



**Australian Government**  
**Department of Immigration  
and Border Protection**

# Visitor visa programme quarterly report

Quarter ending at 30 September 2013



**people** our business



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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](http://www.immi.gov.au/media/statistics/visitor)

Further information about the Visitor visa programme is available at [www.immi.gov.au/visitors](http://www.immi.gov.au/visitors)

## Enquiries

Any comments or enquiries concerning this report should be sent to [visa.reporting@immi.gov.au](mailto: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) <b>and</b><br>ETA (Subclass 601 – Tourist)  | ETA Tourist       |
| Tourist (Subclass 676), Visitor (Subclass 600) Tourist stream <b>and</b><br>Visitor (Subclass 600) ADS         | Tourist Visitor   |
| Sponsored Family Visitor visa (Subclass 679) <b>and</b><br>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),<br>ETA (Business – Short Validity) (Subclass 977) <b>and</b><br>ETA (Subclass 601 - Business) | ETA Business       |
| Business (Short Stay) (Subclass 456) <b>and</b><br>Visitor (Subclass 600) Business Visitor stream  | Business Visitor   |
| Superyacht crew (Subclass 488) <b>and</b><br>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         |

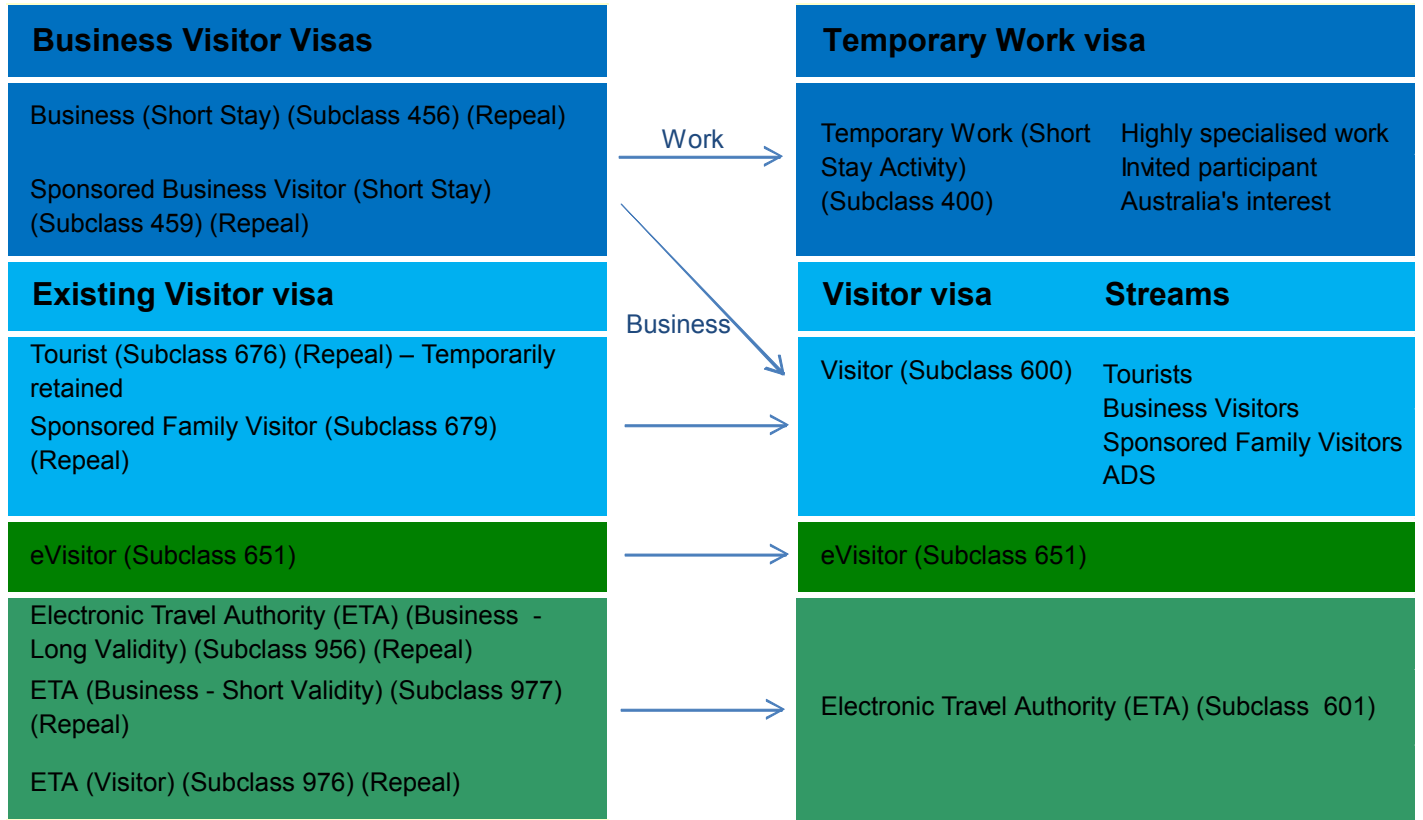
On 23 March 2013 the following significant changes were made to Visitor visas as part of the Australian Government's Visa Simplification and Deregulation project:

