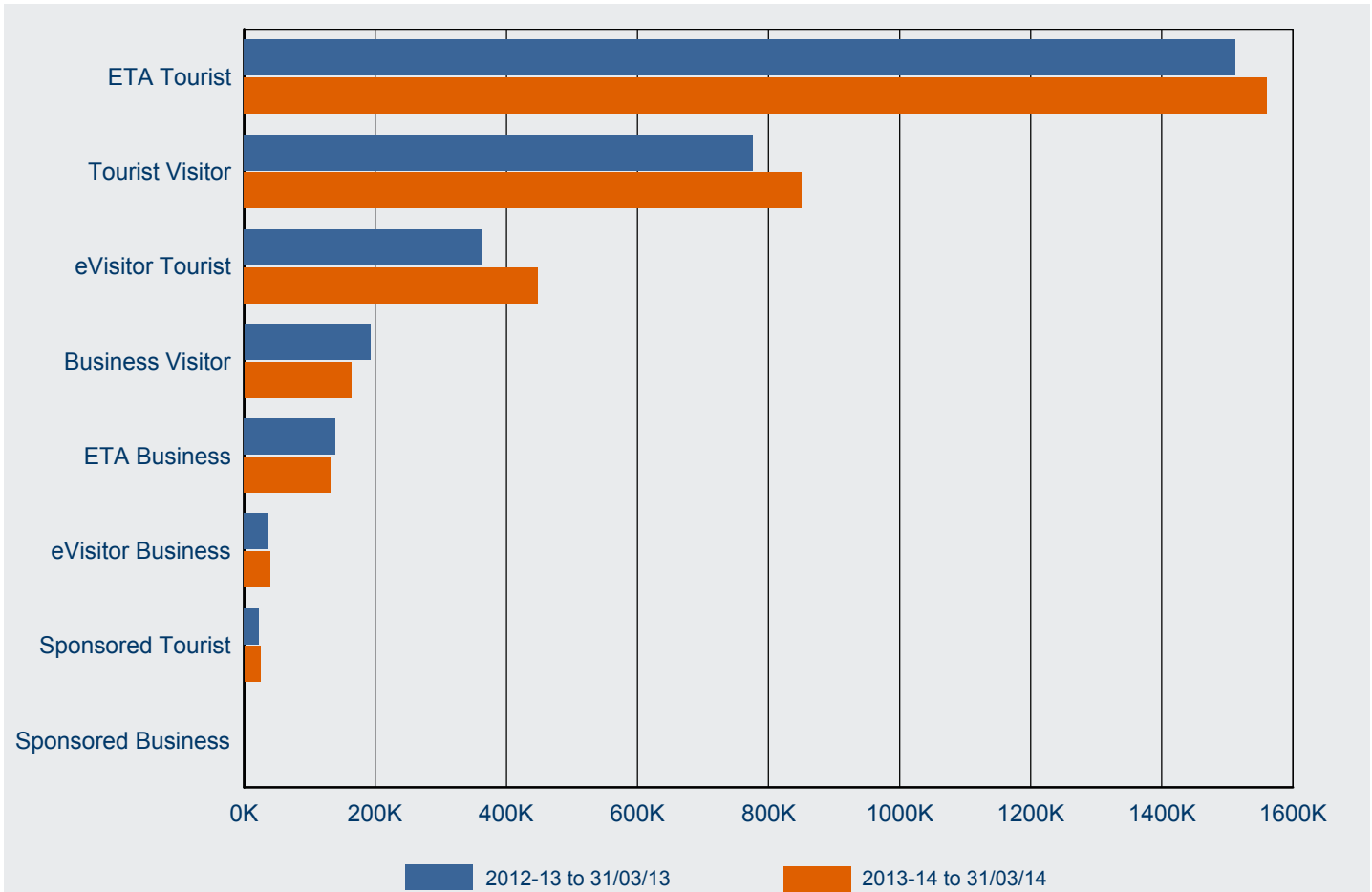
1 Lodged

1.01 Number of Visitor visa applications lodged in 2013-14 to 31 March 2014 by month - comparison with previous four financial years



1 Lodged

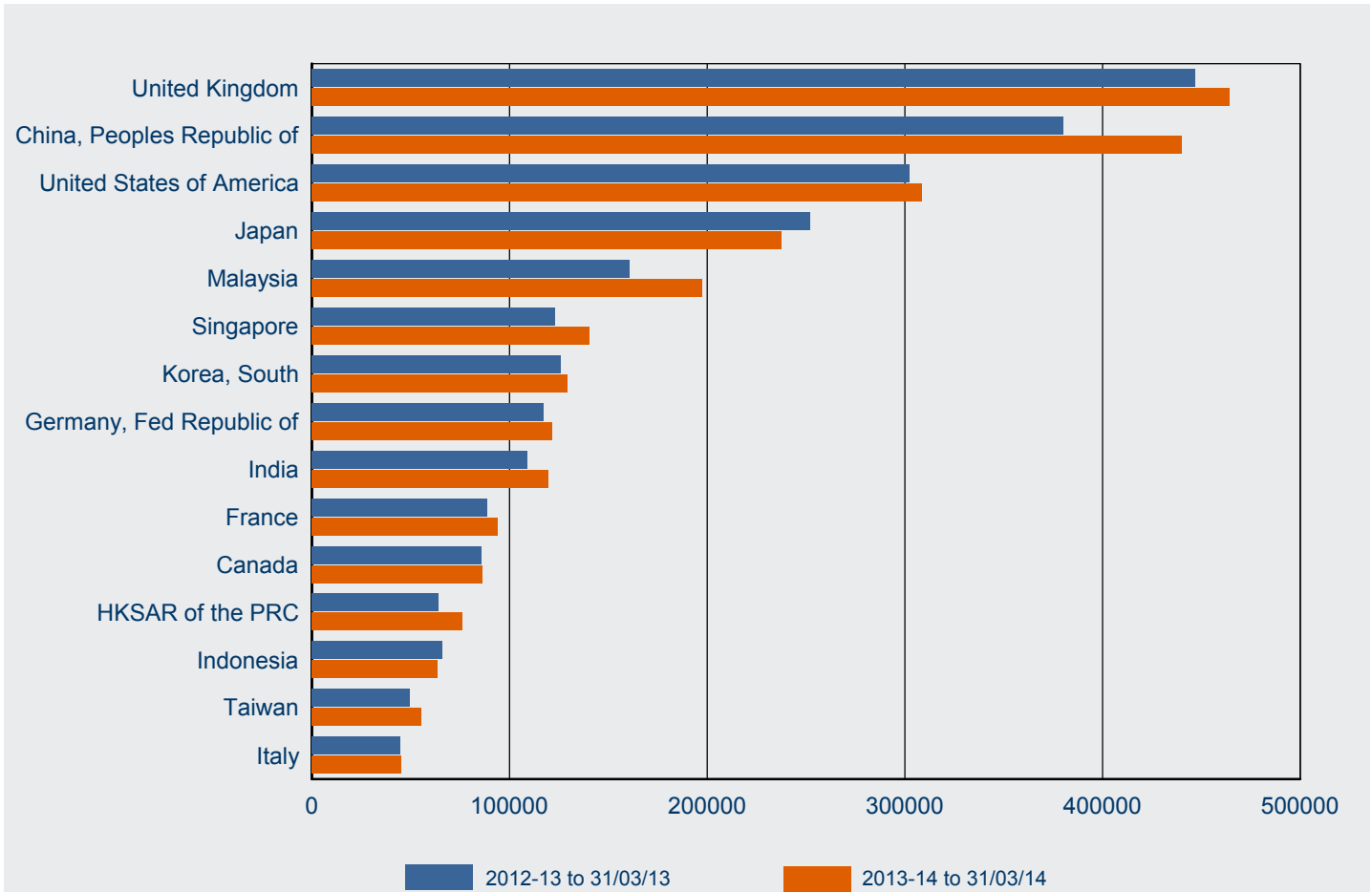
1.02 Number of Visitor visa applications lodged in 2013-14 to 31 March 2014 by visa group - comparison with same period in previous year



Visa Subclass	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
ETA Tourist	1 512 100	1 560 521	3.2%	48.5%
Tourist Visitor	776 549	850 505	9.5%	26.4%
eVisitor Tourist	363 478	448 731	23.5%	13.9%
Business Visitor	192 596	163 170	-15.3%	5.1%
ETA Business	138 434	132 246	-4.5%	4.1%
eVisitor Business	35 658	39 679	11.3%	1.2%
Sponsored Tourist	22 259	24 669	10.8%	0.8%
Sponsored Business	117			
Total	3 041 191	3 219 521	5.9%	100.0%

1 Lodged

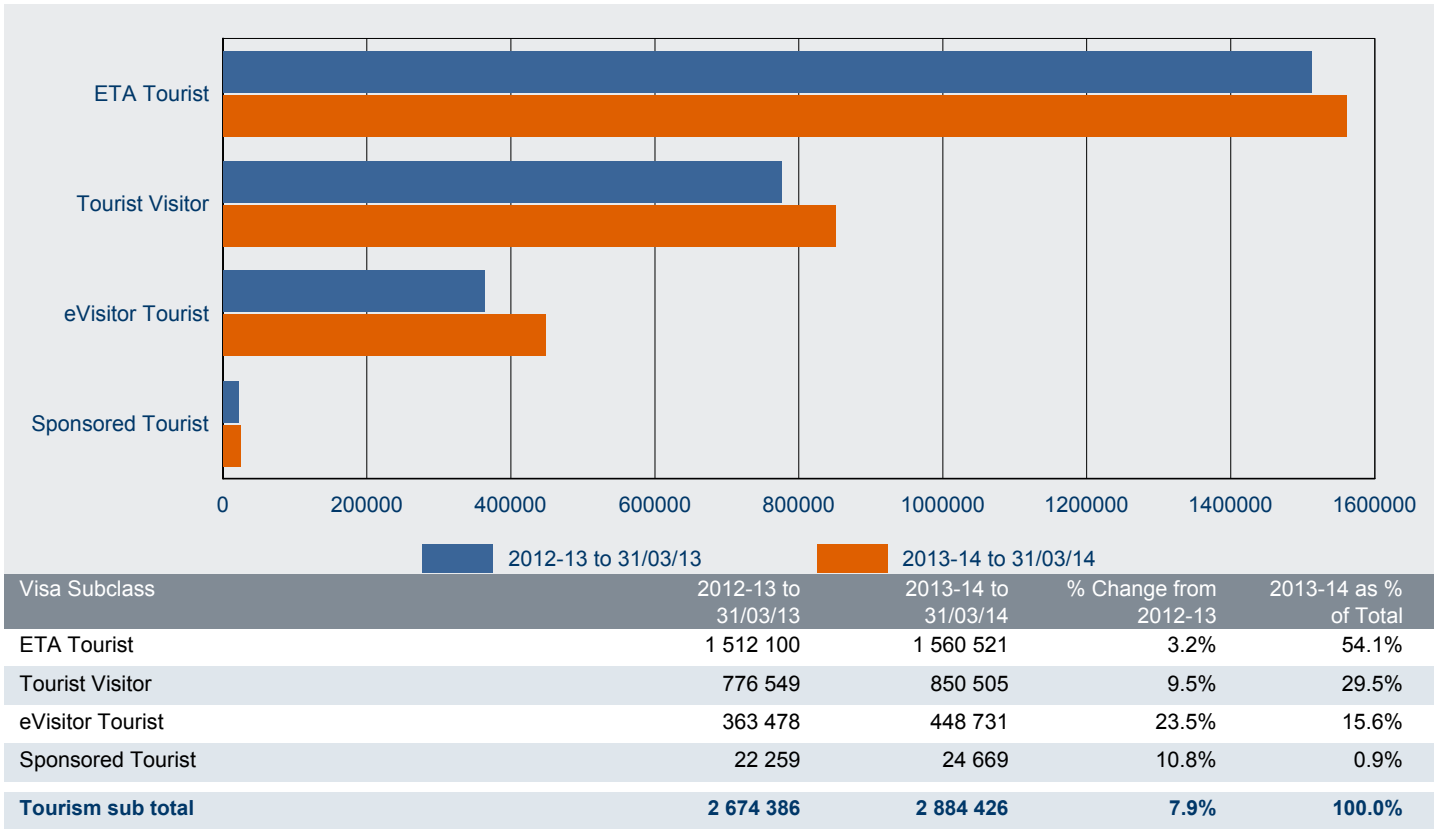
1.03 Number of Visitor visa applications lodged in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year



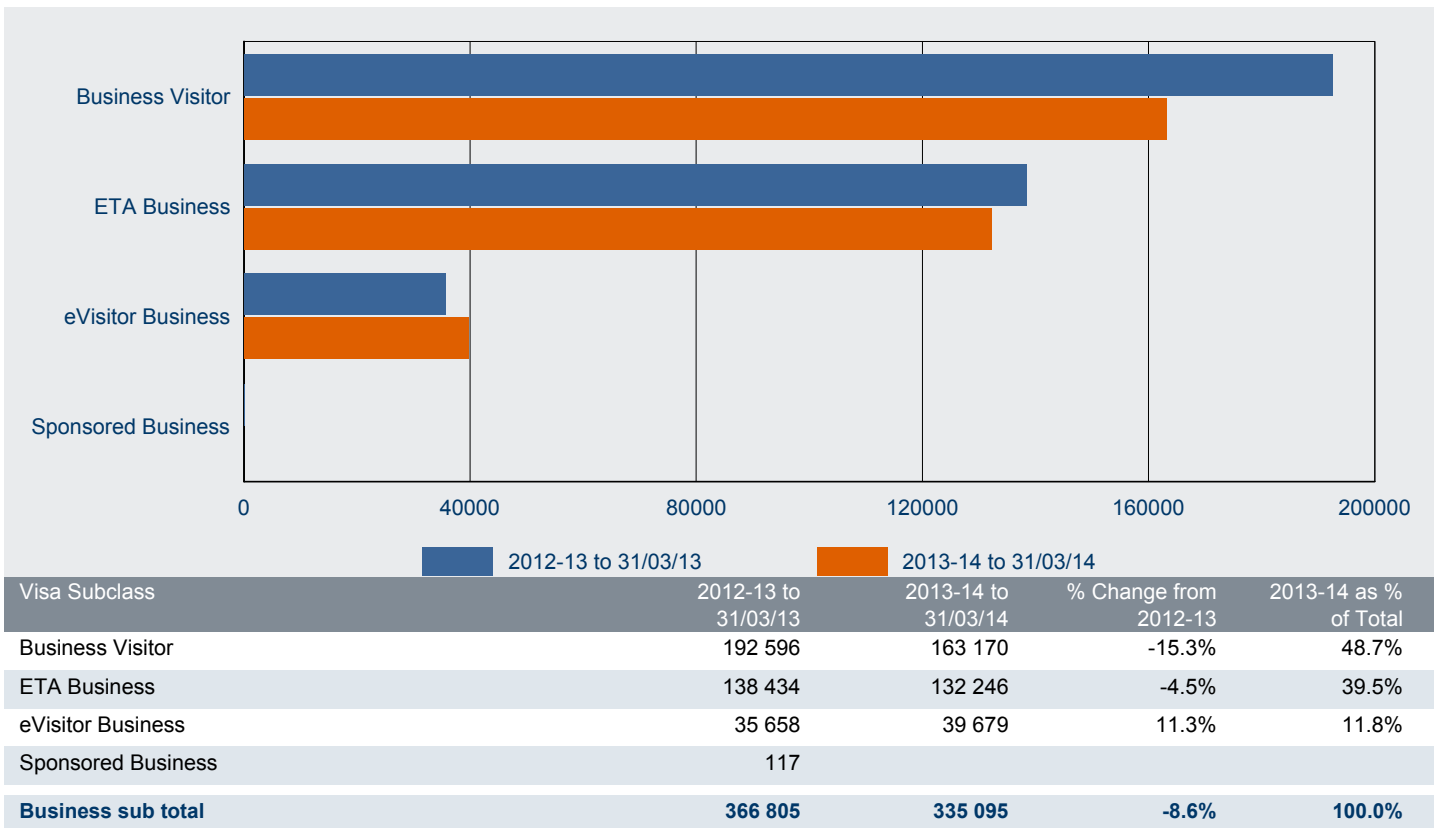
Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
United Kingdom	446 978	464 369	3.9%	14.4%
China, Peoples Republic of	380 348	440 182	15.7%	13.7%
United States of America	302 417	308 842	2.1%	9.6%
Japan	251 935	237 674	-5.7%	7.4%
Malaysia	160 883	197 220	22.6%	6.1%
Singapore	123 101	140 606	14.2%	4.4%
Korea, South	125 800	129 395	2.9%	4.0%
Germany, Fed Republic of	117 208	121 844	4.0%	3.8%
India	109 188	119 814	9.7%	3.7%
France	88 757	93 941	5.8%	2.9%
Canada	86 029	86 526	0.6%	2.7%
HKSAR of the PRC	64 338	76 189	18.4%	2.4%
Indonesia	66 137	63 849	-3.5%	2.0%
Taiwan	49 814	55 449	11.3%	1.7%
Italy	44 912	45 077	0.4%	1.4%
Other countries	623 346	638 544	2.4%	19.8%
Total	3 041 191	3 219 521	5.9%	100.0%

1 Lodged

1.04 Number of tourism Visitor visa applications lodged in 2013-14 to 31 March 2014 by visa group - comparison with same period in previous year

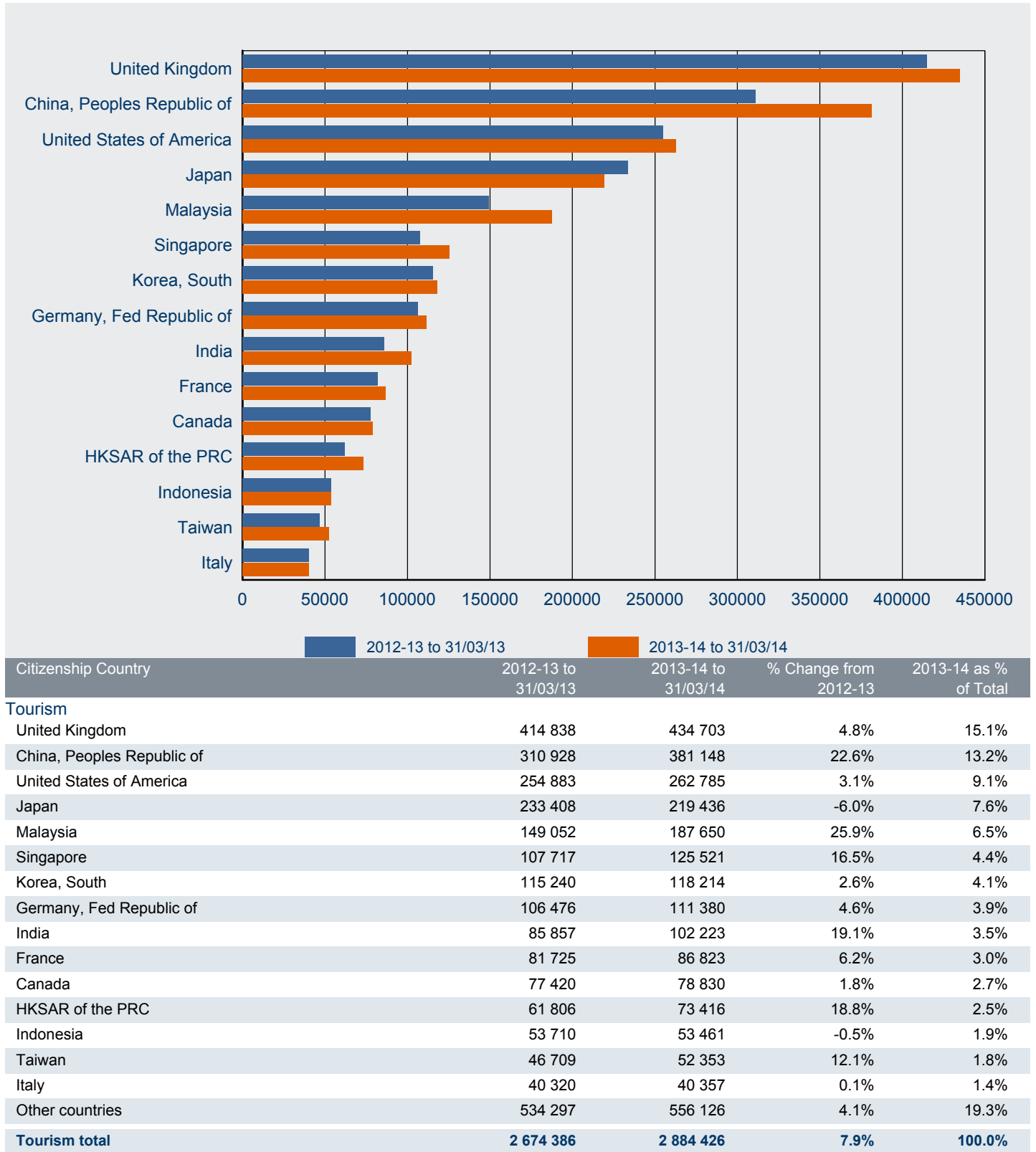


1.05 Number of business Visitor visa applications lodged in 2013-14 to 31 March 2014 by visa group - comparison with same period in previous year



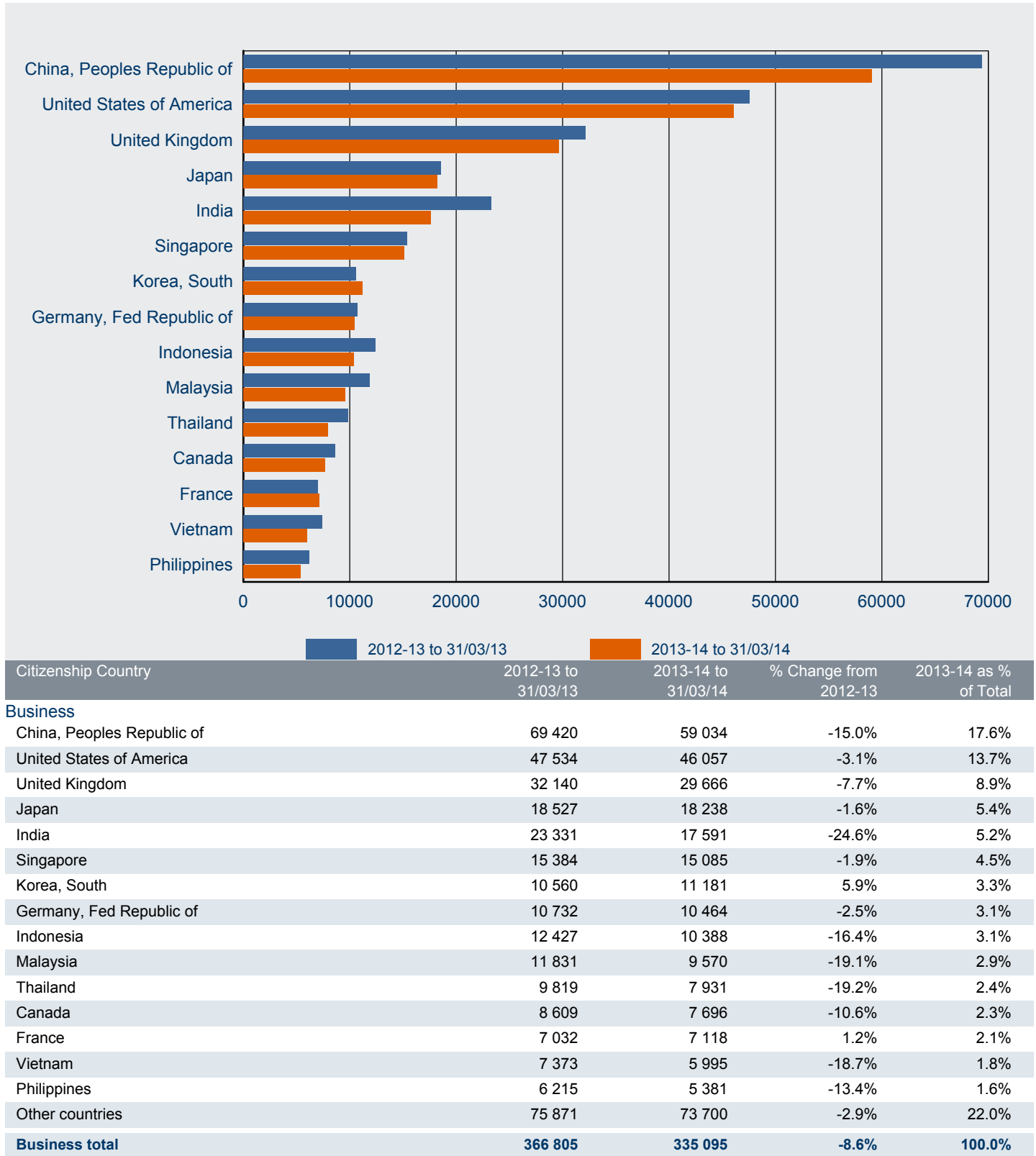
1 Lodged

1.06 Number of tourism Visitor visa applications lodged in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year



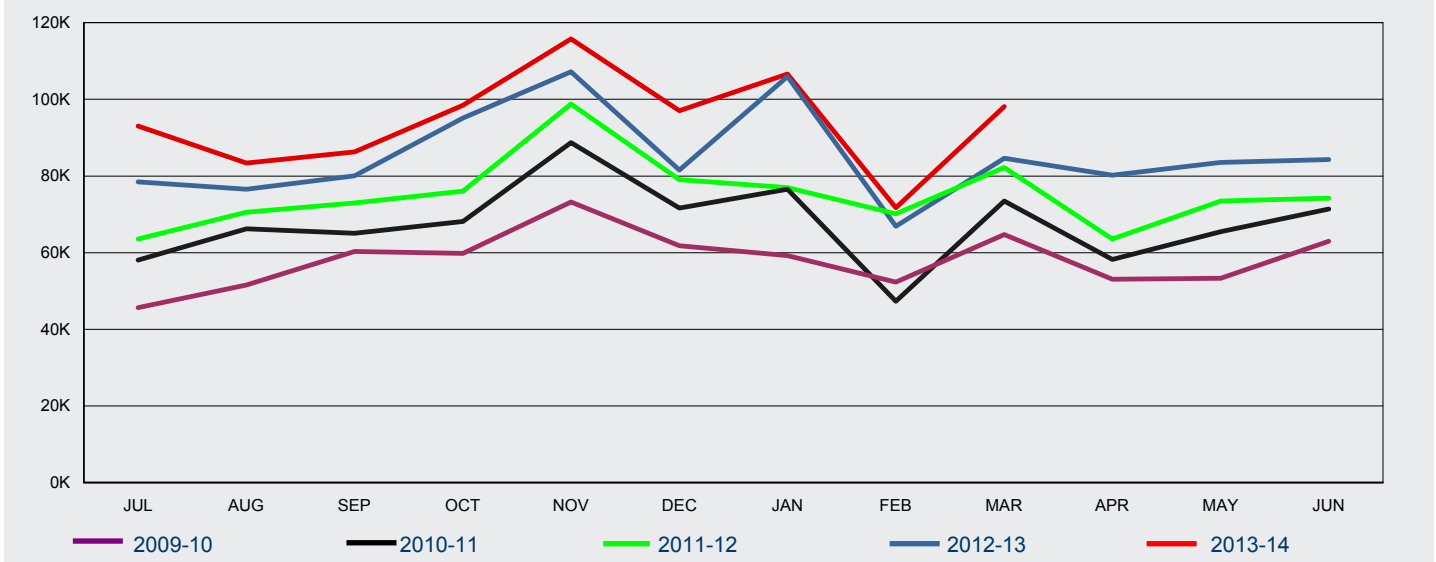
1 Lodged

1.07 Number of business Visitor visa applications lodged in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year



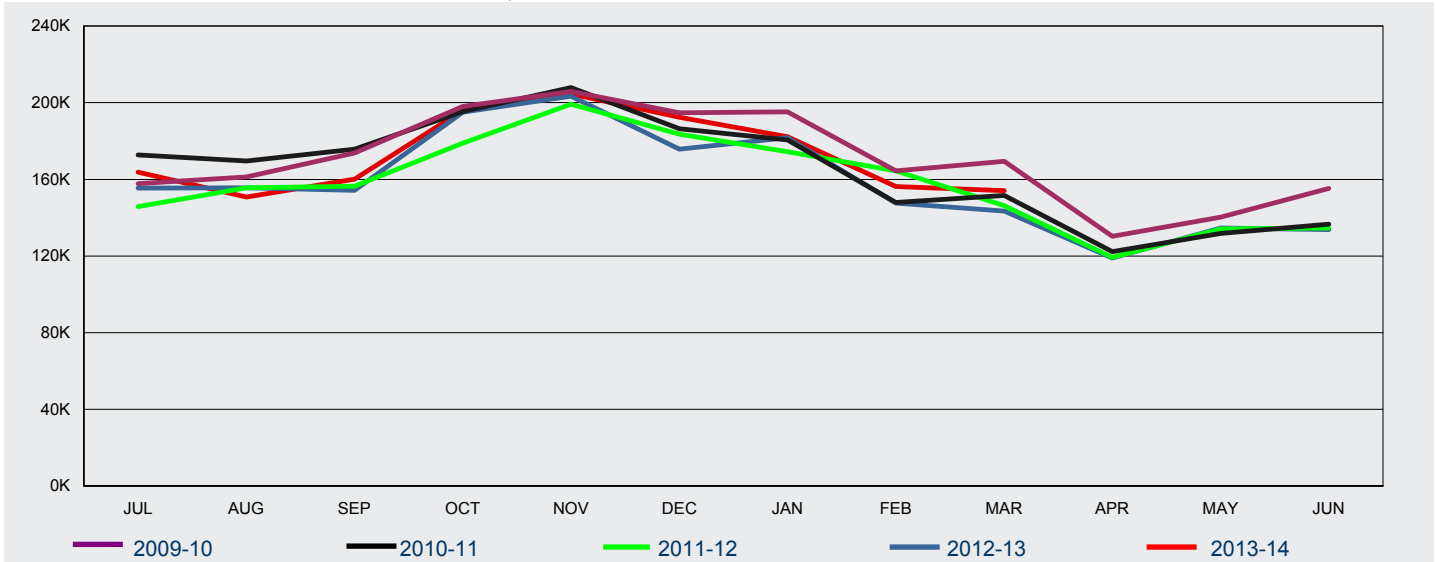
1 Lodged

1.08 Number of Tourist Visitor visa applications lodged in 2013-14 to 31 March 2014 - comparison with previous four financial years



FY Lodged	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	45 670	51 564	60 311	59 779	73 199	61 812	59 239	52 288	64 698	53 067	53 323	62 955	697 905
2010-11	58 053	66 236	65 056	68 133	88 701	71 640	76 529	47 343	73 436	58 232	65 456	71 418	810 233
2011-12	63 603	70 573	72 992	76 089	98 799	79 049	76 957	70 153	82 178	63 533	73 490	74 265	901 681
2012-13	78 459	76 586	80 069	95 149	107 171	81 561	105 979	66 908	84 667	80 247	83 582	84 296	1 024 674
2013-14	93 058	83 374	86 336	98 415	115 805	97 080	106 630	71 705	98 102				850 505

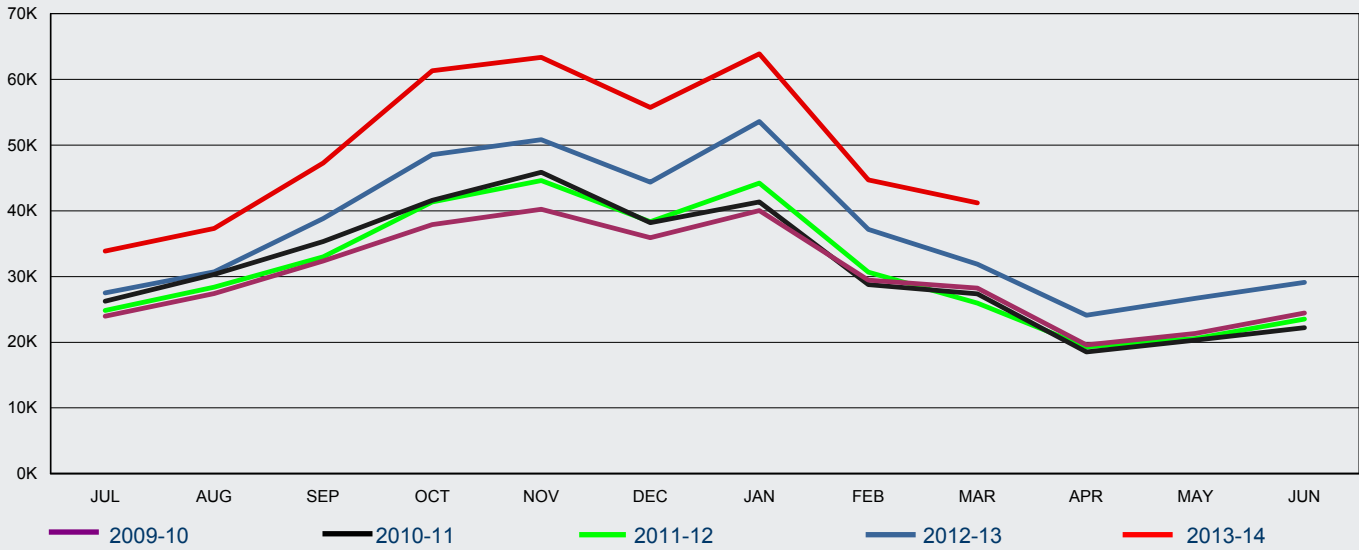
1.09 Number of ETA Tourist ('000) visa applications lodged in 2013-14 to 31 March 2014 - comparison with previous four financial years



FY Lodged	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	158	161	174	198	206	195	195	164	169	130	140	155	2 046
2010-11	173	170	176	195	208	186	181	148	152	122	132	137	1 979
2011-12	146	156	156	179	199	184	174	165	146	119	134	135	1 893
2012-13	155	156	154	195	203	176	182	148	143	119	135	134	1 899
2013-14	164	151	160	196	205	192	182	156	154				1 561

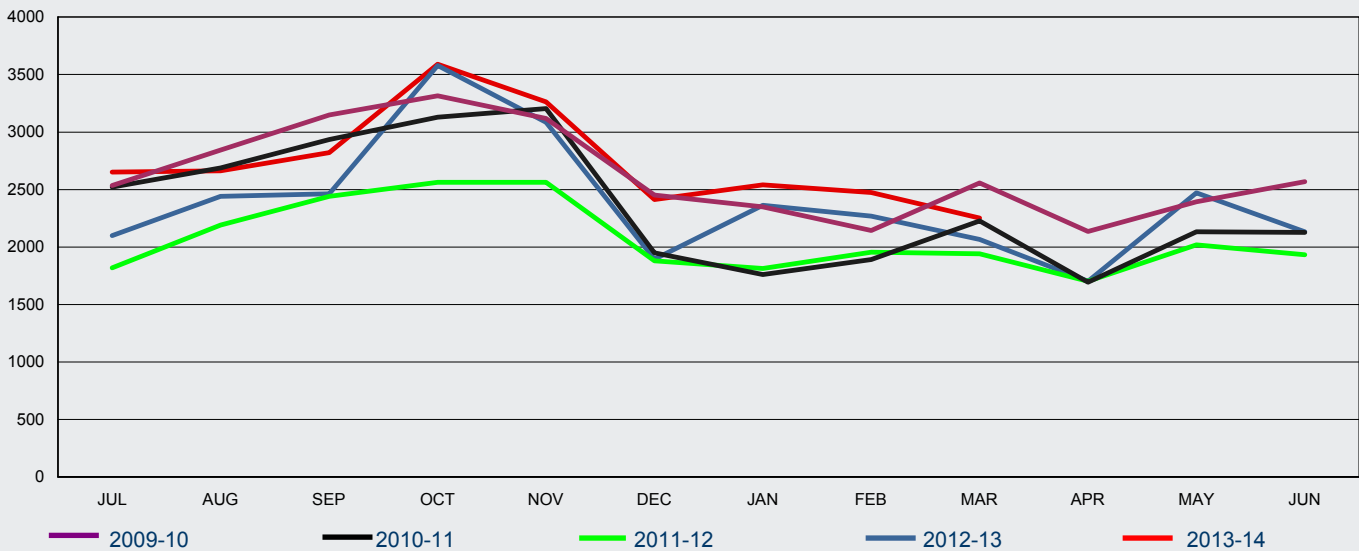
1 Lodged

1.10 Number of eVisitor Tourist visa applications lodged in 2013-14 to 31 March 2014 - comparison with previous four financial years



FY Lodged	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	23 941	27 392	32 378	37 908	40 258	35 912	40 031	29 466	28 245	19 592	21 343	24 428	360 894
2010-11	26 223	30 318	35 313	41 579	45 851	38 195	41 352	28 777	27 360	18 515	20 309	22 212	376 004
2011-12	24 826	28 368	32 992	41 344	44 599	38 332	44 215	30 689	25 963	19 303	20 548	23 526	374 705
2012-13	27 518	30 738	38 846	48 546	50 822	44 385	53 595	37 160	31 868	24 100	26 708	29 129	443 415
2013-14	33 880	37 331	47 272	61 303	63 364	55 727	63 903	44 724	41 227				448 731

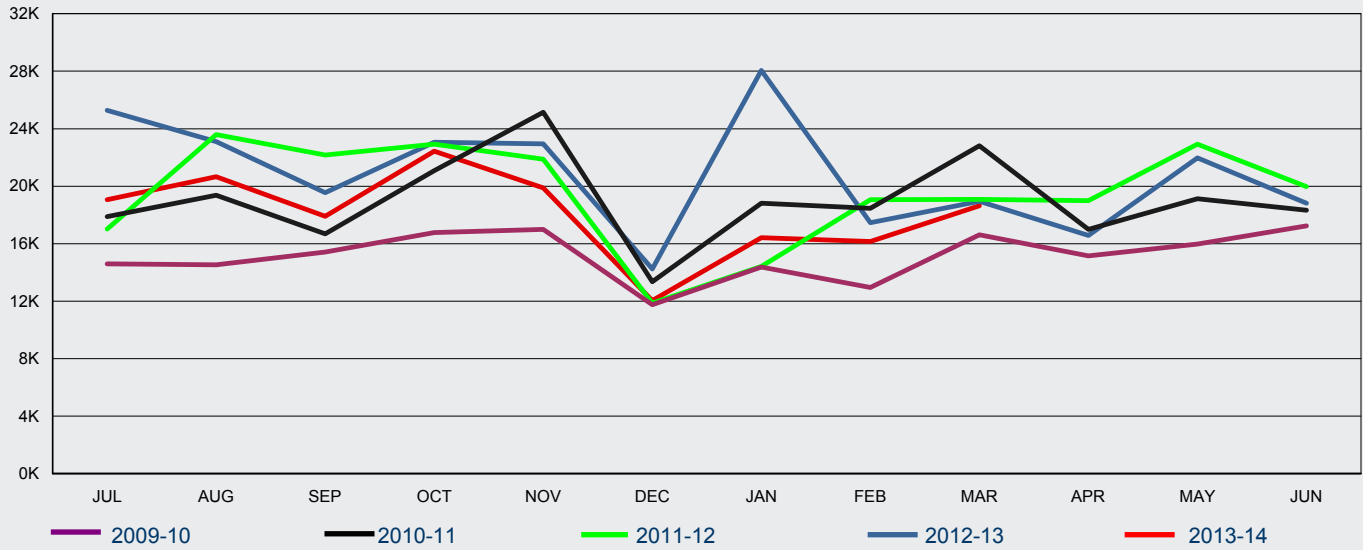
1.11 Number of Sponsored Tourist visa applications lodged in 2013-14 to 31 March 2014 - comparison with previous four financial years



FY Lodged	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	2 534	2 842	3 149	3 316	3 118	2 453	2 348	2 144	2 557	2 135	2 394	2 568	31 558
2010-11	2 522	2 689	2 934	3 129	3 204	1 949	1 762	1 891	2 226	1 694	2 134	2 128	28 262
2011-12	1 818	2 190	2 442	2 563	2 562	1 880	1 814	1 956	1 942	1 703	2 019	1 934	24 823
2012-13	2 099	2 440	2 464	3 579	3 085	1 895	2 362	2 270	2 065	1 702	2 471	2 133	28 565
2013-14	2 653	2 663	2 820	3 590	3 262	2 413	2 540	2 475	2 253				24 669

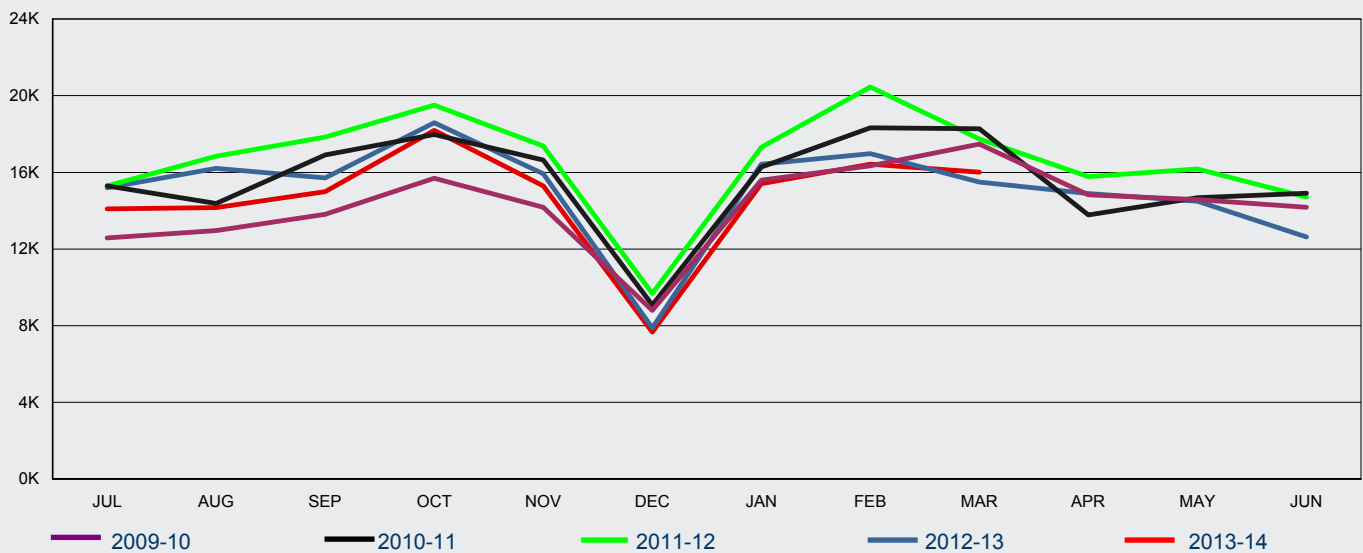
1 Lodged

1.12 Number of Business Visitor visa applications lodged in 2013-14 to 31 March 2014 - comparison with previous four financial years



FY Lodged	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	14 607	14 530	15 417	16 772	16 995	11 755	14 379	12 957	16 627	15 142	15 975	17 246	182 402
2010-11	17 876	19 369	16 686	21 089	25 145	13 349	18 809	18 462	22 818	16 992	19 131	18 339	228 065
2011-12	17 022	23 588	22 166	22 924	21 884	11 855	14 423	19 056	19 086	19 002	22 920	19 960	233 886
2012-13	25 284	23 091	19 542	23 049	22 941	14 235	28 048	17 454	18 952	16 572	21 968	18 810	249 946
2013-14	19 052	20 649	17 899	22 446	19 892	12 044	16 408	16 142	18 638				163 170