- 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                         | ✓       | ✓            | ✓            |
| 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 is implementing 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) visa and 14 additional countries.
- 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 Guangzhou, China on 19 August 2013.
- On 22 July 2013 the 1 millionth Approved Destination Scheme (ADS) visa was granted in Beijing, China. The ADS has been in operation since 1999 and continues to facilitate travel to Australia for Chinese citizens who are part of a group tour following an approved itinerary.

# Executive Summary

## Key Points

- There was a 7.4% increase in tourism Visitor visa applications in the quarter ending 30 September 2013 (864 135) compared with the same period in 2012-13 (804 438). Growth in lodgements from citizens of China was up (30.4% to 112 018), India (up 22% to 31 177) and Malaysia (up 17.6% to 62 647).
- China became the largest country for Visitor visa applications to Australia in the quarter ending 30 September 2013 with 132 938 visa application lodgements, up 21.8% on the same period in 2012-13 (109 153) overtaking the United Kingdom (130 878). 65 881 Visitor visa applications were lodged by Malaysia in the quarter ending 30 September 2013, up 15.6% compared with the same quarter last year (56 978).
- 112 924 business Visitor visa applications were lodged in the quarter ending 30 September 2013. This was a 10.7% decrease compared with the same quarter in 2012 (126 460), and may be attributable to visitors wishing to undertake short term work, applying for the Temporary Work (Short Stay Activity) (Subclass 400).
- The grant rate for Visitor visas for the quarter ending 30 September 2013 remained stable at 97.6% compared with 97.5% for the same quarter in 2012.
- 39 888 Tourist visas were granted under the Approved Destination Status (ADS) scheme in the quarter ending 30 September 2013. This was a 33.6% increase over the same period in 2011-12 (29 846).
- On 30 September 2013, there were 199 848 Visitor visa holders in Australia. This was a 4.5% increase compared with the same date in 2012.

## 1 Applications lodged

China became the largest source country for visitors to Australia in the quarter ending 30 September 2013 with 132 938 lodgements surpassing the United Kingdom (130 878). There was a 15.6% increase in lodgements from Malaysia (65 881) compared with 2012-13 (56 978).

864 135 tourism Visitor visa applications were lodged in the quarter ending 30 September 2013. This was a 7.4% increase compared with the same quarter in 2012 (804 438). This increase was driven by growth in lodgements by citizens of China (up 30.4% to 112 018), the United Kingdom (up 6.4% to 121 528), Malaysia (up 17.6% to 62 647), Singapore (up 7.6% to 37 865) and India (up 22% to 31 177).

Business visitor applications declined in the quarter ending 30 September 2013 (112 924), by 10.7% compared with 126 460 in the same quarter in 2012. 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

842 778 tourism Visitor visas were granted in the quarter ending 30 September 2013. This was a 7.8% increase compared with the same period last year (781 803) and reflects a combined increase in Tourist Visitor visa grants (up from 216 191 to 245 862) and eVisitor Tourist visa grants (up from 95 568 to 116 417).

108 850 business Visitor visas were granted in the quarter ending 30 September 2013. This was a 11.4% decrease compared with the same quarter in 2012 (122 813) 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.

5 712 Sponsored Tourist visas were granted in the quarter ending 30 September 2013. This was a 16.7% increase over the same quarter in 2012 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 30 September 2013 remained stable at 97.6%, compared with 97.5% for the same quarter in 2012.