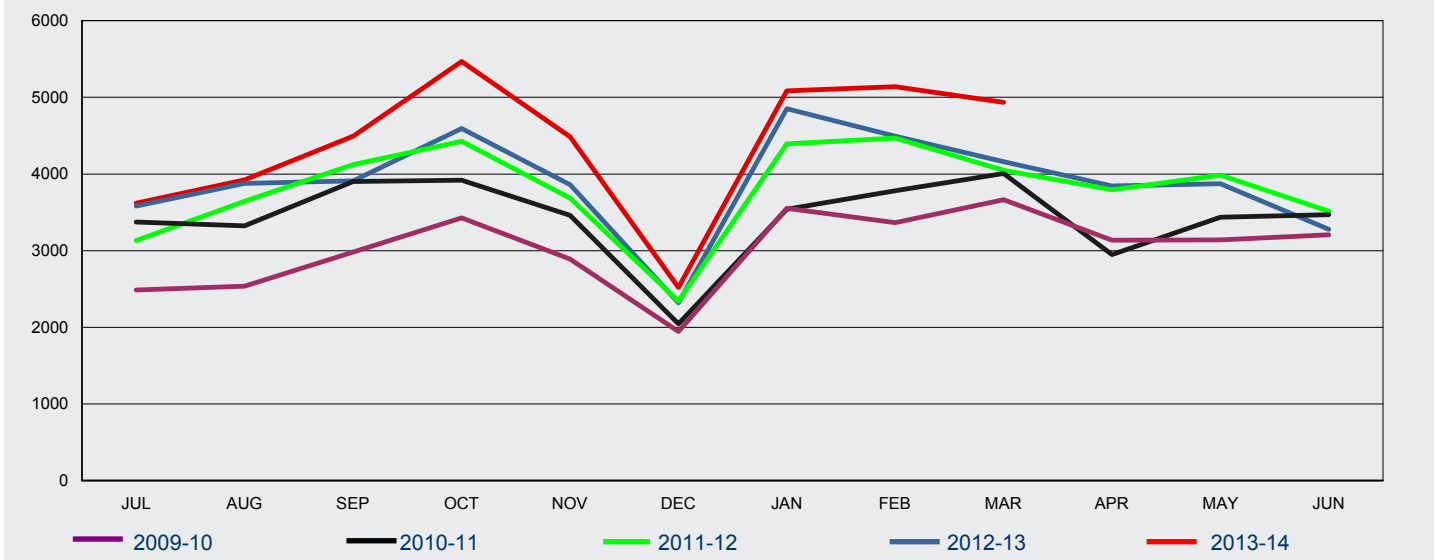
1.13 Number of ETA Business visa applications lodged in 2013-14 to 31 March 2014 - comparison with previous four financial years



FY Lodged	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	12 581	12 971	13 808	15 690	14 182	8 804	15 586	16 336	17 474	14 824	14 581	14 174	171 011
2010-11	15 291	14 376	16 914	17 971	16 651	9 088	16 280	18 330	18 282	13 783	14 678	14 904	186 548
2011-12	15 300	16 845	17 836	19 501	17 377	9 690	17 313	20 458	17 736	15 786	16 185	14 713	198 740
2012-13	15 195	16 211	15 718	18 599	15 923	7 883	16 427	16 977	15 501	14 891	14 492	12 631	180 448
2013-14	14 102	14 169	14 999	18 185	15 292	7 660	15 405	16 424	16 010				132 246

1 Lodged

1.14 Number of eVisitor Business visa applications lodged in 2013-14 to 31 March 2014 - comparison with previous four financial years



FY Lodged	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	2 487	2 539	2 983	3 427	2 890	1 946	3 555	3 367	3 666	3 137	3 139	3 208	36 344
2010-11	3 374	3 324	3 904	3 920	3 460	2 046	3 541	3 782	4 008	2 948	3 435	3 469	41 211
2011-12	3 131	3 644	4 124	4 429	3 685	2 341	4 394	4 467	4 050	3 795	3 987	3 516	45 563
2012-13	3 584	3 878	3 911	4 593	3 863	2 319	4 852	4 496	4 162	3 846	3 875	3 280	46 659
2013-14	3 621	3 925	4 496	5 469	4 487	2 519	5 087	5 141	4 934				39 679

1 Lodged

1.15 Number of Tourist Visitor visa applications lodged in 2013-14 to 31 March 2014 by citizenship country - comparison with previous financial year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
China, Peoples Republic of	308 183	378 124	22.7%	44.5%
India	83 840	99 672	18.9%	11.7%
Indonesia	53 530	53 261	-0.5%	6.3%
Thailand	31 806	30 612	-3.8%	3.6%
Philippines	29 829	34 719	16.4%	4.1%
South Africa	22 622	22 857	1.0%	2.7%
United Kingdom	18 460	8 720	-52.8%	1.0%
Brazil	15 671	17 617	12.4%	2.1%
Vietnam	15 382	18 523	20.4%	2.2%
Fiji	15 252	13 503	-11.5%	1.6%
Sri Lanka	12 719	13 063	2.7%	1.5%
Papua New Guinea	12 314	9 808	-20.4%	1.2%
Russian Federation	11 698	12 725	8.8%	1.5%
Iran	7 556	5 993	-20.7%	0.7%
Argentina	7 091	5 804	-18.1%	0.7%
Other countries	130 596	125 504	-3.9%	14.8%
Total	776 549	850 505	9.5%	100 %

1.16 Number of ETA Tourist visa applications lodged in 2013-14 to 31 March 2014 by citizenship country - comparison with previous financial year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
United States of America	251 801	257 693	2.3%	16.5%
Japan	232 667	218 732	-6.0%	14.0%
United Kingdom	228 211	218 709	-4.2%	14.0%
Malaysia	147 568	186 008	26.0%	11.9%
Korea, South	113 760	116 960	2.8%	7.5%
Singapore	107 092	124 464	16.2%	8.0%
Canada	76 029	76 828	1.1%	4.9%
HKSAR of the PRC	60 641	71 874	18.5%	4.6%
Germany, Fed Republic of	56 322	53 799	-4.5%	3.4%
France	49 068	49 451	0.8%	3.2%
Taiwan	46 205	51 615	11.7%	3.3%
Italy	26 311	24 804	-5.7%	1.6%
Ireland, Republic of	20 959	20 088	-4.2%	1.3%
Netherlands, Kingdom of The	19 676	18 290	-7.0%	1.2%
Switzerland	18 205	18 026	-1.0%	1.2%
Other countries	57 585	53 180	-7.6%	3.4%
Total	1 512 100	1 560 521	3.2%	100 %

1 Lodged

1.17 Number of eVisitor Tourist visa applications lodged in 2013-14 to 31 March 2014 by citizenship country - comparison with previous financial year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
United Kingdom	168 157	207 192	23.2%	46.2%
Germany, Fed Republic of	44 714	55 326	23.7%	12.3%
France	29 911	36 187	21.0%	8.1%
Ireland, Republic of	14 747	17 640	19.6%	3.9%
Netherlands, Kingdom of The	14 222	16 645	17.0%	3.7%
Sweden	12 792	15 681	22.6%	3.5%
Italy	11 488	14 184	23.5%	3.2%
Switzerland	8 116	9 621	18.5%	2.1%
Poland	7 148	10 244	43.3%	2.3%
Spain	6 627	8 165	23.2%	1.8%
Denmark	6 174	7 673	24.3%	1.7%
Norway	5 596	6 547	17.0%	1.5%
Finland	4 758	5 646	18.7%	1.3%
Czech Republic	4 587	5 717	24.6%	1.3%
Austria	3 569	4 369	22.4%	1.0%
Other countries	20 872	27 894	33.6%	6.2%
Total	363 478	448 731	23.5%	100 %

1.18 Number of Sponsored Tourist visa applications lodged in 2013-14 to 31 March 2014 by citizenship country - comparison with previous financial year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
Vietnam	3 787	4 131	9.1%	16.7%
China, Peoples Republic of	2 745	3 021	10.1%	12.2%
Philippines	2 141	2 451	14.5%	9.9%
Lebanon	2 091	1 643	-21.4%	6.7%
India	2 016	2 548	26.4%	10.3%
Bangladesh	1 267	1 818	43.5%	7.4%
Sri Lanka	920	933	1.4%	3.8%
Iran	755	780	3.3%	3.2%
Pakistan	688	800	16.3%	3.2%
Cambodia	641	728	13.6%	3.0%
Unknown	330	42	-87.3%	0.2%
Nepal	329	505	53.5%	2.0%
Iraq	310	331	6.8%	1.3%
Egypt	281	325	15.7%	1.3%
Syrian Arab Republic	247	160	-35.2%	0.6%
Other countries	3 711	4 453	20.0%	18.1%
Total	22 259	24 669	10.8%	100 %

1 Lodged

1.19 Number of Business Visitor visa applications lodged in 2013-14 to 31 March 2014 by citizenship country - comparison with previous financial year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
China, Peoples Republic of	69 407	59 033	-14.9%	36.2%
India	23 326	17 589	-24.6%	10.8%
Indonesia	12 399	10 388	-16.2%	6.4%
Thailand	9 815	7 931	-19.2%	4.9%
Vietnam	7 371	5 995	-18.7%	3.7%
Philippines	6 211	5 381	-13.4%	3.3%
Korea, South	6 203	5 813	-6.3%	3.6%
Singapore	5 850	5 866	0.3%	3.6%
South Africa	4 288	3 246	-24.3%	2.0%
Malaysia	4 019	2 268	-43.6%	1.4%
Papua New Guinea	3 745	2 457	-34.4%	1.5%
Japan	2 444	2 366	-3.2%	1.5%
Russian Federation	2 077	1 594	-23.3%	1.0%
United Kingdom	1 983	1 373	-30.8%	0.8%
Pakistan	1 912	1 924	0.6%	1.2%
Other countries	31 546	29 946	-5.1%	18.4%
Total	192 596	163 170	-15.3%	100 %

1.20 Number of ETA Business visa applications lodged in 2013-14 to 31 March 2014 by citizenship country - comparison with previous financial year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
United States of America	46 529	45 043	-3.2%	34.1%
United Kingdom	16 927	14 570	-13.9%	11.0%
Japan	16 083	15 871	-1.3%	12.0%
Singapore	9 533	9 216	-3.3%	7.0%
Canada	8 068	7 337	-9.1%	5.5%
Malaysia	7 811	7 301	-6.5%	5.5%
Germany, Fed Republic of	5 644	5 092	-9.8%	3.9%
Korea, South	4 357	5 368	23.2%	4.1%
France	4 133	3 856	-6.7%	2.9%
Netherlands, Kingdom of The	3 039	2 802	-7.8%	2.1%
Italy	2 691	2 680	-0.4%	2.0%
HKSAR of the PRC	2 381	2 507	5.3%	1.9%
Taiwan	2 186	2 101	-3.9%	1.6%
Sweden	1 374	1 187	-13.6%	0.9%
Spain	1 133	1 167	3.0%	0.9%
Other countries	6 545	6 148	-6.1%	4.6%
Total	138 434	132 246	-4.5%	100 %

1 Lodged

1.21 Number of eVisitor Business visa applications lodged in 2013-14 to 31 March 2014 by citizenship country - comparison with previous financial year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
United Kingdom	13 230	13 723	3.7%	34.6%
Germany, Fed Republic of	4 661	5 062	8.6%	12.8%
France	2 641	3 068	16.2%	7.7%
Netherlands, Kingdom of The	2 215	2 355	6.3%	5.9%
Italy	1 685	1 927	14.4%	4.9%
Spain	1 174	1 432	22.0%	3.6%
Poland	1 127	1 282	13.8%	3.2%
Sweden	1 116	1 231	10.3%	3.1%
Denmark	958	1 137	18.7%	2.9%
Ireland, Republic of	944	927	-1.8%	2.3%
Norway	675	778	15.3%	2.0%
Belgium	657	691	5.2%	1.7%
Finland	591	753	27.4%	1.9%
Switzerland	547	602	10.1%	1.5%
Romania	508	650	28.0%	1.6%
Other countries	2 929	4 061	38.6%	10.2%
Total	35 658	39 679	11.3%	100 %

1 Lodged

1.22 elodged rate for Tourist Visitor visa applications lodged in the 3 month period between 1 January 2014 and 31 March 2014 by client location - comparison with previous four periods

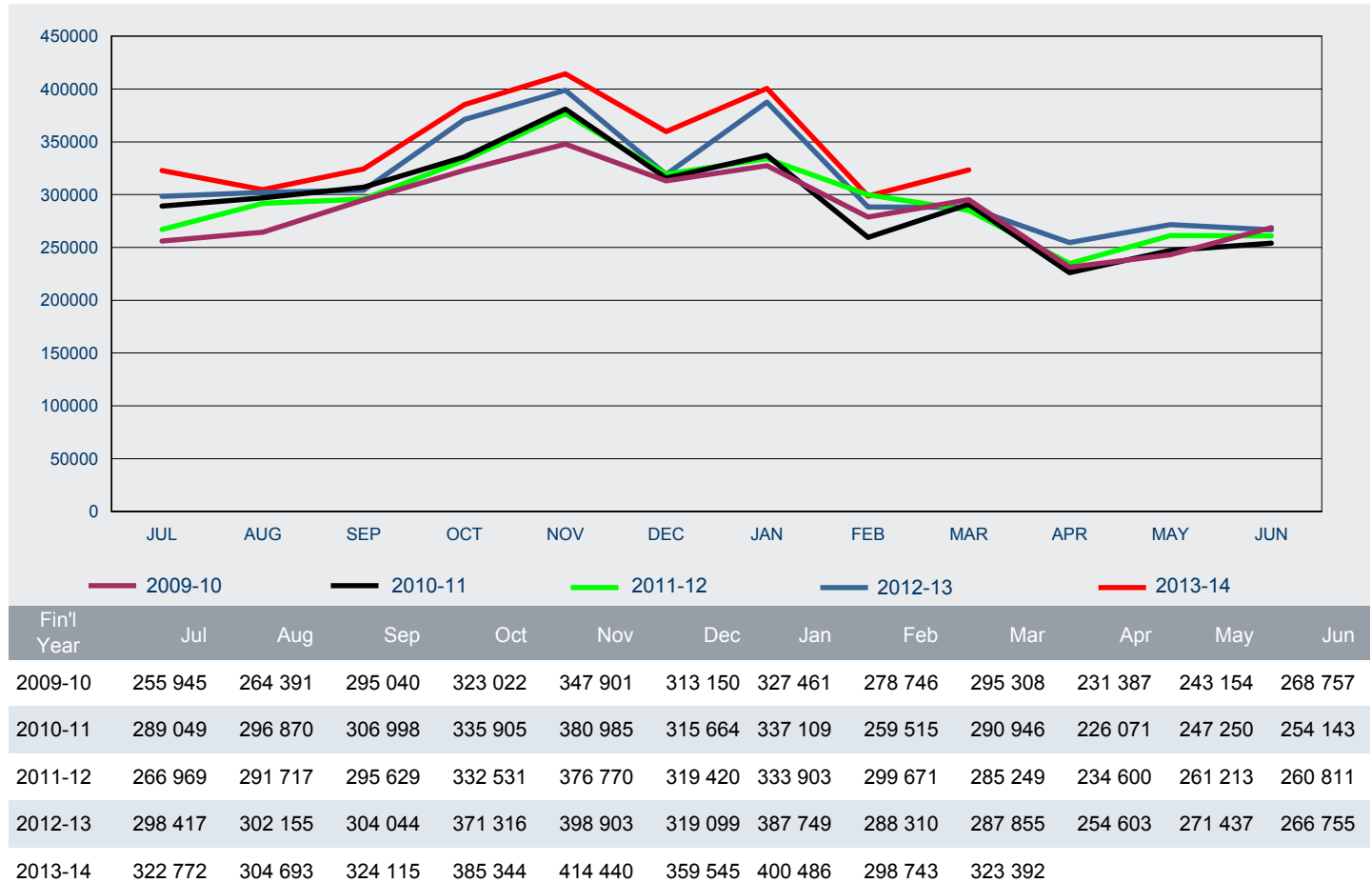
Citizenship Country	01/01/13 to 31/03/13	01/04/13 to 30/06/13	01/07/13 to 30/09/13	01/10/13 to 31/12/13	01/01/14 to 31/03/14
Offshore					
Brazil	92.3%	91.5%	92.7%	92.4%	95.1%
Argentina	93.8%	88.2%	91.5%	92.2%	92.3%
Chile	86.6%	81.8%	78.5%	81.8%	87.4%
United Kingdom	97.6%	96.0%	89.3%	95.0%	91.8%
Saudi Arabia	89.2%	90.4%	88.5%	87.4%	90.2%
United States of America	90.8%	88.3%	94.3%	97.4%	96.0%
HKSAR of the PRC	35.0%	29.9%	39.3%	52.0%	29.0%
Switzerland	98.5%	96.9%	99.2%	99.1%	98.1%
United Arab Emirates	64.8%	73.3%	64.7%	58.8%	66.9%
Germany, Fed Republic of	96.6%	90.2%	83.1%	88.9%	88.8%
Canada	91.6%	90.6%	93.6%	96.0%	95.5%
Kuwait	98.3%	96.8%	92.1%	92.7%	97.6%
Malaysia	70.8%	65.4%	82.0%	82.3%	76.3%
Singapore	67.2%	66.1%	86.5%	90.3%	81.1%
France	99.0%	98.0%	98.2%	98.6%	94.3%
Other countries	93.7%	91.0%	82.4%	90.7%	86.8%
All Offshore	92.5%	89.1%	86.4%	90.7%	89.8%
Onshore					
United Kingdom	62.4%	53.0%	79.5%	90.1%	88.3%
Korea, South	47.6%	53.6%	82.0%	91.8%	90.0%
United States of America	58.8%	57.8%	78.5%	89.2%	90.5%
Italy	58.4%	49.1%	80.4%	86.5%	88.7%
Malaysia	52.6%	64.1%	81.8%	89.5%	91.4%
Greece	54.8%	51.9%	71.1%	74.8%	82.0%
Germany, Fed Republic of	36.5%	28.2%	64.2%	83.5%	84.8%
France	55.4%	47.2%	80.2%	88.2%	91.6%
Canada	61.2%	53.2%	74.0%	88.0%	89.8%
Ireland, Republic of	48.5%	54.1%	76.4%	89.4%	92.2%
Brazil	14.9%	11.8%	75.2%	91.2%	88.8%
HKSAR of the PRC	40.6%	54.1%	86.3%	95.7%	86.4%
Japan	51.0%	51.9%	71.1%	90.1%	92.2%
Spain	46.6%	45.3%	78.2%	94.1%	91.2%
Switzerland	38.5%	14.7%	67.7%	80.5%	80.4%
Other countries	50.0%	44.2%	79.5%	88.0%	87.9%
All Onshore	51.8%	47.4%	78.3%	88.2%	88.6%
All Tourist Visitor visa	86.0%	84.1%	85.4%	90.4%	89.6%

Note: only includes eligible passport countries for online subclass 676 and 600 tourist visa applications.

2 Granted

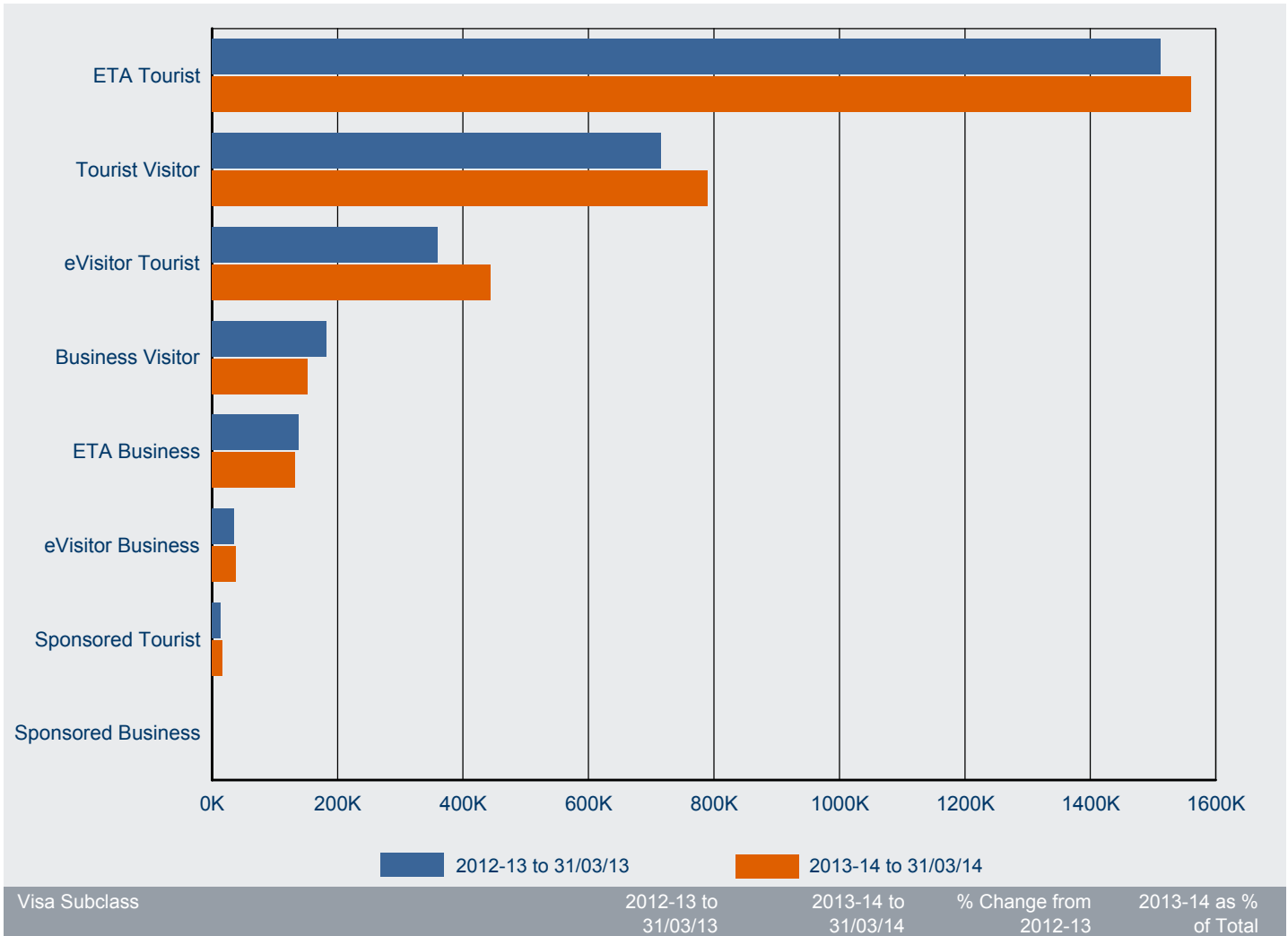
2 Granted

2.01 Number of Visitor visa applications granted in 2013-14 to 31 March 2014 by month - comparison with previous four financial years