## 4 Auto grant rates for eLodged Applications

The auto grant rate for eLodged (Subclass 651 eVisitor visa applications for the quarter ending 30 September 2013 decreased slightly to 84.0%, compared with 89.6% in the same quarter in 2012. The decrease can be attributed to systems limitations experienced due to changes related to the Visa Simplification and Deregulation Project that came into effect in March 2013.

## Executive Summary - continued

The auto grant rate for eLodged Tourist Visitor visa applications for the quarter ending 30 September 2013 was 16.6% compared with 59.4% in the same quarter in 2012. The significant decline in the auto grant rate for eLodged Tourist Visitor visa applications can be attributed to systems limitations experienced due to changes related to the Visa Simplification and Deregulation Project that came into effect in March 2013.

### 5 Processing times

During the quarter ending 30 September 2013, 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 30 September 2012, where 75% of Tourist Visitor visa applications were processed within 10 calendar days. This slight increase may be attributable 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 September quarter.

During the September quarter, 75% of Business Visitor visa applications were processed within 8 calendar days. This is consistent with the quarter ending 30 September 2012 where 75% of Business Visitor visas were processed within 6 calendar days.

75% of Sponsored Tourist visa applications were processed within 41 calendar days in the September quarter, a slight increase on the June quarter in which 75% of Sponsored Tourist visa applications were processed within 36 calendar days.

This increase may be attributed to the Sponsored Family Visitor visa (Subclass 679) being repealed and replaced in March 2013 and residual cases being finalised during the September quarter.

Processing times also increase if applications are incomplete or if additional information is required, including health examinations and/or character checks.

### 6 Applications on hand

On 30 September 2013, there were 53 573 Visitor visa applications on hand. This was a significant increase over the 36 020 applications on hand on 30 September 2012.

This can be attributed to several visa subclasses being repealed and replaced in March 2013 and the processing of residual applications during the quarter ending 30 September 2013.

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.

## 7 Visa holders In Australia

On 30 September 2013, there were 199 848 Visitor visa holders in Australia. This was a 4.5% increase on the 191 196 Visitor visa holders in Australia on the same date in 2012.

Visitor (Subclass 600) visa holders made up the largest cohort with 77 484 visa holders in Australia, closely followed by ETA (Subclass 601) with 58 925 visa holders and Tourist (Subclass 676) with 30 655 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).

## 8 Approved Destination Status (ADS)

39 888 visas were granted under the ADS scheme in the quarter ending 30 September 2013. This was a 33.6% increase over the same quarter in 2012, when 29 846 visas were granted under the ADS scheme.

ADS grants made up 36.3% of all Subclass 676/600 grants to Chinese tourists in the quarter ending September 2013, a slight increase on the same quarter in 2012 (35.3%). Independent travel by Chinese tourists continues to increase however with 69 919 non-ADS grants in the quarter ending 30 September 2013. This was a 27.6% increase on the 30 September 2012 quarter (54 797).

## 9 Arrivals data

In the quarter ending 30 September 2013, there were 944 088 arrivals on Visitor visas. This was a 7.3% increase on the same quarter in 2012 (880 078) and reflects increased arrivals from China (up 28.9% to 151 364), the United Kingdom (up 9.9% to 102 063), Malaysia (up 21.1% to 70 568) and Singapore (up 9.5% to 47 388).

### Note:

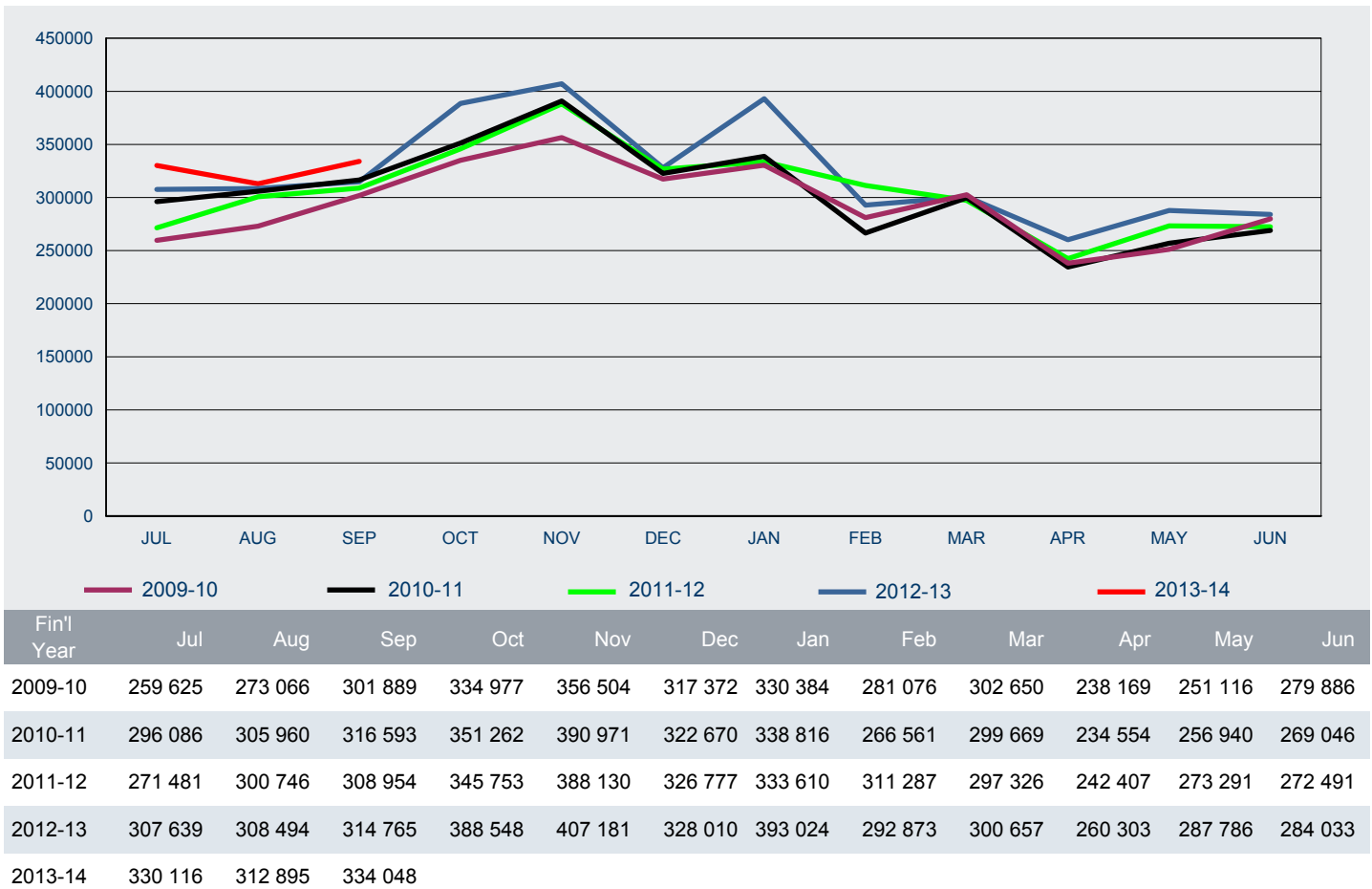
The structure of this report has been revised to better reflect the visa framework changes introduced in March 2013.