2 Granted

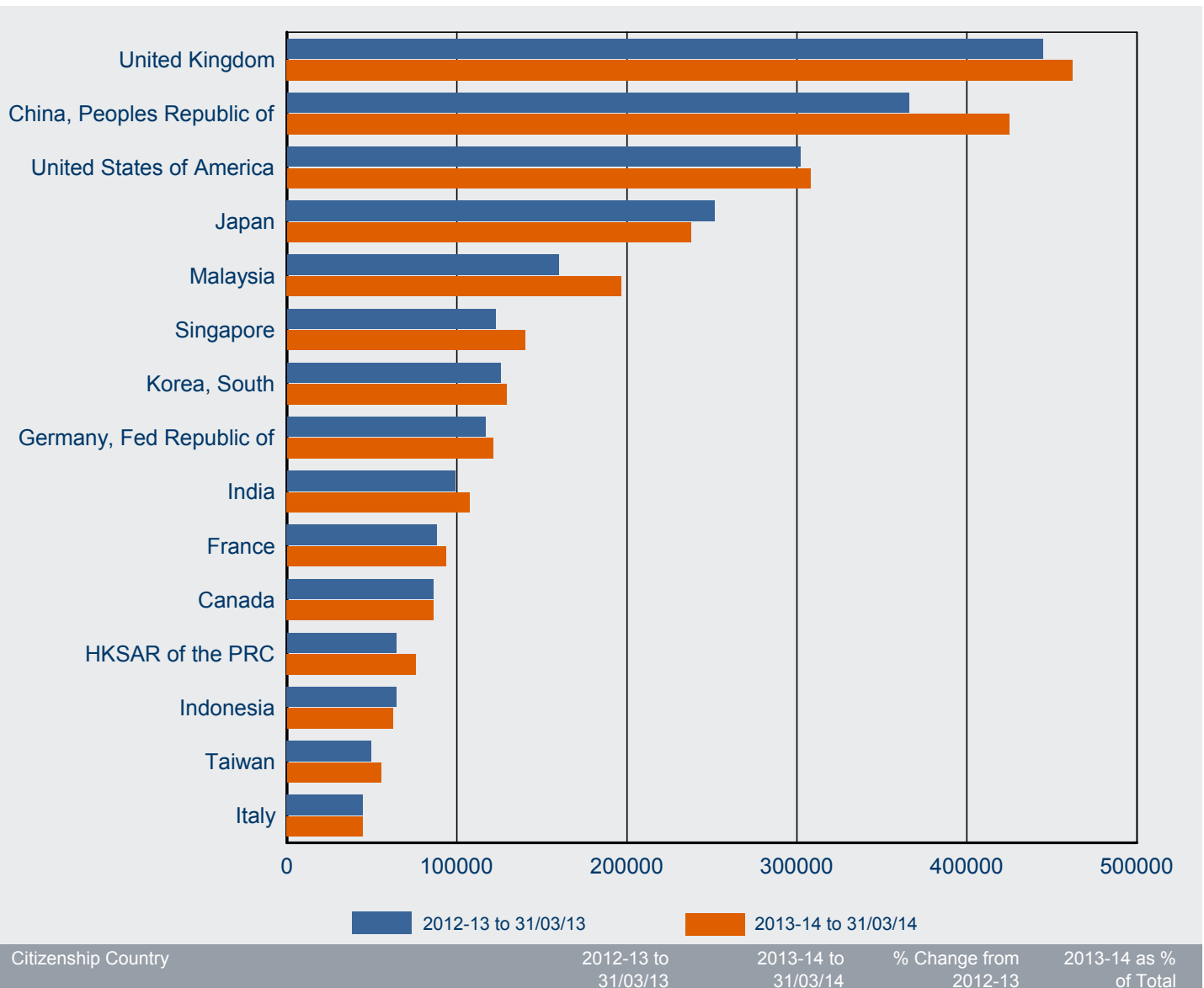
2.02 Number of Visitor visa applications granted in 2013-14 to 31 March 2014 by visa group - comparison with same period in previous year



Visa Subclass	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
ETA Tourist	1 511 916	1 560 232	3.2%	49.8%
Tourist Visitor	716 182	790 272	10.3%	25.2%
eVisitor Tourist	359 809	443 517	23.3%	14.2%
Business Visitor	181 830	152 575	-16.1%	4.9%
ETA Business	138 420	132 226	-4.5%	4.2%
eVisitor Business	35 178	38 579	9.7%	1.2%
Sponsored Tourist	14 392	16 129	12.1%	0.5%
Sponsored Business	121			
Total	2 957 848	3 133 530	5.9%	100.0%

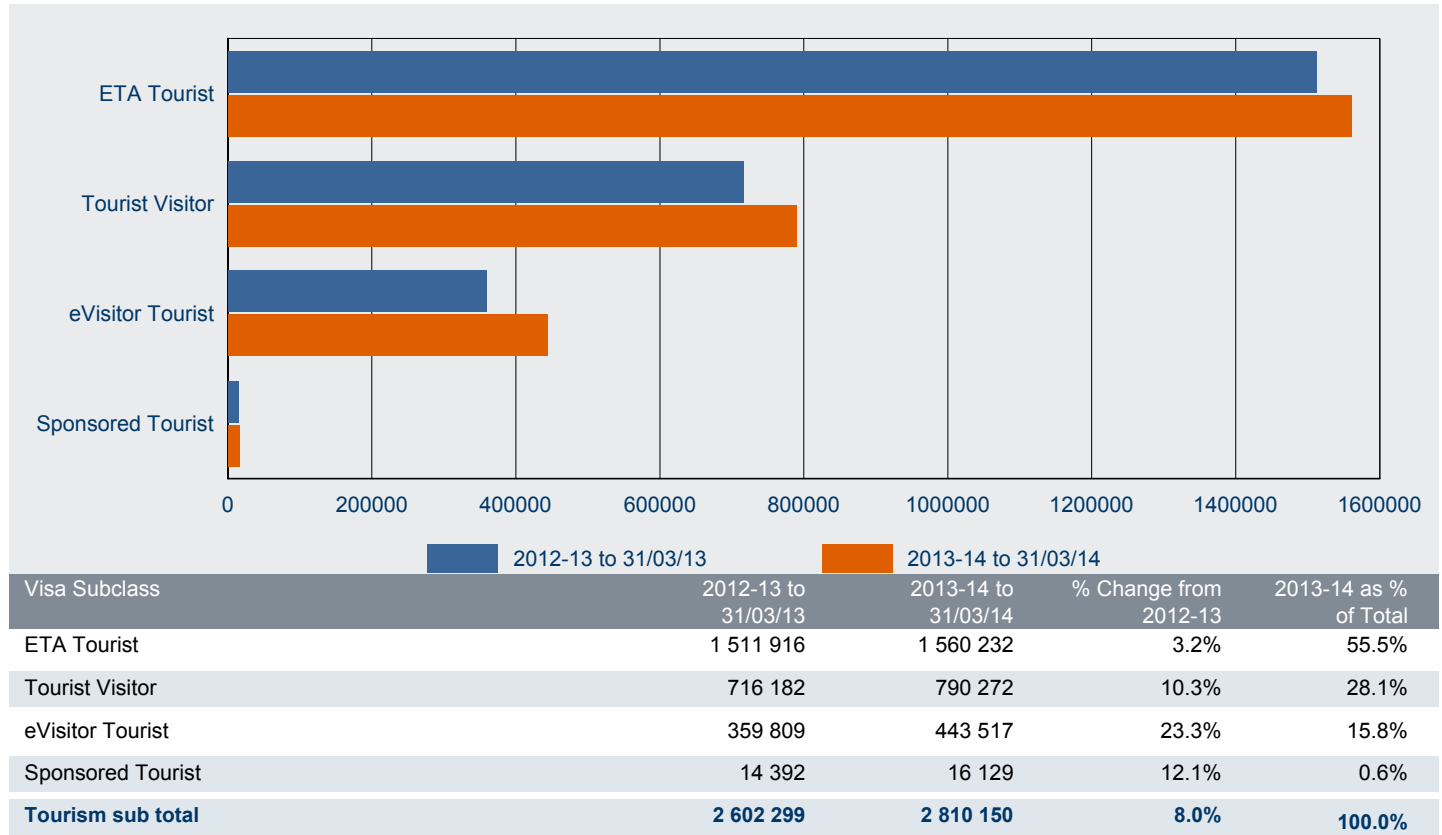
2 Granted

2.03 Number of Visitor visa applications granted in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year

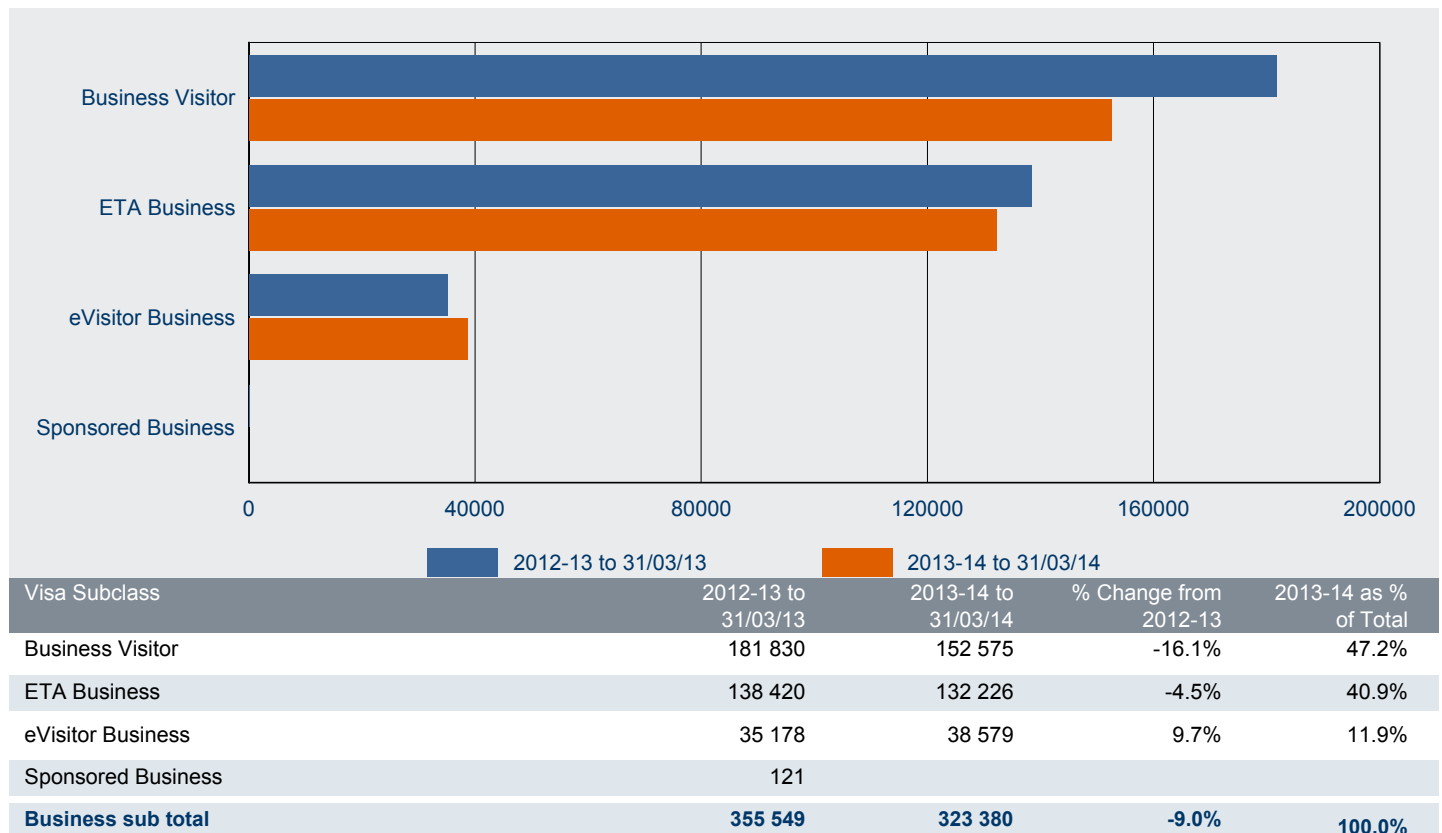


2 Granted

2.04 Number of tourism Visitor visa applications granted in 2013-14 to 31 March 2014 by visa group - comparison with same period in previous year

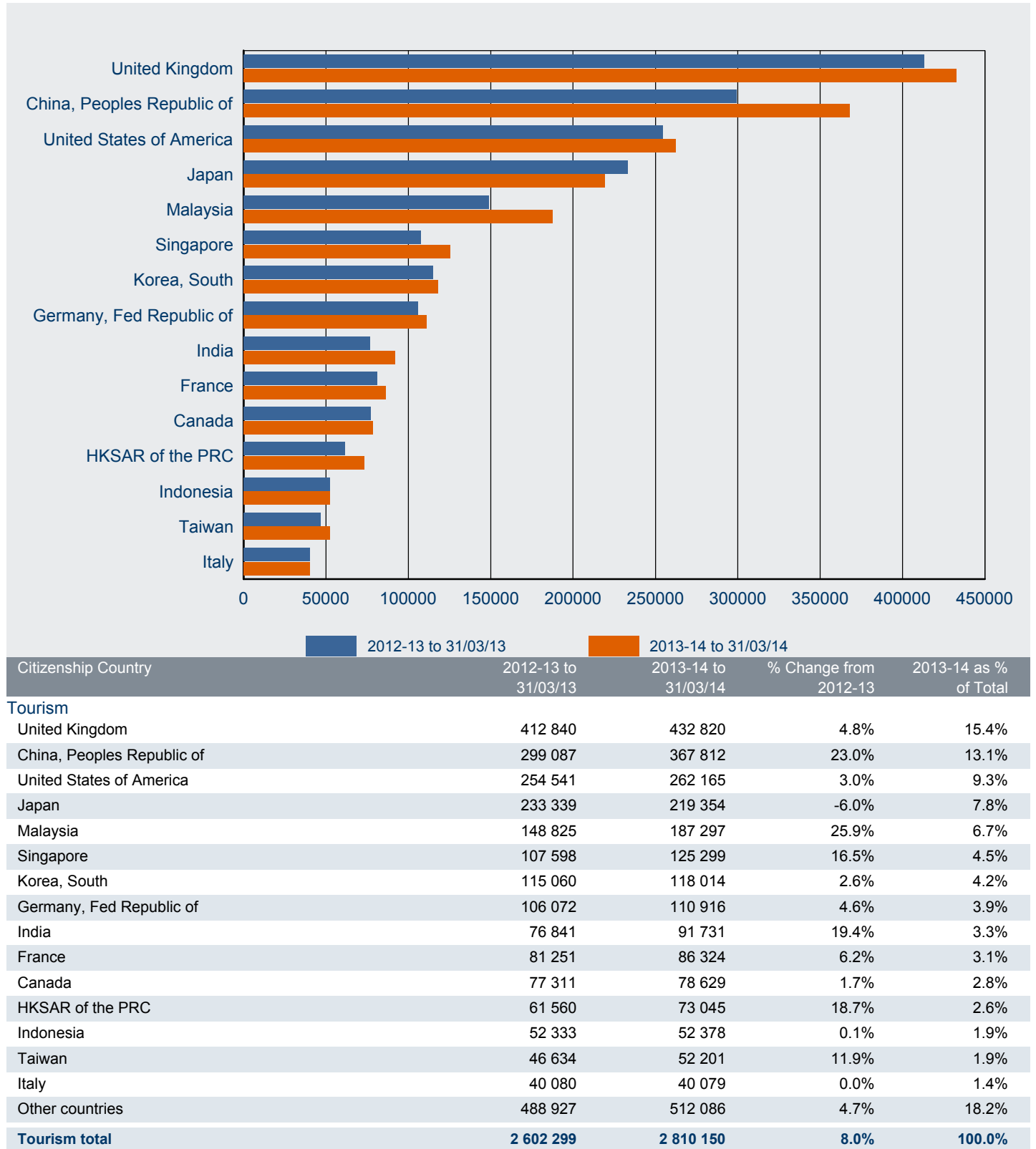


2.05 Number of business Visitor visa applications granted in 2013-14 to 31 March 2014 by visa group - comparison with same period in previous year