# 1 Lodged

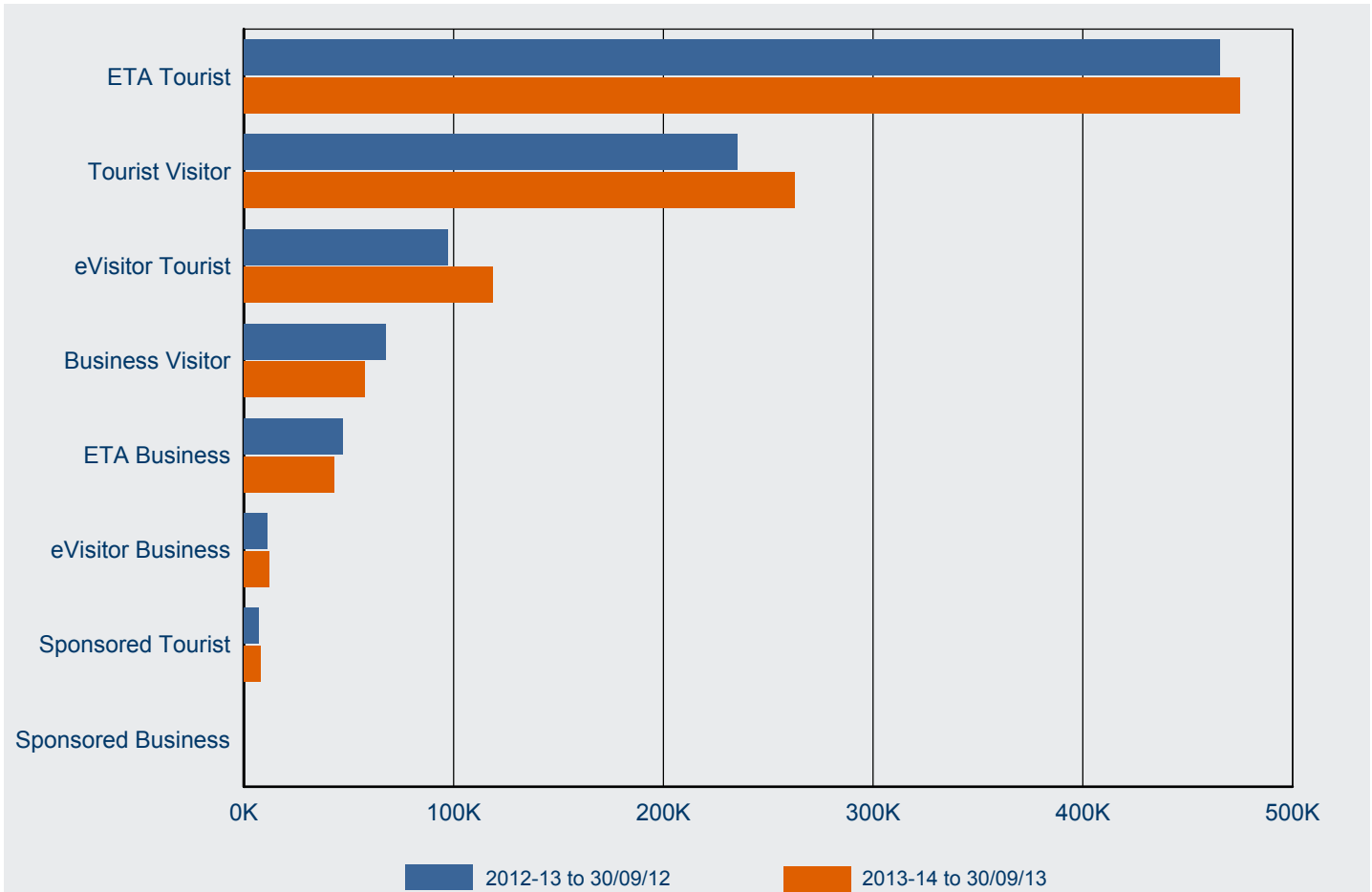
# 1 Lodged

1.01 Number of Visitor visa applications lodged in 2013-14 to 30 September 2013 by month - comparison with previous four financial years



# 1 Lodged

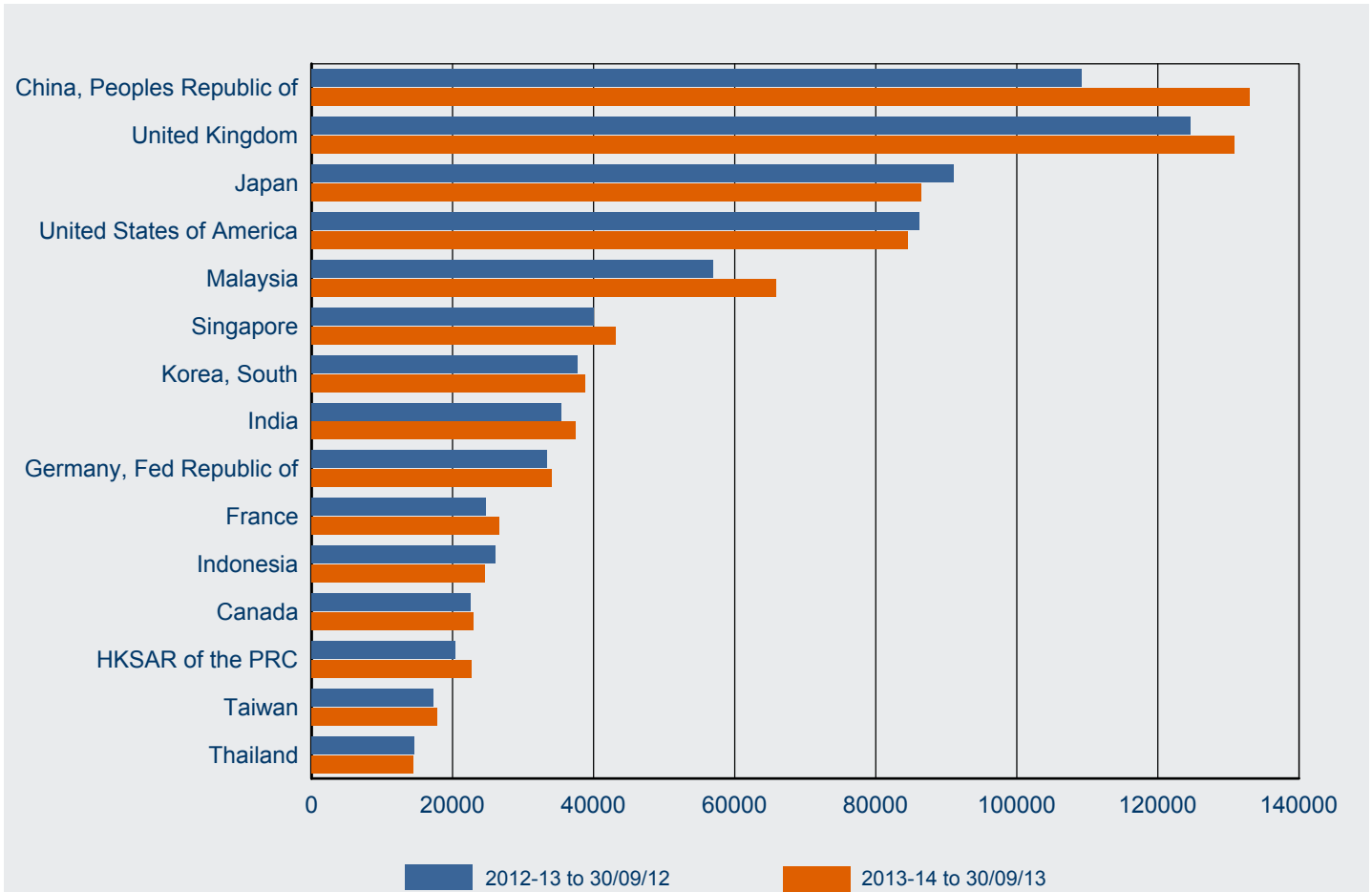
1.02 Number of Visitor visa applications lodged in 2013-14 to 30 September 2013 by visa group - comparison with same period in previous year



| Visa Subclass      | 2012-13 to 30/09/12 | 2013-14 to 30/09/13 | % Change from 2012-13 | 2013-14 as % of Total |
|--------------------|---------------------|---------------------|-----------------------|-----------------------|
| ETA Tourist        | 465 219             | 474 833             | 2.1%                  | 48.6%                 |
| Tourist Visitor    | 235 114             | 262 696             | 11.7%                 | 26.9%                 |
| eVisitor Tourist   | 97 102              | 118 483             | 22.0%                 | 12.1%                 |
| Business Visitor   | 67 917              | 57 620              | -15.2%                | 5.9%                  |
| ETA Business       | 47 124              | 43 270              | -8.2%                 | 4.4%                  |
| eVisitor Business  | 11 373              | 12 034              | 5.8%                  | 1.2%                  |
| Sponsored Tourist  | 7 003               | 8 123               | 16.0%                 | 0.8%                  |
| Sponsored Business | 46                  |                     |                       |                       |
| <b>Total</b>       | <b>930 898</b>      | <b>977 059</b>      | <b>5.0%</b>           | <b>100.0%</b>         |