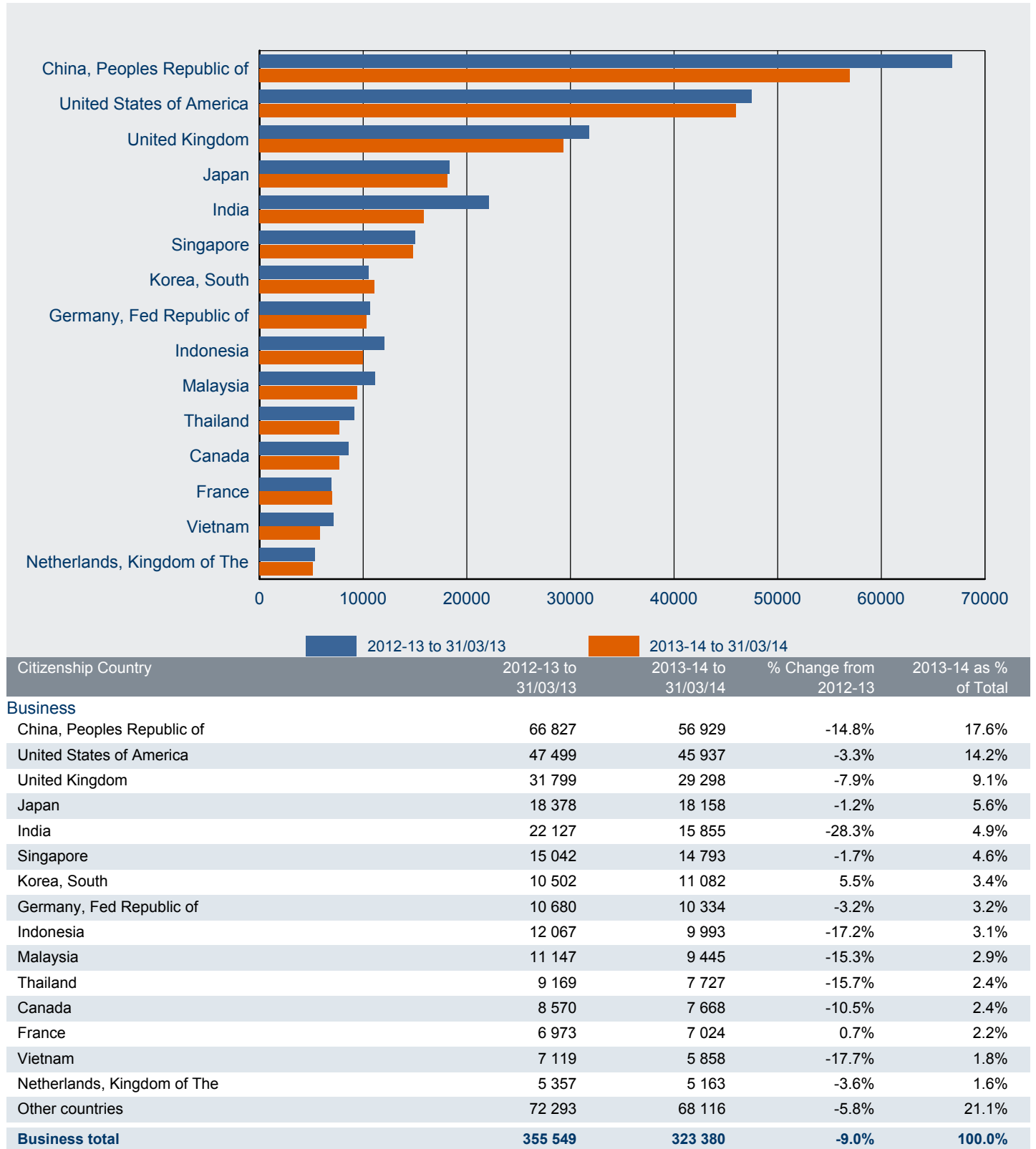
2 Granted

2.06 Number of tourism Visitor visa applications granted in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year



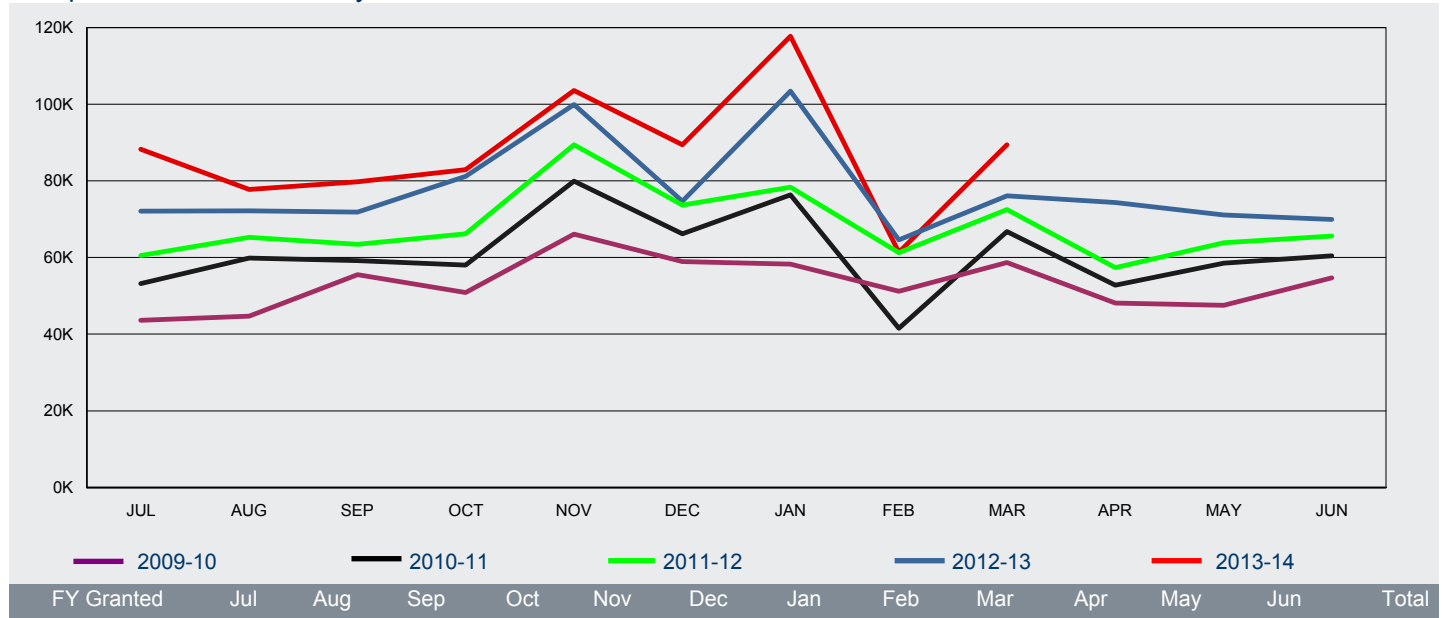
2 Granted

2.07 Number of business Visitor visa applications granted in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year



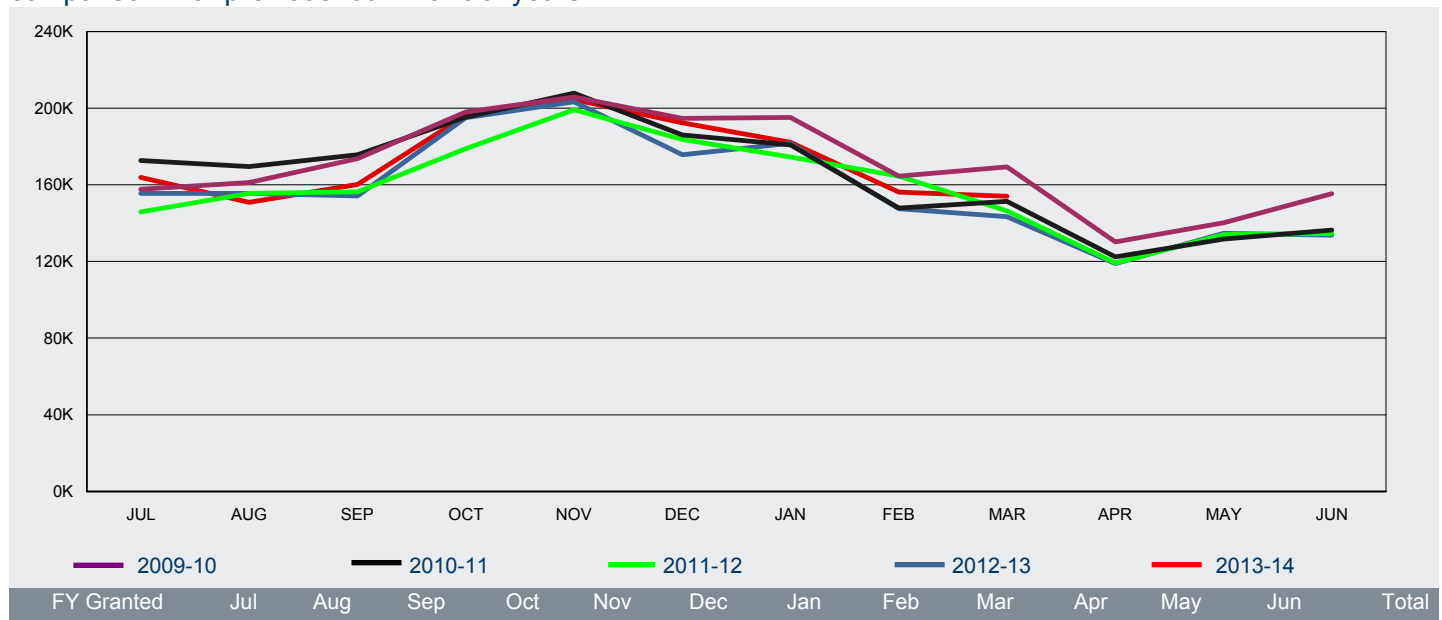
2 Granted

2.08 Number of Tourist Visitor visa applications granted in 2013-14 to 31 March 2014 - comparison with previous four financial years



FY Granted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	43 630	44 719	55 545	50 841	66 144	58 955	58 252	51 167	58 682	48 158	47 499	54 666	638 258
2010-11	53 156	59 848	59 192	58 016	79 907	66 188	76 371	41 573	66 763	52 742	58 514	60 474	732 744
2011-12	60 535	65 252	63 471	66 200	89 433	73 694	78 310	61 293	72 536	57 368	63 820	65 608	817 520
2012-13	72 074	72 221	71 896	81 203	99 941	74 720	103 442	64 598	76 087	74 329	71 068	69 925	931 504
2013-14	88 280	77 805	79 757	82 899	103 588	89 399	117 713	61 393	89 438				790 272

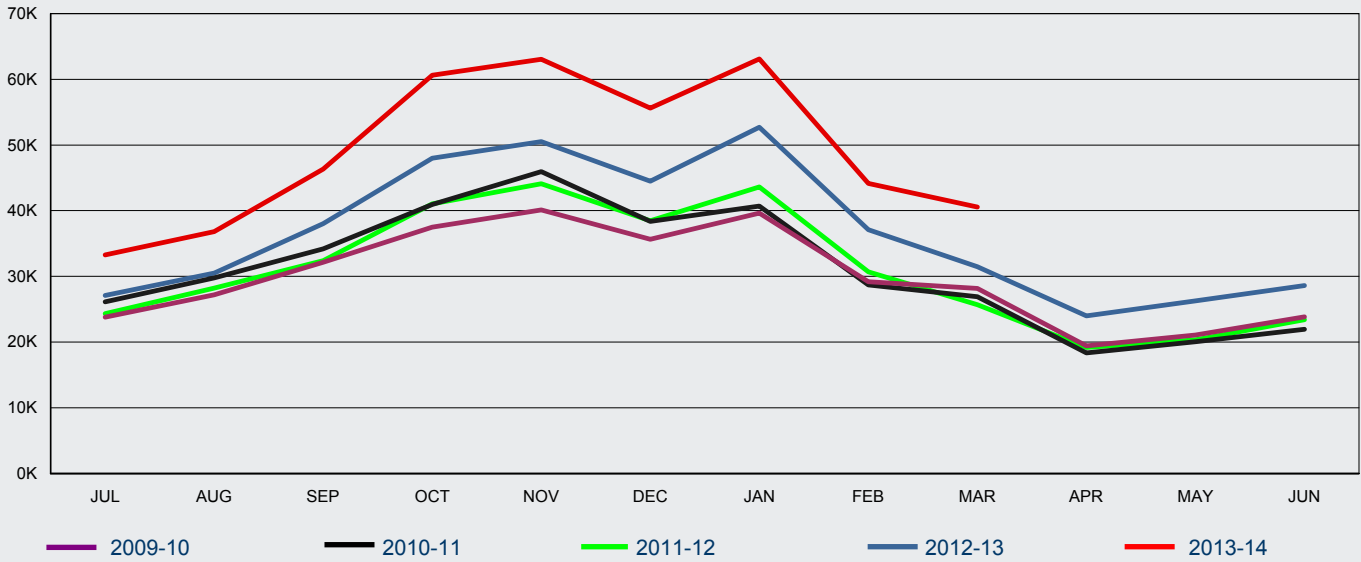
2.09 Number of ETA Tourist ('000) visa applications granted in 2013-14 to 31 March 2014 - comparison with previous four financial years



FY Granted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	158	161	174	198	206	195	195	164	169	130	140	155	2 046
2010-11	173	170	176	195	208	186	181	148	151	122	132	136	1 978
2011-12	146	156	156	179	199	184	174	164	146	119	134	135	1 892
2012-13	155	156	154	195	203	176	182	148	143	119	135	134	1 899
2013-14	164	151	160	196	205	192	182	156	154				1 560

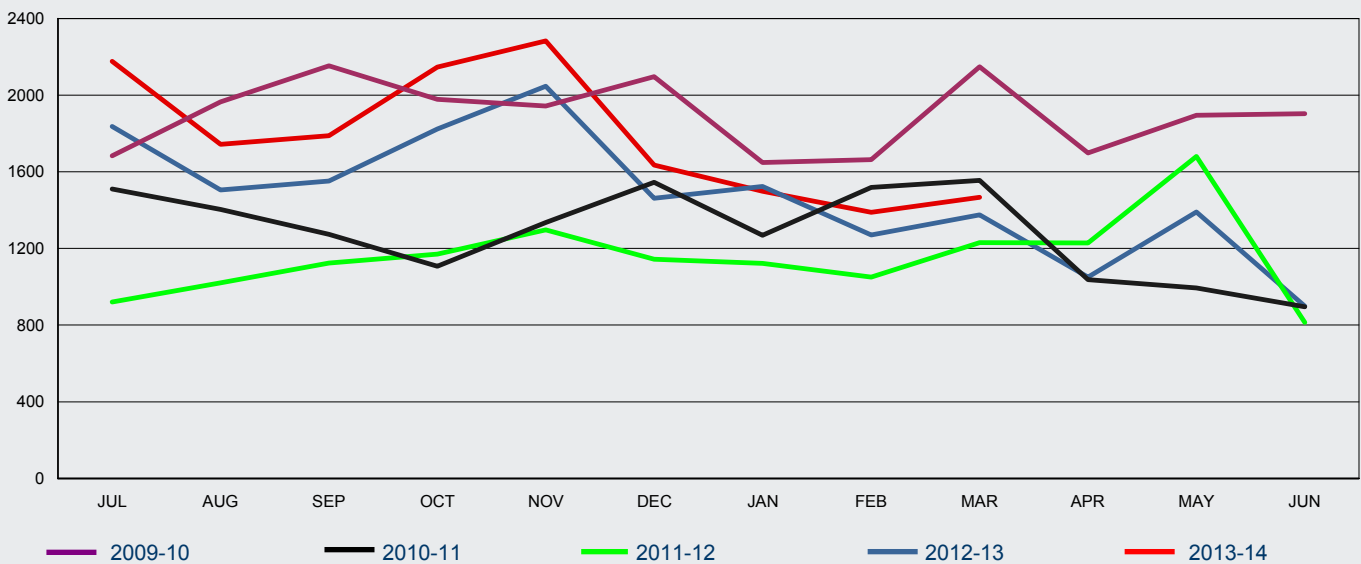
2 Granted

2.10 Number of eVisitor Tourist visa applications granted in 2013-14 to 31 March 2014 - comparison with previous four financial years



FY Granted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	23 793	27 216	32 173	37 505	40 117	35 632	39 635	29 204	28 154	19 422	21 052	23 861	357 764
2010-11	26 120	29 750	34 205	40 965	45 923	38 383	40 690	28 702	26 899	18 339	20 030	21 946	371 952
2011-12	24 311	28 200	32 371	41 021	44 082	38 483	43 611	30 668	25 680	19 197	20 329	23 391	371 344
2012-13	27 078	30 485	38 005	48 007	50 498	44 472	52 721	37 083	31 460	23 970	26 256	28 598	438 633
2013-14	33 254	36 805	46 358	60 619	63 065	55 627	63 117	44 139	40 533				443 517

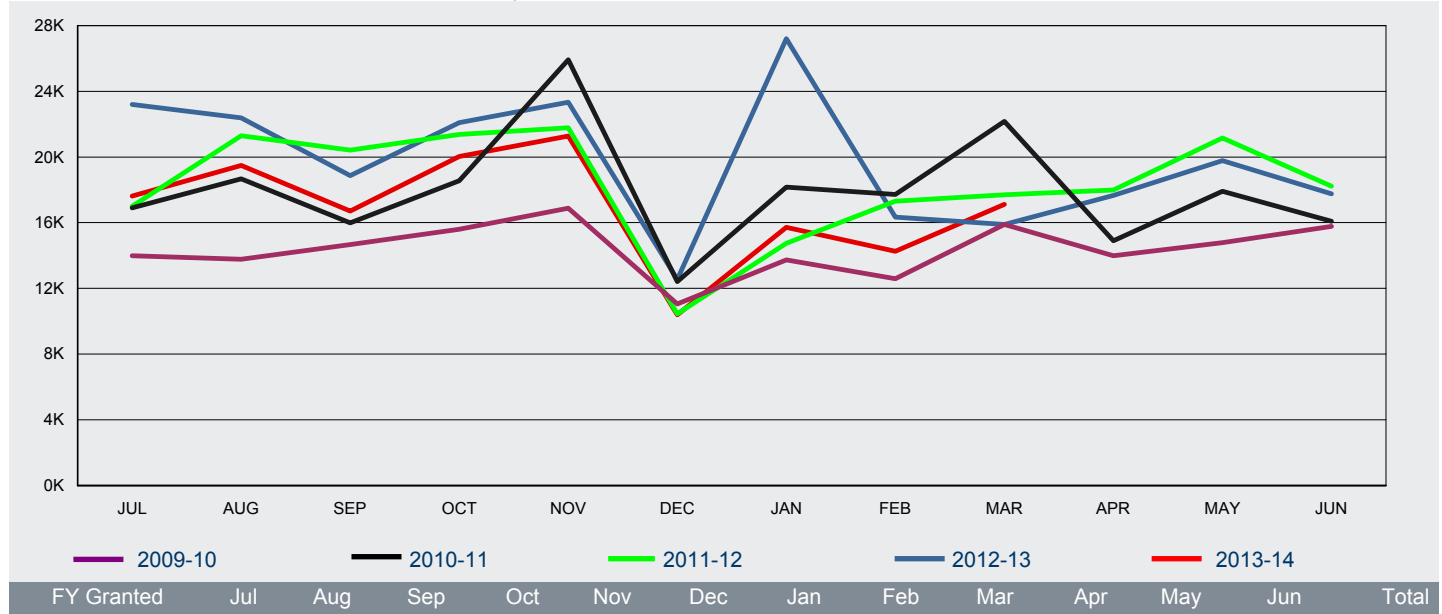
2.11 Number of Sponsored Tourist visa applications granted in 2013-14 to 31 March 2014 - comparison with previous four financial years



FY Granted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	1 684	1 965	2 154	1 979	1 943	2 096	1 648	1 663	2 148	1 699	1 895	1 904	22 778
2010-11	1 510	1 404	1 273	1 108	1 336	1 545	1 269	1 518	1 555	1 037	994	896	15 445
2011-12	920	1 020	1 124	1 170	1 297	1 144	1 123	1 050	1 231	1 229	1 680	814	13 802
2012-13	1 836	1 505	1 552	1 823	2 046	1 462	1 523	1 270	1 375	1 051	1 390	899	17 732
2013-14	2 177	1 744	1 788	2 147	2 283	1 636	1 498	1 389	1 467				16 129

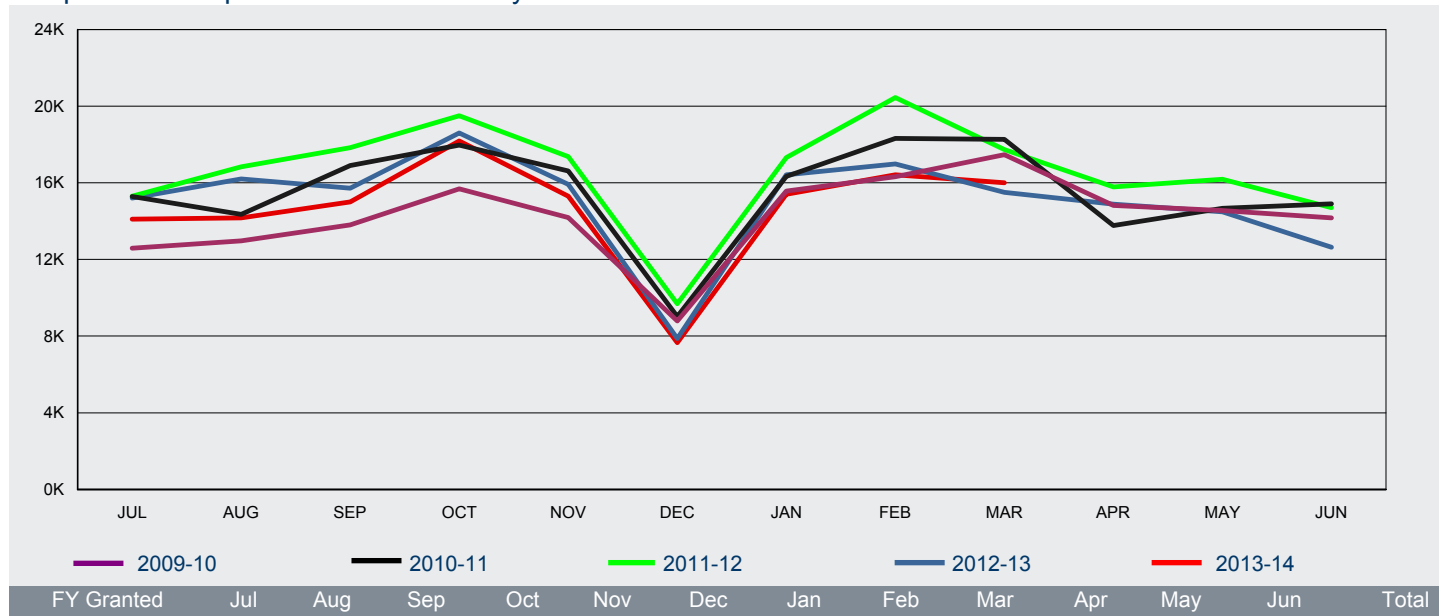
2 Granted

2.12 Number of Business Visitor visa applications granted in 2013-14 to 31 March 2014 - comparison with previous four financial years



FY Granted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	13 980	13 778	14 660	15 600	16 888	11 059	13 725	12 595	15 884	13 988	14 782	15 783	172 722
2010-11	16 908	18 667	15 988	18 545	25 925	12 422	18 156	17 714	22 172	14 902	17 915	16 082	215 396
2011-12	17 002	21 299	20 424	21 367	21 778	10 448	14 752	17 317	17 694	17 994	21 160	18 229	219 464
2012-13	23 201	22 377	18 861	22 083	23 326	12 556	27 196	16 335	15 895	17 660	19 786	17 752	237 028
2013-14	17 613	19 481	16 708	20 029	21 270	10 394	15 710	14 260	17 110				152 575

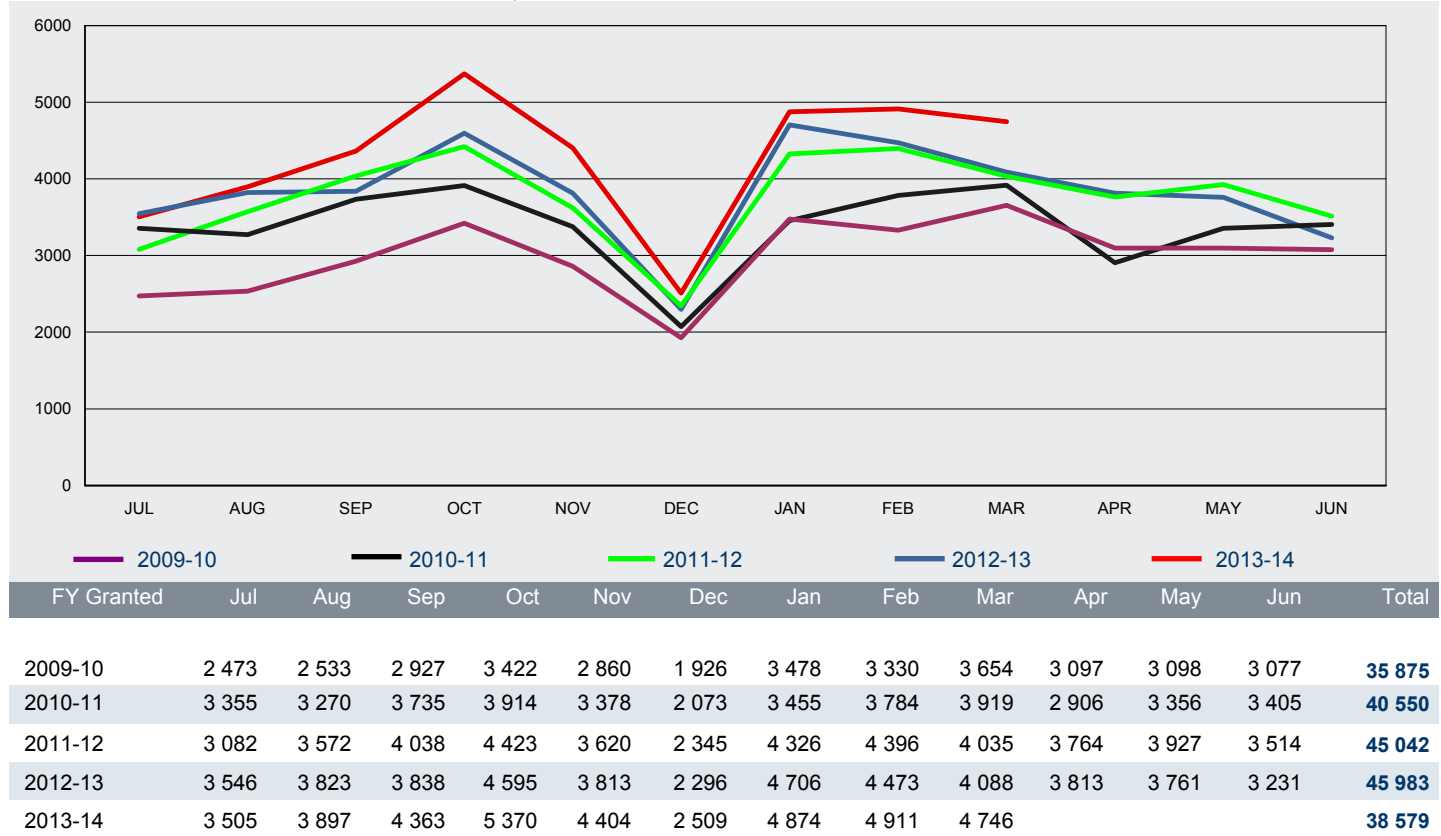
2.13 Number of ETA Business visa applications granted in 2013-14 to 31 March 2014 - comparison with previous four financial years