# 1 Lodged

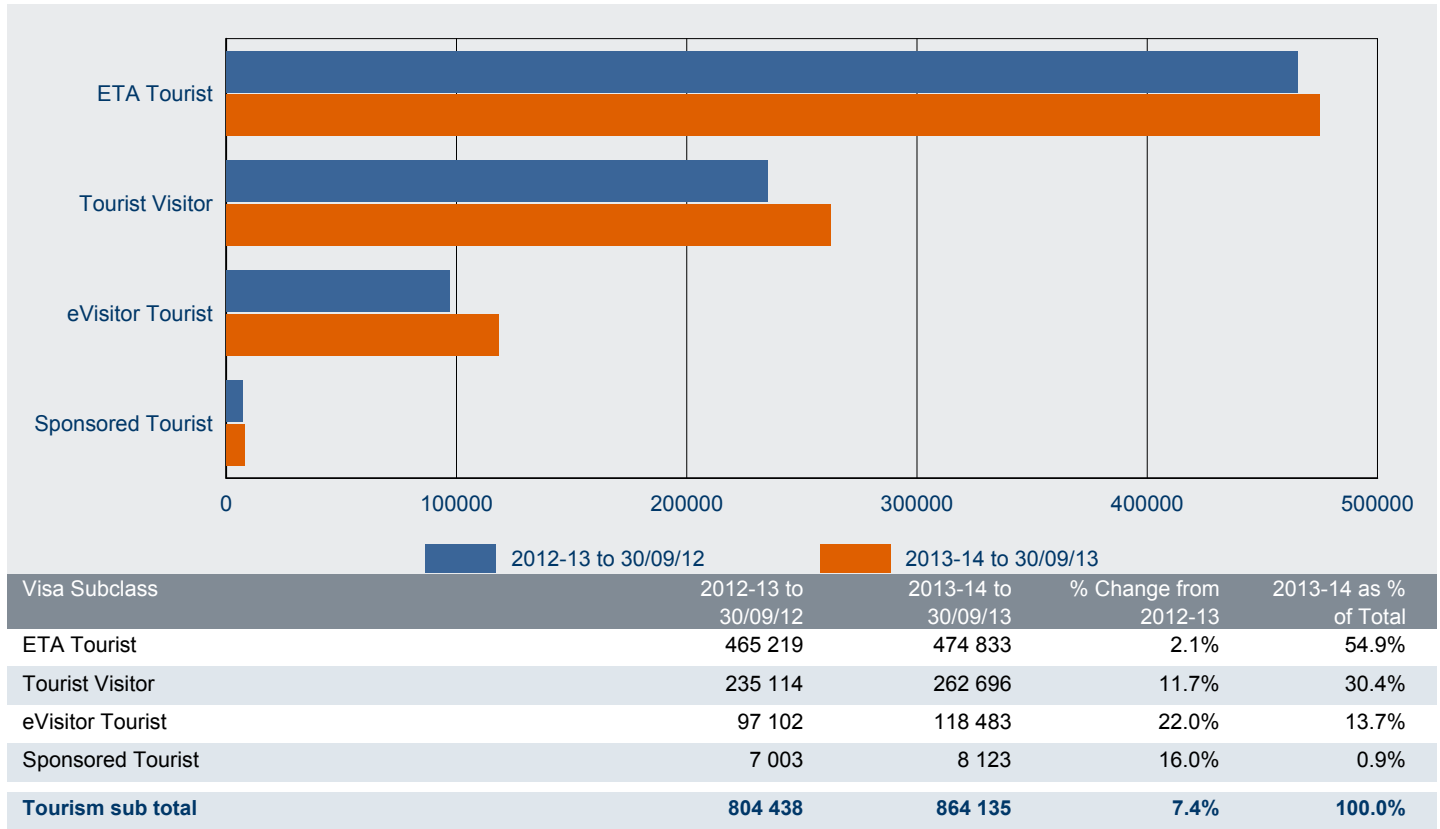
1.03 Number of Visitor visa applications lodged in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year