FY Granted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	12 591	12 965	13 804	15 684	14 179	8 799	15 577	16 323	17 470	14 822	14 561	14 178	170 953
2010-11	15 293	14 357	16 908	17 973	16 621	9 030	16 329	18 320	18 275	13 779	14 677	14 897	186 459
2011-12	15 302	16 838	17 831	19 504	17 375	9 689	17 313	20 458	17 731	15 780	16 187	14 703	198 711
2012-13	15 199	16 209	15 718	18 596	15 919	7 882	16 421	16 979	15 497	14 881	14 493	12 633	180 427
2013-14	14 097	14 168	15 000	18 177	15 296	7 657	15 405	16 419	16 007				132 226

2 Granted

2.14 Number of eVisitor Business visa applications granted in 2013-14 to 31 March 2014 - comparison with previous four financial years



2 Granted

2.15 Number of Tourist Visitor visa applications granted in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
China, Peoples Republic of	297 006	365 412	23.0%	46.2%
India	75 186	89 657	19.2%	11.3%
Indonesia	52 197	52 234	0.1%	6.6%
Philippines	26 166	28 462	8.8%	3.6%
Thailand	28 345	28 054	-1.0%	3.5%
South Africa	21 744	22 588	3.9%	2.9%
Brazil	15 345	17 508	14.1%	2.2%
Vietnam	13 204	15 739	19.2%	2.0%
Sri Lanka	11 509	11 948	3.8%	1.5%
Russian Federation	11 139	11 923	7.0%	1.5%
Fiji	11 914	11 850	-0.5%	1.5%
Papua New Guinea	11 478	8 933	-22.2%	1.1%
United Kingdom	17 477	8 091	-53.7%	1.0%
Argentina	6 965	5 775	-17.1%	0.7%
Chile	5 420	5 569	2.7%	0.7%
Other countries	111 087	106 529	-4.1%	13.5%
Total	716 182	790 272	10.3%	100 %

2.16 Number of ETA Tourist visa applications granted in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
United States of America	251 773	257 671	2.3%	16.5%
Japan	232 665	218 731	-6.0%	14.0%
United Kingdom	228 162	218 652	-4.2%	14.0%
Malaysia	147 566	185 946	26.0%	11.9%
Singapore	107 059	124 452	16.2%	8.0%
Korea, South	113 753	116 945	2.8%	7.5%
Canada	76 018	76 822	1.1%	4.9%
HKSAR of the PRC	60 635	71 825	18.5%	4.6%
Germany, Fed Republic of	56 321	53 787	-4.5%	3.4%
Taiwan	46 196	51 596	11.7%	3.3%
France	49 066	49 449	0.8%	3.2%
Italy	26 307	24 800	-5.7%	1.6%
Ireland, Republic of	20 952	20 083	-4.1%	1.3%
Netherlands, Kingdom of The	19 670	18 289	-7.0%	1.2%
Switzerland	18 204	18 025	-1.0%	1.2%
Other countries	57 569	53 159	-7.7%	3.4%
Total	1 511 916	1 560 232	3.2%	100 %

2 Granted

2.17 Number of eVisitor Tourist visa applications granted in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
United Kingdom	167 194	206 047	23.2%	46.5%
Germany, Fed Republic of	44 527	55 025	23.6%	12.4%
France	29 640	35 876	21.0%	8.1%
Ireland, Republic of	14 577	17 429	19.6%	3.9%
Netherlands, Kingdom of The	14 140	16 504	16.7%	3.7%
Sweden	12 727	15 570	22.3%	3.5%
Italy	11 405	14 062	23.3%	3.2%
Poland	7 088	10 213	44.1%	2.3%
Switzerland	8 075	9 503	17.7%	2.1%
Spain	6 584	7 981	21.2%	1.8%
Denmark	6 133	7 626	24.3%	1.7%
Norway	5 560	6 414	15.4%	1.4%
Czech Republic	4 532	5 673	25.2%	1.3%
Finland	4 746	5 585	17.7%	1.3%
Austria	3 553	4 328	21.8%	1.0%
Other countries	19 328	25 681	32.9%	5.8%
Total	359 809	443 517	23.3%	100 %

2.18 Number of Sponsored Tourist visa applications granted in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
Vietnam	2 389	2 511	5.1%	15.6%
China, Peoples Republic of	2 081	2 400	15.3%	14.9%
India	1 654	2 073	25.3%	12.9%
Philippines	1 500	1 675	11.7%	10.4%
Bangladesh	1 159	1 656	42.9%	10.3%
Sri Lanka	691	766	10.9%	4.7%
Cambodia	452	550	21.7%	3.4%
Pakistan	375	501	33.6%	3.1%
Nepal	252	459	82.1%	2.8%
Lebanon	868	381	-56.1%	2.4%
Iran	429	358	-16.6%	2.2%
Zimbabwe	129	159	23.3%	1.0%
Myanmar	162	153	-5.6%	0.9%
Russian Federation	121	150	24.0%	0.9%
Indonesia	136	144	5.9%	0.9%
Other countries	1 994	2 193	10.0%	13.6%
Total	14 392	16 129	12.1%	100 %

2 Granted

2.19 Number of Business Visitor visa applications granted in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
China, Peoples Republic of	66 809	56 929	-14.8%	37.3%
India	22 122	15 853	-28.3%	10.4%
Indonesia	12 039	9 993	-17.0%	6.5%
Thailand	9 165	7 727	-15.7%	5.1%
Vietnam	7 117	5 858	-17.7%	3.8%
Korea, South	6 145	5 714	-7.0%	3.7%
Singapore	5 513	5 578	1.2%	3.7%
Philippines	5 776	5 049	-12.6%	3.3%
South Africa	4 211	3 048	-27.6%	2.0%
Papua New Guinea	3 661	2 291	-37.4%	1.5%
Japan	2 295	2 285	-0.4%	1.5%
Malaysia	3 333	2 148	-35.6%	1.4%
Brazil	1 519	1 688	11.1%	1.1%
Fiji	1 642	1 575	-4.1%	1.0%
Russian Federation	2 097	1 538	-26.7%	1.0%
Other countries	28 386	25 301	-10.9%	16.6%
Total	181 830	152 575	-16.1%	100 %

2.20 Number of ETA Business visa applications granted in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
United States of America	46 525	45 037	-3.2%	34.1%
Japan	16 083	15 873	-1.3%	12.0%
United Kingdom	16 922	14 566	-13.9%	11.0%
Singapore	9 529	9 215	-3.3%	7.0%
Canada	8 067	7 336	-9.1%	5.5%
Malaysia	7 813	7 297	-6.6%	5.5%
Korea, South	4 357	5 368	23.2%	4.1%
Germany, Fed Republic of	5 642	5 091	-9.8%	3.9%
France	4 132	3 856	-6.7%	2.9%
Netherlands, Kingdom of The	3 039	2 802	-7.8%	2.1%
Italy	2 691	2 680	-0.4%	2.0%
HKSAR of the PRC	2 381	2 505	5.2%	1.9%
Taiwan	2 188	2 099	-4.1%	1.6%
Sweden	1 374	1 187	-13.6%	0.9%
Spain	1 133	1 167	3.0%	0.9%
Other countries	6 544	6 147	-6.1%	4.6%
Total	138 420	132 226	-4.5%	100 %

2 Granted

2.21 Number of eVisitor Business visa applications granted in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year

Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
United Kingdom	13 040	13 485	3.4%	35.0%
Germany, Fed Republic of	4 621	4 971	7.6%	12.9%
France	2 596	3 007	15.8%	7.8%
Netherlands, Kingdom of The	2 184	2 296	5.1%	6.0%
Italy	1 673	1 899	13.5%	4.9%
Spain	1 161	1 342	15.6%	3.5%
Poland	1 118	1 275	14.0%	3.3%
Sweden	1 107	1 211	9.4%	3.1%
Denmark	954	1 131	18.6%	2.9%
Ireland, Republic of	913	898	-1.6%	2.3%
Norway	669	730	9.1%	1.9%
Finland	586	711	21.3%	1.8%
Belgium	646	683	5.7%	1.8%
Romania	489	582	19.0%	1.5%
Switzerland	545	568	4.2%	1.5%
Other countries	2 876	3 790	31.8%	9.8%
Total	35 178	38 579	9.7%	100 %

3 Grant rate

For this section:

A grant rate is defined as:

$$\frac{\text{Number of grants}}{\text{Number of decisions}} \times 100$$

where the number of decisions equals the number of grants plus the number of refusals.

A grant rate of 0.00% indicates that no applications were decided during the reporting period.

3 Grant rate

3.01 Grant rate of Visitor visa applications decided in the 3 month period between 1 January 2014 and 31 March 2014 by visa group - comparison with previous four periods

Visa Subclass	01/01/13 to 31/03/13	01/04/13 to 30/06/13	01/07/13 to 30/09/13	01/10/13 to 31/12/13	01/01/14 to 31/03/14
Business					
Business Visitor	96.4%	95.5%	95.4%	94.8%	94.5%
ETA Business	100.0%	100.0%	100.0%	100.0%	100.0%
eVisitor Business	98.9%	98.4%	98.6%	98.1%	97.0%
Sponsored Business	100.0%	0.0%	0.0%	0.0%	0.0%
All Business	98.1%	97.5%	97.5%	97.2%	97.2%
Tourism					
ETA Tourist	100.0%	100.0%	100.0%	100.0%	100.0%
eVisitor Tourist	99.1%	98.9%	99.1%	99.1%	98.8%
Sponsored Tourist	60.0%	60.5%	69.7%	63.4%	59.8%
Tourist Visitor	93.6%	93.1%	93.5%	93.2%	93.4%
All Tourism	97.6%	97.3%	97.6%	97.7%	97.5%
All	97.7%	97.3%	97.6%	97.6%	97.4%

3 Grant rate

3.02 Grant rate for Tourist Visitor visa applications decided in the 3 month period between 1 January 2014 and 31 March 2014 by citizenship country - comparison with previous four periods

Citizenship Country	01/01/13 to 31/03/13	01/04/13 to 30/06/13	01/07/13 to 30/09/13	01/10/13 to 31/12/13	01/01/14 to 31/03/14
China, Peoples Republic of	97.1%	96.4%	96.6%	96.0%	96.5%
India	93.2%	90.2%	92.6%	92.3%	92.8%
Indonesia	95.3%	97.3%	97.4%	97.0%	96.5%
Philippines	89.1%	90.9%	86.8%	85.8%	85.0%
Thailand	94.3%	94.6%	94.9%	92.3%	91.5%
South Africa	99.2%	98.6%	99.3%	99.3%	99.0%
Brazil	98.5%	98.3%	98.6%	99.3%	98.7%
Vietnam	87.1%	85.8%	83.6%	84.9%	83.7%
Sri Lanka	91.8%	89.6%	91.0%	92.0%	90.6%
Fiji	81.4%	80.8%	83.9%	90.2%	88.8%
Russian Federation	94.1%	95.3%	94.6%	94.2%	91.2%
Papua New Guinea	92.0%	94.1%	93.5%	93.8%	90.8%
United Kingdom	96.1%	96.0%	92.8%	95.2%	92.1%
Iran	68.2%	70.6%	72.8%	71.8%	78.7%
Argentina	98.4%	97.9%	98.9%	99.2%	97.9%
Other countries	85.4%	86.1%	86.5%	87.3%	85.1%
All Tourist Visitor	93.6%	93.1%	93.5%	93.2%	93.4%

3.03 Grant rate for Sponsored Tourist visa applications decided in the 3 month period between 1 January 2014 and 31 March 2014 by citizenship country - comparison with previous four periods

Citizenship Country	01/01/13 to 31/03/13	01/04/13 to 30/06/13	01/07/13 to 30/09/13	01/10/13 to 31/12/13	01/01/14 to 31/03/14
China, Peoples Republic of	71.7%	70.7%	77.7%	75.8%	74.0%
Vietnam	54.4%	55.5%	67.4%	55.7%	51.5%
India	81.7%	77.7%	83.8%	79.3%	76.8%
Philippines	71.5%	71.0%	73.6%	65.2%	68.1%
Bangladesh	88.9%	86.1%	90.7%	86.8%	88.2%
Sri Lanka	74.9%	69.8%	78.8%	81.4%	80.4%
Cambodia	69.4%	66.4%	79.5%	67.1%	72.6%
Pakistan	47.6%	64.3%	58.6%	63.2%	59.8%
Iran	49.8%	47.4%	52.4%	42.0%	42.1%
Nepal	75.5%	76.1%	85.1%	79.9%	81.8%
Lebanon	27.9%	27.0%	33.2%	20.3%	13.3%
Turkey	58.5%	64.6%	74.5%	55.3%	67.9%
Myanmar	81.4%	61.5%	79.6%	73.9%	64.6%
Russian Federation	72.5%	80.0%	87.3%	86.5%	84.4%
Fiji	45.9%	53.7%	60.4%	57.1%	70.6%
Other countries	43.5%	43.6%	56.2%	56.6%	42.2%
All Sponsored Tourist	60.0%	60.5%	69.7%	63.4%	59.8%

3 Grant rate

3.04 Grant rate for Business Visitor visa applications decided in the 3 month period between 1 January 2014 and 31 March 2014 by citizenship country - comparison with previous four periods

Citizenship Country	01/01/13 to 31/03/13	01/04/13 to 30/06/13	01/07/13 to 30/09/13	01/10/13 to 31/12/13	01/01/14 to 31/03/14
China, Peoples Republic of	97.4%	96.7%	96.8%	96.1%	95.1%
India	95.5%	91.1%	91.0%	92.9%	91.4%
Indonesia	97.4%	98.2%	98.0%	98.8%	98.0%
Korea, South	99.7%	99.8%	99.8%	99.9%	99.8%
Singapore	97.3%	97.2%	96.9%	96.1%	97.7%
Thailand	99.6%	99.6%	99.7%	99.3%	99.3%
Philippines	98.1%	95.8%	95.3%	96.8%	93.9%
Vietnam	97.5%	96.1%	97.9%	96.6%	96.9%
Malaysia	96.8%	96.2%	96.7%	94.8%	96.3%
Japan	97.9%	99.8%	98.6%	99.8%	99.0%
South Africa	99.4%	96.7%	97.5%	95.4%	91.2%
Papua New Guinea	99.2%	99.1%	98.4%	93.7%	98.3%
Brazil	99.8%	99.7%	99.1%	99.4%	99.4%
Russian Federation	98.4%	97.9%	97.4%	98.1%	98.4%
Turkey	97.5%	99.4%	99.7%	99.2%	99.3%
Other countries	90.2%	90.0%	89.6%	88.2%	89.4%
All Business Visitor	96.4%	95.5%	95.4%	94.8%	94.5%

3 Grant rate

3.05 Grant rate for subclass 651 eVisitor visa applications decided in the 3 month period between 1 January 2014 and 31 March 2014 by citizenship country - comparison with previous four periods

Citizenship Country	01/01/13 to 31/03/13	01/04/13 to 30/06/13	01/07/13 to 30/09/13	01/10/13 to 31/12/13	01/01/14 to 31/03/14
Andorra	100.0%	100.0%	100.0%	93.8%	85.7%
Austria	99.5%	99.8%	99.2%	99.4%	98.7%
Belgium	98.9%	99.5%	98.9%	99.6%	99.4%
Bulgaria	80.8%	79.7%	82.0%	77.9%	81.6%
Croatia	0.0%	0.0%	92.7%	86.5%	80.3%
Cyprus	98.9%	98.0%	98.6%	98.5%	96.5%
Czech Republic	98.8%	98.7%	99.4%	99.1%	99.3%
Denmark	99.1%	99.4%	99.6%	99.7%	99.5%
Estonia	99.0%	95.2%	98.1%	98.0%	95.7%
Finland	99.5%	99.9%	99.7%	99.7%	97.0%
France	99.1%	99.0%	99.2%	99.2%	99.1%
Germany, Fed Republic of	99.6%	99.5%	99.5%	99.6%	99.3%
Greece	99.1%	98.9%	98.9%	98.9%	92.0%
Hungary	96.4%	96.8%	97.9%	97.9%	97.0%
Iceland	100.0%	100.0%	100.0%	100.0%	95.2%
Ireland, Republic of	98.9%	98.7%	98.7%	98.8%	99.0%
Italy	99.5%	99.3%	99.3%	99.5%	98.9%
Latvia	95.3%	84.4%	93.6%	91.9%	86.1%
Liechtenstein	100.0%	0.0%	100.0%	100.0%	100.0%
Lithuania	92.3%	91.1%	96.9%	93.6%	90.2%
Luxembourg	100.0%	98.0%	100.0%	100.0%	100.0%
Malta	100.0%	100.0%	100.0%	100.0%	98.4%
Monaco	100.0%	0.0%	100.0%	100.0%	100.0%
Netherlands, Kingdom of The	99.2%	99.5%	99.4%	99.4%	98.8%
Norway	99.0%	99.6%	99.4%	99.3%	96.0%
Poland	99.4%	99.1%	99.5%	99.7%	99.5%
Portugal	99.1%	99.0%	99.3%	99.5%	99.2%
Romania	73.1%	75.5%	78.8%	75.9%	74.8%
San Marino	100.0%	0.0%	100.0%	100.0%	75.0%
Slovakia	97.8%	95.5%	98.1%	96.8%	95.7%
Slovenia	99.7%	98.4%	99.2%	99.7%	97.0%
South Africa	0.0%	0.0%	0.0%	0.0%	50.0%
Spain	99.3%	99.2%	99.3%	98.7%	95.1%
Sweden	99.4%	98.7%	99.6%	99.6%	99.0%
Switzerland	99.4%	99.7%	99.8%	99.7%	97.3%
United Kingdom	99.5%	99.3%	99.4%	99.5%	99.5%
Vatican City State Holy See	0.0%	100.0%	100.0%	100.0%	65.0%
All	99.1%	98.9%	99.1%	99.1%	98.6%

3 Grant rate

3.06 Grant rate for subclass 651 eVisitor business visa applications decided in the 3 month period between 1 January 2014 and 31 March 2014 by citizenship country - comparison with previous four periods

Citizenship Country	01/01/13 to 31/03/13	01/04/13 to 30/06/13	01/07/13 to 30/09/13	01/10/13 to 31/12/13	01/01/14 to 31/03/14
Andorra	0.0%	0.0%	0.0%	0.0%	85.7%
Austria	99.4%	99.2%	98.6%	97.9%	96.5%
Belgium	97.6%	99.1%	99.5%	99.5%	98.8%
Bulgaria	94.0%	93.0%	88.6%	89.9%	91.8%
Croatia	0.0%	0.0%	92.1%	95.6%	91.2%
Cyprus	100.0%	100.0%	97.7%	92.3%	85.0%
Czech Republic	99.4%	98.6%	99.5%	98.8%	99.4%
Denmark	99.5%	98.6%	99.7%	100.0%	99.5%
Estonia	100.0%	100.0%	100.0%	97.2%	86.0%
Finland	100.0%	100.0%	98.9%	99.0%	89.6%
France	98.3%	98.0%	98.3%	98.0%	98.8%
Germany, Fed Republic of	99.3%	99.1%	99.0%	98.6%	98.0%
Greece	98.9%	100.0%	100.0%	100.0%	80.7%
Hungary	100.0%	99.1%	98.9%	99.2%	97.4%
Iceland	100.0%	100.0%	100.0%	100.0%	83.3%
Ireland, Republic of	97.3%	96.7%	97.9%	96.9%	96.9%
Italy	99.7%	99.3%	99.5%	99.3%	98.0%
Latvia	100.0%	87.0%	97.5%	93.0%	97.7%
Lithuania	100.0%	96.9%	98.3%	97.9%	93.2%
Luxembourg	100.0%	66.7%	100.0%	100.0%	100.0%
Malta	100.0%	100.0%	100.0%	100.0%	100.0%
Monaco	100.0%	0.0%	100.0%	0.0%	0.0%
Netherlands, Kingdom of The	98.8%	99.2%	98.8%	98.3%	97.6%
Norway	99.3%	99.3%	100.0%	98.1%	90.6%
Poland	99.5%	99.2%	98.9%	99.7%	100.0%
Portugal	100.0%	100.0%	98.3%	99.3%	96.8%
Romania	93.8%	88.7%	92.0%	89.1%	88.7%
San Marino	0.0%	0.0%	0.0%	100.0%	0.0%
Slovakia	100.0%	98.1%	98.4%	98.6%	94.1%
Slovenia	100.0%	100.0%	100.0%	100.0%	79.7%
Spain	99.8%	99.1%	98.1%	96.6%	91.2%
Sweden	99.5%	98.2%	98.9%	99.5%	98.6%
Switzerland	99.0%	99.4%	100.0%	98.8%	92.8%
United Kingdom	98.9%	98.4%	98.7%	98.3%	98.5%
Vatican City State Holy See	0.0%	100.0%	100.0%	0.0%	62.5%
All Business	98.9%	98.4%	98.6%	98.1%	97.0%

3 Grant rate

3.07 Grant rate for subclass 651 eVisitor tourism visa applications decided in the 3 month period between 1 January 2014 and 31 March 2014 by citizenship country - comparison with previous four periods

Citizenship Country	01/01/13 to 31/03/13	01/04/13 to 30/06/13	01/07/13 to 30/09/13	01/10/13 to 31/12/13	01/01/14 to 31/03/14
Andorra	100.0%	100.0%	100.0%	93.8%	85.7%
Austria	99.6%	99.9%	99.3%	99.6%	98.9%
Belgium	99.1%	99.5%	98.8%	99.6%	99.5%
Bulgaria	76.4%	73.2%	79.0%	74.1%	78.3%
Croatia	0.0%	0.0%	92.7%	85.0%	78.1%
Cyprus	98.8%	97.7%	98.7%	98.6%	97.3%
Czech Republic	98.7%	98.7%	99.4%	99.2%	99.3%
Denmark	99.0%	99.6%	99.6%	99.7%	99.5%
Estonia	98.9%	94.4%	97.8%	98.0%	97.0%
Finland	99.4%	99.8%	99.8%	99.7%	98.2%
France	99.2%	99.1%	99.3%	99.3%	99.1%
Germany, Fed Republic of	99.6%	99.5%	99.6%	99.6%	99.4%
Greece	99.2%	98.6%	98.3%	98.7%	98.0%
Hungary	95.8%	96.2%	97.8%	97.8%	96.9%
Iceland	100.0%	100.0%	100.0%	100.0%	98.9%
Ireland, Republic of	99.0%	98.9%	98.8%	98.9%	99.1%
Italy	99.5%	99.3%	99.3%	99.5%	99.1%
Latvia	94.9%	83.9%	93.0%	91.8%	84.4%
Liechtenstein	100.0%	0.0%	100.0%	100.0%	100.0%
Lithuania	90.8%	90.0%	96.5%	93.1%	89.7%
Luxembourg	100.0%	100.0%	100.0%	100.0%	100.0%
Malta	100.0%	100.0%	100.0%	100.0%	98.3%
Monaco	100.0%	0.0%	100.0%	100.0%	100.0%
Netherlands, Kingdom of The	99.3%	99.5%	99.5%	99.5%	99.0%
Norway	99.0%	99.7%	99.3%	99.5%	96.7%
Poland	99.4%	99.1%	99.6%	99.7%	99.4%
Portugal	98.9%	98.8%	99.4%	99.5%	99.5%
Romania	68.1%	70.7%	76.1%	73.2%	71.6%
San Marino	100.0%	0.0%	100.0%	100.0%	75.0%
Slovakia	97.5%	95.0%	98.1%	96.7%	95.8%
Slovenia	99.7%	98.2%	99.1%	99.7%	99.2%
Spain	99.2%	99.2%	99.5%	99.1%	95.9%
Sweden	99.4%	98.8%	99.7%	99.6%	99.1%
Switzerland	99.4%	99.7%	99.8%	99.8%	97.7%
United Kingdom	99.5%	99.4%	99.4%	99.5%	99.6%
Vatican City State Holy See	0.0%	0.0%	100.0%	100.0%	75.0%
All Tourism	99.1%	98.9%	99.1%	99.1%	98.8%

4 Processing times

This section contains information on 25, 50 and 75 percentile processing times for visitor visa applications.

In general terms:

- 25 percentile** means that 25 per cent of applications granted during the period were processed within the number of days shown in the tables. Conversely, 75 per cent took longer than the number of days shown. This measure gives an indication of how long it is taking to process the more straight-forward visitor visa applications.
- 50 percentile** more commonly known as the median, it means that 50 per cent of applications granted during the period were processed within the number of days shown in the tables. Conversely, 50 per cent took longer than the number of days shown. This measure gives an indication of how long it is taking to process the typical visitor visa applications.
- 75 percentile** means that 75 per cent of applications granted during the period were processed within the number of days shown in the tables. Conversely, 25 per cent took longer than the number of days shown. This measure gives an indication of how long it is taking to process the more complex visitor visa applications.

4 Processing times

4.01 Processing time (in calendar days) for Business Visitor visa applications granted in the 3 month period between 1 January 2014 and 31 March 2014 by citizenship country - comparison with previous four periods

Citizenship country	Percentile	1/01/13 to 31/03/13	1/04/13 to 30/06/13	1/07/13 to 30/09/13	1/10/13 to 31/12/13	1/01/14 to 31/03/14
China, Peoples Republic of	25th percentile	1	1	1	1	1
	50th percentile (Median)	3	4	4	3	3
	75th percentile	6	9	9	8	6
India	25th percentile	1	1	1	1	1
	50th percentile (Median)	2	4	3	3	2
	75th percentile	6	7	6	6	5
Indonesia	25th percentile	2	2	3	2	2
	50th percentile (Median)	2	4	4	4	3
	75th percentile	4	5	6	4	5
Korea, South	25th percentile	0	1	0	0	0
	50th percentile (Median)	1	3	0	1	1
	75th percentile	1	5	2	3	1
Singapore	25th percentile	0	1	0	0	0
	50th percentile (Median)	1	2	1	1	1
	75th percentile	4	5	4	3	4
Thailand	25th percentile	0	1	1	0	1
	50th percentile (Median)	1	5	6	1	3
	75th percentile	4	7	8	2	5
Philippines	25th percentile	2	3	1	1	1
	50th percentile (Median)	5	6	5	2	2
	75th percentile	7	9	9	5	4
Vietnam	25th percentile	1	0	0	0	0
	50th percentile (Median)	2	1	2	1	1
	75th percentile	4	4	5	2	3
Malaysia	25th percentile	0	1	0	0	1
	50th percentile (Median)	1	5	0	1	1
	75th percentile	2	25	3	5	3
Japan	25th percentile	0	0	0	0	0
	50th percentile (Median)	1	1	0	0	0
	75th percentile	4	5	2	1	1
Other countries	25th percentile	1	1	1	1	1
	50th percentile (Median)	3	5	4	5	4
	75th percentile	7	11	12	13	11
All	25th percentile	1	1	1	1	1
	50th percentile (Median)	2	4	3	2	2
	75th percentile	6	8	8	7	6

4 Processing times

4.02 Processing time (in calendar days) for Sponsored Tourist visa applications granted in the 3 month period between 1 January 2014 and 31 March 2014 by citizenship country - comparison with previous four periods

Citizenship country	Percentile	1/01/13 to 31/03/13	1/04/13 to 30/06/13	1/07/13 to 30/09/13	1/10/13 to 31/12/13	1/01/14 to 31/03/14
China, Peoples Republic of	25th percentile	7	9	10	6	7
	50th percentile (Median)	15	19	23	19	19
	75th percentile	29	41	44	32	35
Vietnam	25th percentile	6	7	8	6	7
	50th percentile (Median)	14	14	18	16	17
	75th percentile	31	27	33	29	35
India	25th percentile	7	7	7	5	8
	50th percentile (Median)	15	13	19	17	17
	75th percentile	27	21	33	29	32
Philippines	25th percentile	8	8	7	13	10
	50th percentile (Median)	15	15	22	25	24
	75th percentile	31	29	42	42	40
Bangladesh	25th percentile	5	10	7	4	6
	50th percentile (Median)	13	16	17	13	12
	75th percentile	25	27	31	23	21
Sri Lanka	25th percentile	5	16	8	5	8
	50th percentile (Median)	18	33	21	19	22
	75th percentile	40	69	41	41	36
Cambodia	25th percentile	7	7	5	3	7
	50th percentile (Median)	13	20	18	10	13
	75th percentile	29	33	41	28	30
Pakistan	25th percentile	11	11	15	16	19
	50th percentile (Median)	27	27	31	31	32
	75th percentile	62	47	64	55	66
Iran	25th percentile	24	27	20	22	29
	50th percentile (Median)	38	42	38	36	40
	75th percentile	65	111	81	65	69
Nepal	25th percentile	5	8	8	5	7
	50th percentile (Median)	13	16	30	14	22
	75th percentile	30	45	53	26	38
Other countries	25th percentile	10	12	11	9	11
	50th percentile (Median)	23	24	26	23	27
	75th percentile	48	49	48	43	46
All	25th percentile	7	9	8	7	8
	50th percentile (Median)	17	17	21	19	20
	75th percentile	35	36	41	35	36

4 Processing times

4.03 Processing time (in calendar days) for Tourist Visitor visa applications granted in the 3 month period between 1 January 2014 and 31 March 2014 by citizenship country - comparison with previous four periods

Citizenship country	Percentile	1/01/13 to 31/03/13	1/04/13 to 30/06/13	1/07/13 to 30/09/13	1/10/13 to 31/12/13	1/01/14 to 31/03/14
China, Peoples Republic of	25th percentile	2	2	3	3	2
	50th percentile (Median)	3	5	6	8	4
	75th percentile	7	11	14	18	11
India	25th percentile	1	2	4	4	7
	50th percentile (Median)	5	6	7	7	14
	75th percentile	13	12	14	11	17
Indonesia	25th percentile	7	7	7	8	7
	50th percentile (Median)	9	9	9	10	8
	75th percentile	12	11	11	14	13
Philippines	25th percentile	5	6	8	5	4
	50th percentile (Median)	7	9	13	10	8
	75th percentile	12	15	21	18	15
Thailand	25th percentile	8	5	7	1	2
	50th percentile (Median)	9	7	9	3	4
	75th percentile	11	9	12	6	6
South Africa	25th percentile	11	11	15	13	9
	50th percentile (Median)	14	15	20	20	12
	75th percentile	17	20	24	24	19
Brazil	25th percentile	0	0	3	2	1
	50th percentile (Median)	1	3	4	3	2
	75th percentile	6	6	6	6	3
Vietnam	25th percentile	8	8	5	4	5
	50th percentile (Median)	12	13	7	7	8
	75th percentile	18	19	11	10	13
Sri Lanka	25th percentile	7	4	5	4	2
	50th percentile (Median)	11	8	10	10	8
	75th percentile	18	17	16	16	22
Fiji	25th percentile	10	7	1	4	2
	50th percentile (Median)	17	10	3	6	5
	75th percentile	23	15	6	7	7
Other countries	25th percentile	0	0	3	2	2
	50th percentile (Median)	4	5	7	9	8
	75th percentile	14	15	19	20	19
All	25th percentile	2	2	3	3	2
	50th percentile (Median)	5	7	8	8	6
	75th percentile	10	13	14	16	14

4 Processing times

4.04 Processing time (in calendar days) for Tourist Visitor OFFSHORE visa applications granted in the 3 month period between 1 January 2014 and 31 March 2014 by citizenship country - comparison with previous four periods

Citizenship country	Percentile	1/01/13 to 31/03/13	1/04/13 to 30/06/13	1/07/13 to 30/09/13	1/10/13 to 31/12/13	1/01/14 to 31/03/14
China, Peoples Republic of	25th percentile	2	2	3	3	2
	50th percentile (Median)	3	5	6	8	4
	75th percentile	7	11	14	18	11
India	25th percentile	1	2	4	4	7
	50th percentile (Median)	5	6	7	7	14
	75th percentile	13	12	14	11	17
Indonesia	25th percentile	7	7	7	8	7
	50th percentile (Median)	9	9	9	10	8
	75th percentile	12	11	11	14	13
Philippines	25th percentile	5	6	8	5	5
	50th percentile (Median)	7	9	13	10	8
	75th percentile	12	15	21	18	15
Thailand	25th percentile	8	5	7	1	2
	50th percentile (Median)	9	7	9	3	4
	75th percentile	11	9	12	6	6
South Africa	25th percentile	11	11	15	14	9
	50th percentile (Median)	14	15	20	20	12
	75th percentile	17	20	24	24	19
Brazil	25th percentile	0	0	3	2	1
	50th percentile (Median)	1	3	4	3	2
	75th percentile	6	6	6	6	3
Vietnam	25th percentile	8	8	5	4	5
	50th percentile (Median)	12	13	7	7	8
	75th percentile	18	19	11	10	13
Sri Lanka	25th percentile	7	4	5	4	2
	50th percentile (Median)	11	8	10	10	8
	75th percentile	18	17	16	16	22
Fiji	25th percentile	10	7	1	4	2
	50th percentile (Median)	17	11	3	6	5
	75th percentile	23	15	6	7	7
Other countries	25th percentile	0	0	3	3	2
	50th percentile (Median)	5	5	7	10	9
	75th percentile	15	15	20	20	20
All	25th percentile	2	2	3	3	2
	50th percentile (Median)	5	7	8	8	6
	75th percentile	10	13	14	17	14

4 Processing times

4.05 Processing time (in calendar days) for Tourist Visitor ONSHORE visa applications granted in the 3 month period between 1 January 2014 and 31 March 2014 by citizenship country - comparison with previous four periods

Citizenship country	Percentile	1/01/13 to 31/03/13	1/04/13 to 30/06/13	1/07/13 to 30/09/13	1/10/13 to 31/12/13	1/01/14 to 31/03/14
India	25th percentile	0	0	0	1	1
	50th percentile (Median)	2	1	2	3	3
	75th percentile	11	12	7	7	9
China, Peoples Republic of	25th percentile	0	0	1	2	2
	50th percentile (Median)	4	8	6	7	6
	75th percentile	12	21	13	13	12
United Kingdom	25th percentile	0	0	1	1	1
	50th percentile (Median)	0	0	1	1	2
	75th percentile	4	4	3	3	4
Korea, South	25th percentile	1	3	1	3	4
	50th percentile (Median)	9	12	7	7	8
	75th percentile	16	23	14	14	16
United States of America	25th percentile	0	0	1	1	1
	50th percentile (Median)	0	0	1	1	1
	75th percentile	5	5	4	3	4
Italy	25th percentile	0	0	1	1	1
	50th percentile (Median)	0	0	1	1	1
	75th percentile	1	4	3	3	3
Philippines	25th percentile	0	0	1	3	3
	50th percentile (Median)	10	7	6	8	7
	75th percentile	20	21	15	15	15
Malaysia	25th percentile	3	7	2	5	3
	50th percentile (Median)	13	18	9	9	9
	75th percentile	21	29	15	16	14
Greece	25th percentile	0	0	1	1	1
	50th percentile (Median)	0	0	1	1	2
	75th percentile	0	1	6	3	4
Vietnam	25th percentile	0	0	1	1	1
	50th percentile (Median)	4	5	5	8	6
	75th percentile	12	17	13	13	13
Other countries	25th percentile	0	0	1	1	1
	50th percentile (Median)	1	1	2	2	3
	75th percentile	7	11	7	7	8
All	25th percentile	0	0	1	1	1
	50th percentile (Median)	1	2	3	3	3
	75th percentile	9	14	9	8	9

5 Applications on hand

5 Applications on hand

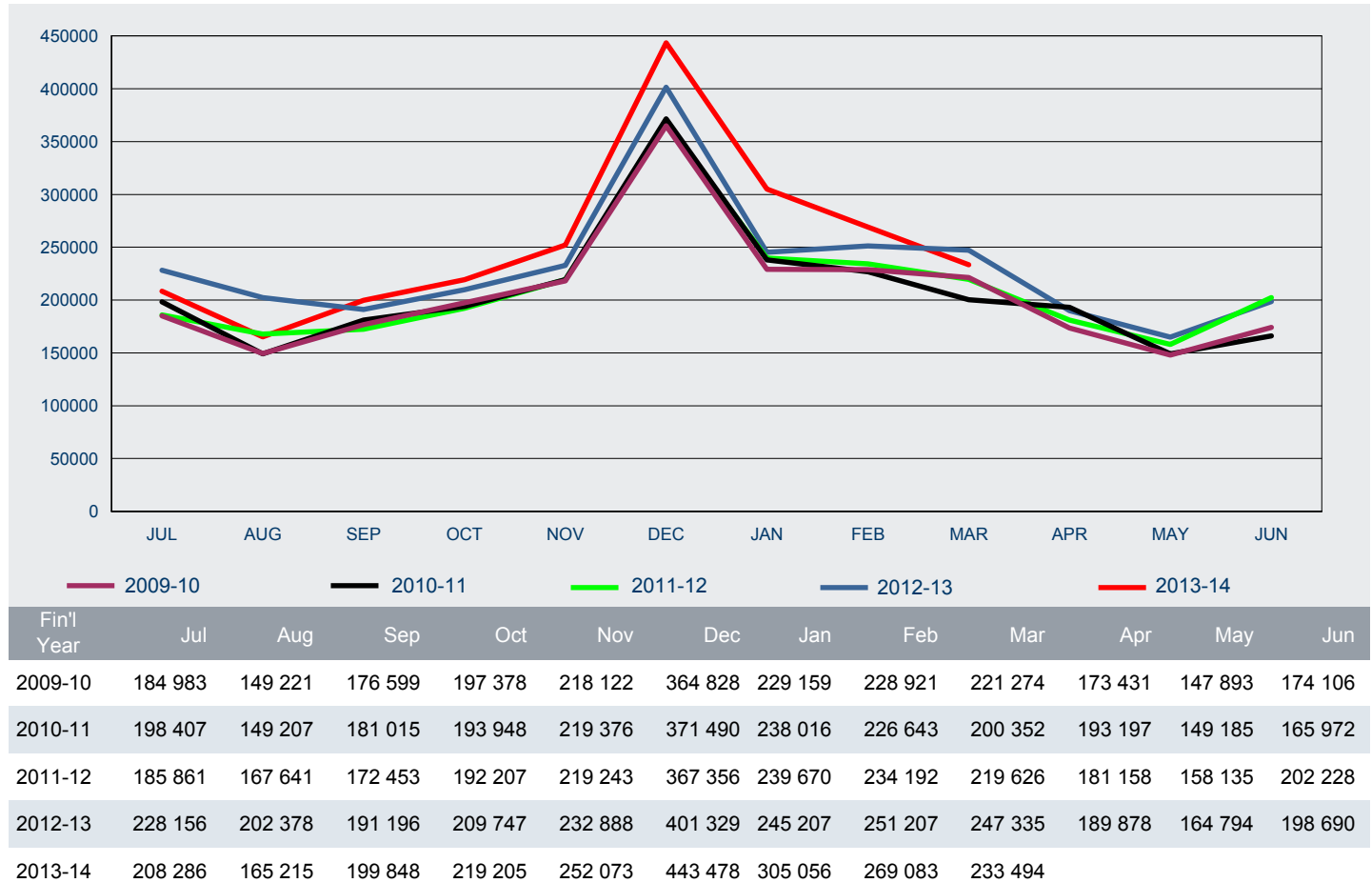
5.01 Number of Visitor visa applications on hand at 31 March 2014 by visa group - comparison with previous four periods

Visa Subclass	On hand at 31/03/13	On hand at 30/06/13	On hand at 30/09/13	On hand at 31/12/13	On hand at 31/03/14
Tourism					
Tourist Visitor	27 327	42 604	40 473	53 147	40 020
ETA Tourist	48	89	71	91	163
eVisitor Tourist	764	910	1 764	1 042	1 058
Sponsored Tourist	1 855	2 713	2 523	2 045	1 752
sub total Tourism	29 994	46 316	44 831	56 325	42 993
Business					
Business Visitor	10 774	9 194	8 966	6 918	7 230
ETA Business	5	< 5	6	5	11
eVisitor Business	119	118	181	114	241
Sponsored Business	0	0	0	0	0
sub total Business	10 898	9 316	9 153	7 037	7 482
Total	40 892	55 632	53 984	63 362	50 475

6 Visa holders in Australia

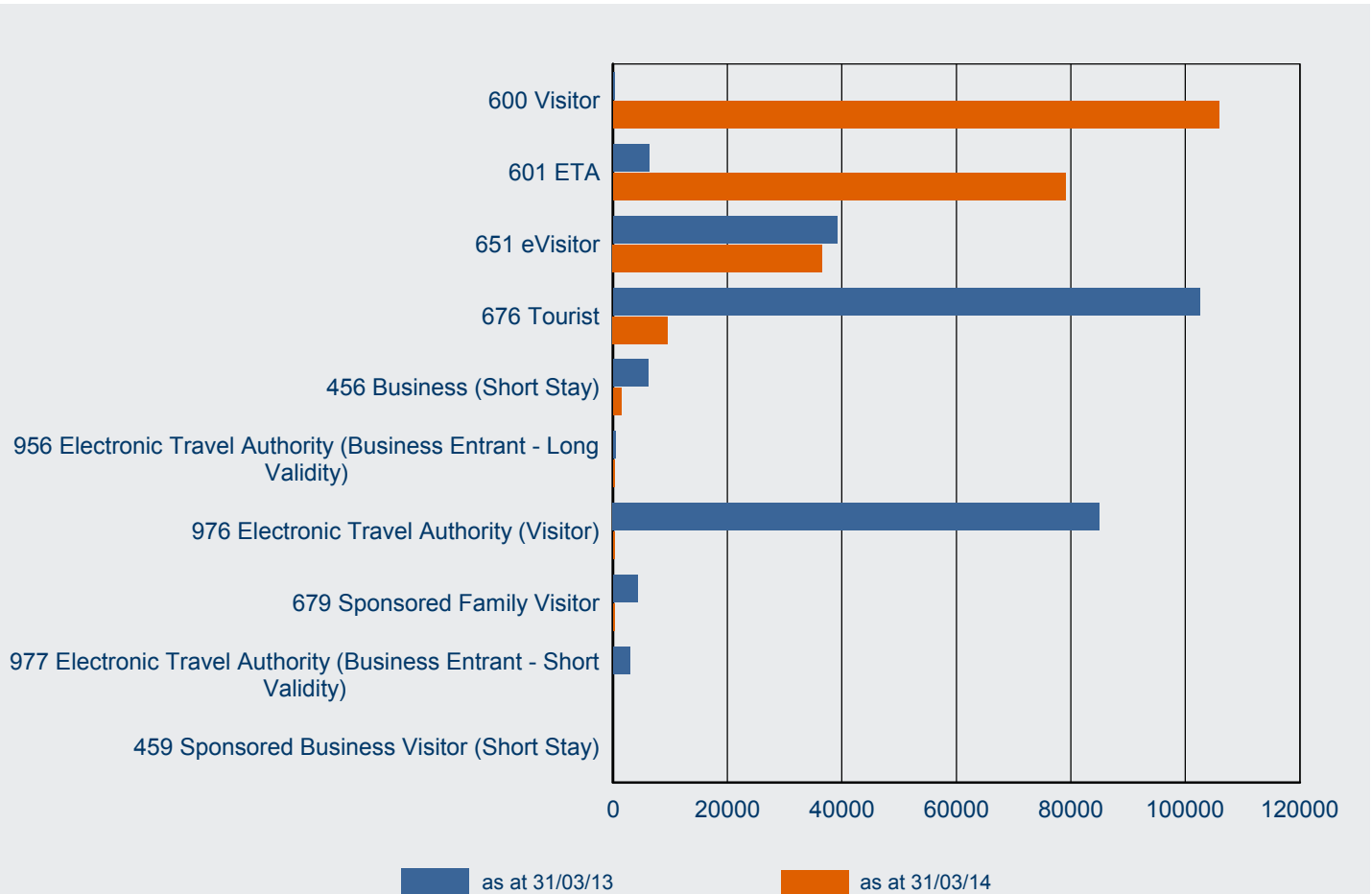
6 Visa holders in Australia

6.01 Number of Visitor visa holders in Australia at the end of each month in 2013-14 to 31 March 2014 by month - comparison with previous four financial years



6 Visa holders in Australia

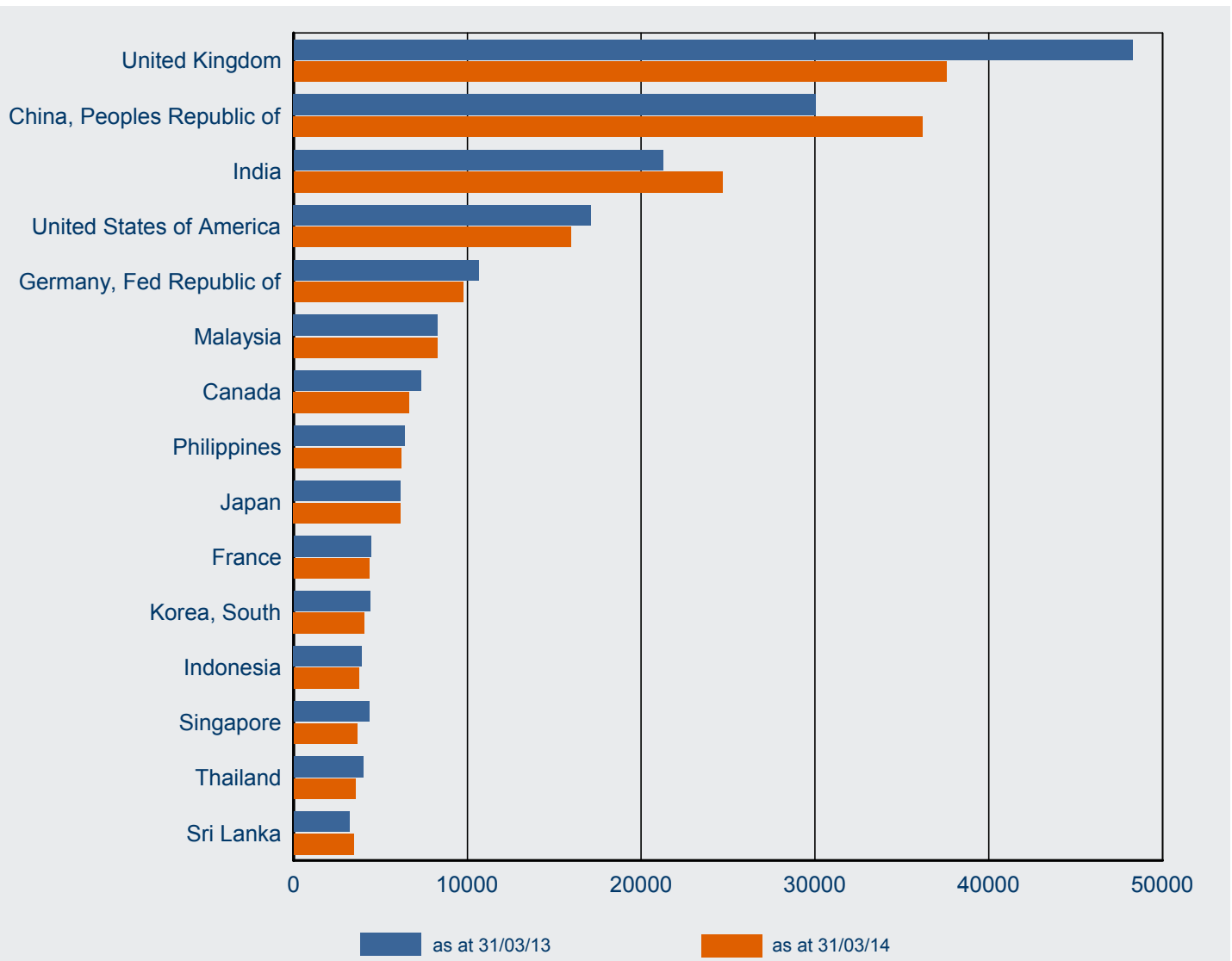
6.02 Number of Visitor visa holders in Australia as at 31 March 2014 by visa subclass - comparison with same date in previous year



Visa Subclass	as at 31/03/13	as at 31/03/14	% Change from 31/03/13	31/03/14 as % of Total
600 Visitor	326	105 925	32392.3%	45.4%
601 ETA	6 355	79 056	1144.0%	33.9%
651 eVisitor	39 167	36 540	-6.7%	15.6%
676 Tourist	102 485	9 576	-90.7%	4.1%
456 Business (Short Stay)	6 198	1 499	-75.8%	0.6%
956 Electronic Travel Authority (Business Entrant - Long Validity)	484	327	-32.4%	0.1%
976 Electronic Travel Authority (Visitor)	85 034	288	-99.7%	0.1%
679 Sponsored Family Visitor	4 338	243	-94.4%	0.1%
977 Electronic Travel Authority (Business Entrant - Short Validity)	2 937	40	-98.6%	0.0%
459 Sponsored Business Visitor (Short Stay)	11			
Total	247 335	233 494	-5.6%	100.0%

6 Visa holders in Australia

6.03 Number of Visitor visa holders in Australia as at 31 March 2014 by citizenship country - comparison with same period in previous year

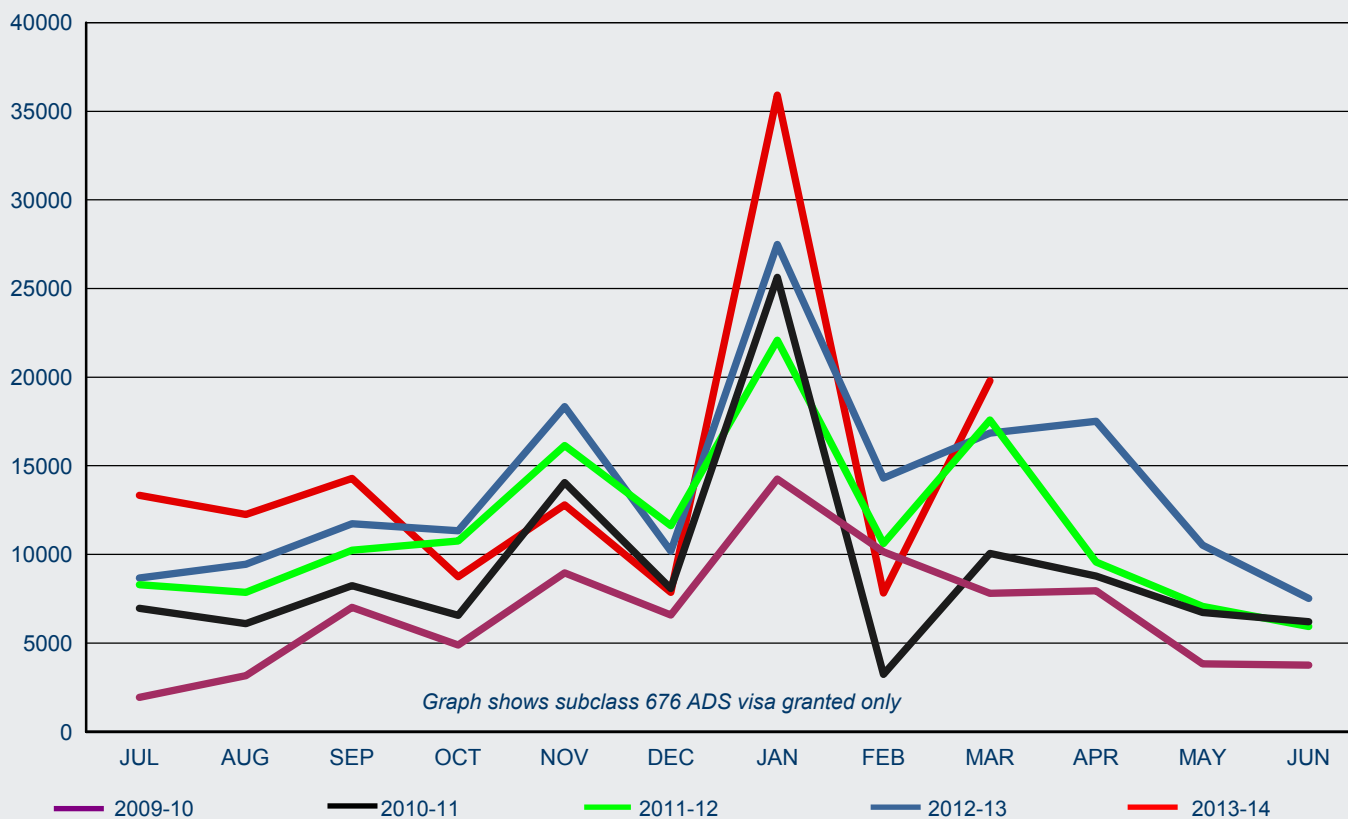


Citizenship Country	as at 31/03/13	as at 31/03/14	% Change from 31/03/13	31/03/14 as % of Total
United Kingdom	48 264	37 561	-22.2%	16.1%
China, Peoples Republic of	30 055	36 205	20.5%	15.5%
India	21 251	24 692	16.2%	10.6%
United States of America	17 122	15 983	-6.7%	6.8%
Germany, Fed Republic of	10 644	9 760	-8.3%	4.2%
Malaysia	8 278	8 245	-0.4%	3.5%
Canada	7 332	6 662	-9.1%	2.9%
Philippines	6 367	6 178	-3.0%	2.6%
Japan	6 129	6 175	0.8%	2.6%
France	4 466	4 351	-2.6%	1.9%
Korea, South	4 403	4 087	-7.2%	1.8%
Indonesia	3 924	3 746	-4.5%	1.6%
Singapore	4 359	3 650	-16.3%	1.6%
Thailand	3 996	3 538	-11.5%	1.5%
Sri Lanka	3 209	3 460	7.8%	1.5%
Other countries	67 536	59 201	-12.3%	25.4%
Total	247 335	233 494	-5.6%	100.0%

7 Approved Destination Status (ADS)

7 Approved Destination Status (ADS)

7.01 Number of subclass 676 and subclass 600 visa applications granted in 2013-14 to 31 March 2014 under the tourism stream where the citizenship country is Peoples Republic of China (PRC) by visa type - comparison with previous four financial years



subclass 676/600 ADS for PRC

FY Granted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	1 940	3 157	7 014	4 890	8 952	6 574	14 250	10 150	7 807	7 956	3 826	3 756	80 272
2010-11	6 952	6 103	8 243	6 569	14 047	8 070	25 622	3 235	10 052	8 786	6 723	6 207	110 609
2011-12	8 294	7 851	10 244	10 760	16 140	11 631	22 087	10 614	17 589	9 569	7 075	5 943	137 797
2012-13	8 673	9 445	11 728	11 340	18 336	10 181	27 492	14 305	16 839	17 511	10 522	7 522	163 894
2013-14	13 343	12 258	14 287	8 737	12 795	7 865	35 916	7 816	19 796				132 813

subclass 676/600 non-ADS for PRC

FY Granted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	8 031	7 171	9 677	5 943	9 664	10 077	11 942	9 346	8 830	7 728	8 138	11 245	107 792
2010-11	11 200	10 290	10 546	8 174	12 942	15 047	18 689	5 514	10 673	9 485	10 418	14 268	137 246
2011-12	14 570	14 440	12 707	10 978	18 016	17 382	19 003	11 621	12 212	13 452	13 531	19 913	177 825
2012-13	18 909	18 262	17 626	15 108	20 473	19 731	33 006	10 615	14 937	15 153	16 277	20 550	220 647
2013-14	26 497	23 118	20 302	20 141	29 628	35 135	41 988	12 995	22 795				232 599

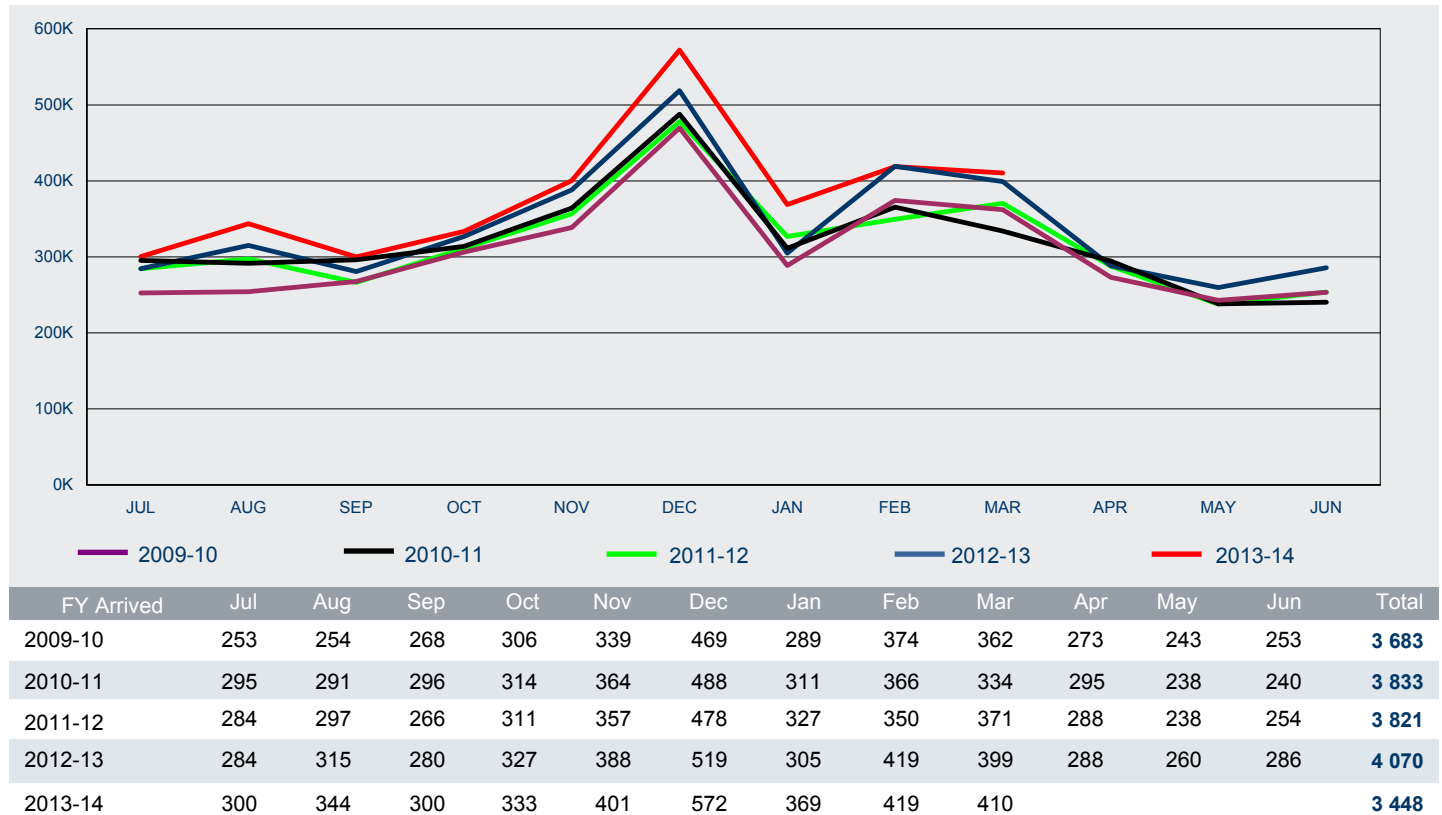
Total subclass 676/600 for PRC

FY Granted	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2009-10	9 971	10 328	16 691	10 833	18 616	16 651	26 192	19 496	16 637	15 684	11 964	15 001	188 064
2010-11	18 152	16 393	18 789	14 743	26 989	23 117	44 311	8 749	20 725	18 271	17 141	20 475	247 855
2011-12	22 864	22 291	22 951	21 738	34 156	29 013	41 090	22 235	29 801	23 021	20 606	25 856	315 622
2012-13	27 582	27 707	29 354	26 448	38 809	29 912	60 498	24 920	31 776	32 664	26 799	28 072	384 541
2013-14	39 840	35 376	34 589	28 878	42 423	43 000	77 904	20 811	42 591				365 412

8 Arrivals

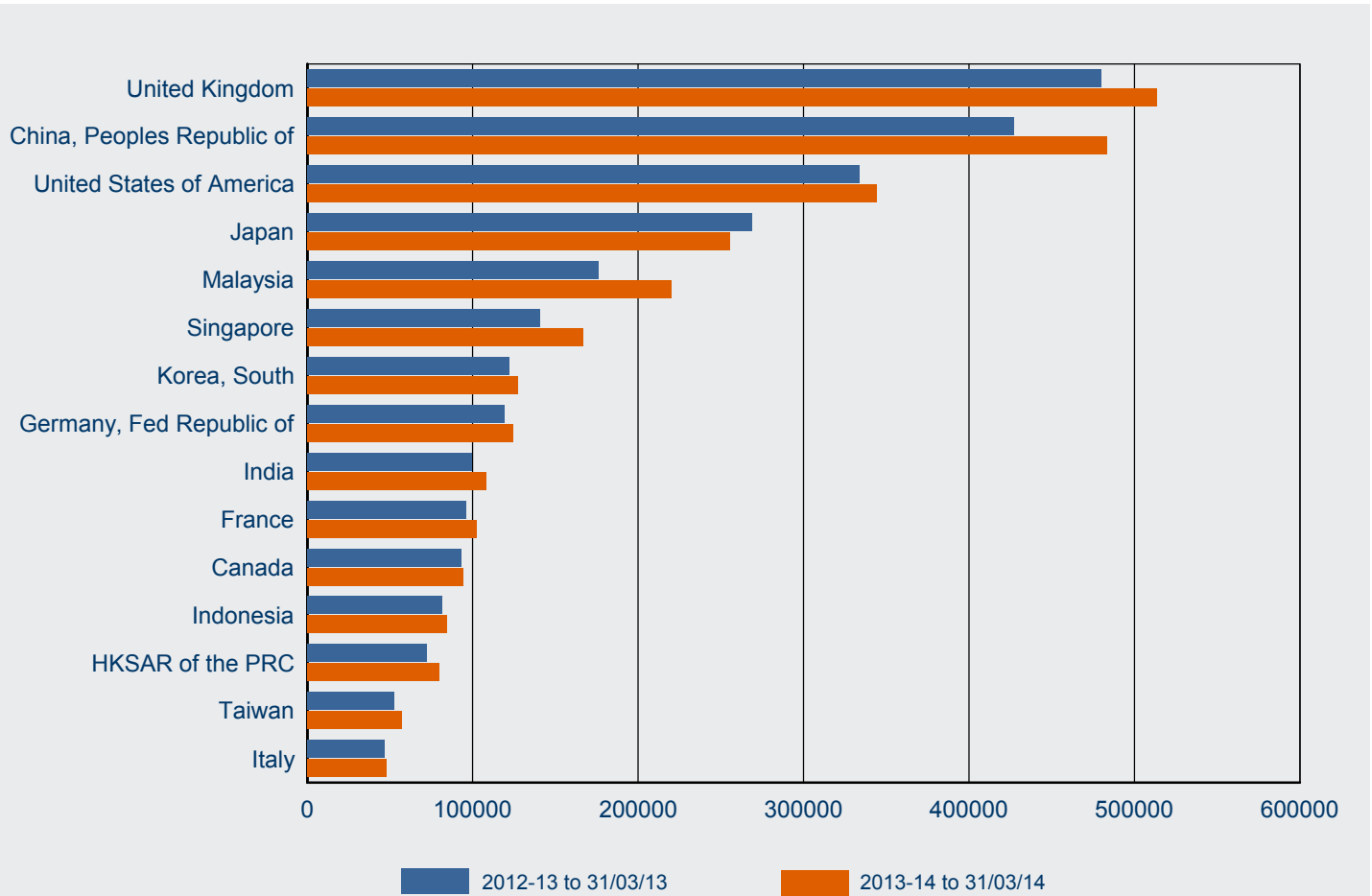
8 Arrivals

8.01 Number of Visitor visa arrivals ('000) in 2013-14 to 31 March 2014 - comparison with previous four financial years



8 Arrivals

8.02 Number of Visitor visa arrivals in 2013-14 to 31 March 2014 by citizenship country - comparison with same period in previous year



Citizenship Country	2012-13 to 31/03/13	2013-14 to 31/03/14	% Change from 2012-13	2013-14 as % of Total
United Kingdom	480 320	513 615	6.9%	14.9%
China, Peoples Republic of	427 228	483 677	13.2%	14.0%
United States of America	333 546	344 244	3.2%	10.0%
Japan	268 765	255 540	-4.9%	7.4%
Malaysia	175 865	219 964	25.1%	6.4%
Singapore	140 580	166 977	18.8%	4.8%
Korea, South	121 935	127 528	4.6%	3.7%
Germany, Fed Republic of	119 317	124 534	4.4%	3.6%
India	99 580	108 297	8.8%	3.1%
France	95 883	102 583	7.0%	3.0%
Canada	93 063	94 519	1.6%	2.7%
Indonesia	81 838	84 502	3.3%	2.5%
HKSAR of the PRC	72 099	79 989	10.9%	2.3%
Taiwan	52 691	57 024	8.2%	1.7%
Italy	46 729	47 828	2.4%	1.4%
Other countries	627 288	637 204	1.6%	18.5%
Total	3 236 727	3 448 025	6.5%	100.0%