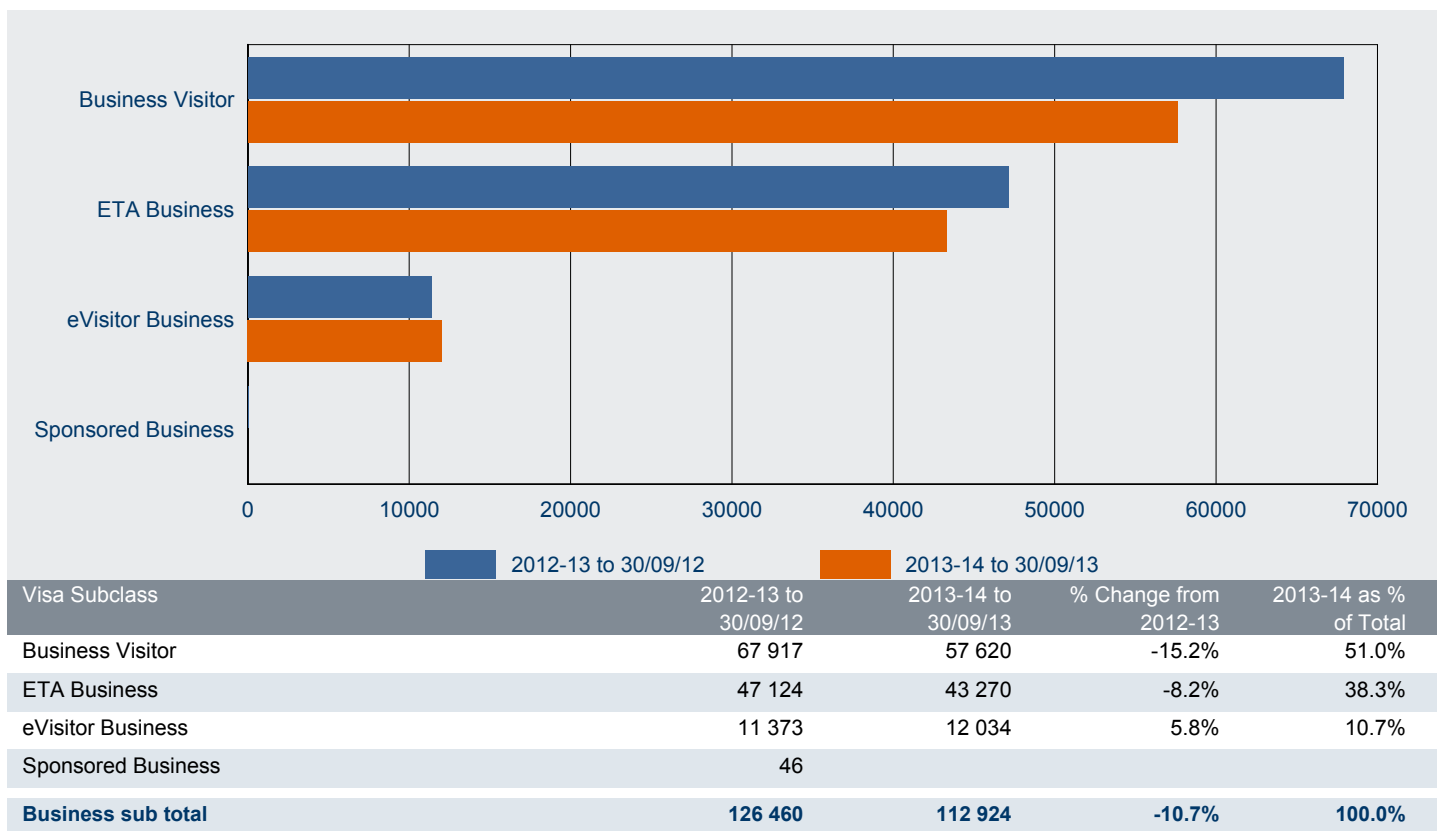
| Citizenship Country        | 2012-13 to 30/09/12 | 2013-14 to 30/09/13 | % Change from 2012-13 | 2013-14 as % of Total |
|----------------------------|---------------------|---------------------|-----------------------|-----------------------|
| China, Peoples Republic of | 109 153             | 132 938             | 21.8%                 | 13.6%                 |
| United Kingdom             | 124 561             | 130 878             | 5.1%                  | 13.4%                 |
| Japan                      | 91 019              | 86 424              | -5.0%                 | 8.8%                  |
| United States of America   | 86 206              | 84 609              | -1.9%                 | 8.7%                  |
| Malaysia                   | 56 978              | 65 881              | 15.6%                 | 6.7%                  |
| Singapore                  | 40 052              | 43 123              | 7.7%                  | 4.4%                  |
| Korea, South               | 37 672              | 38 829              | 3.1%                  | 4.0%                  |
| India                      | 35 468              | 37 433              | 5.5%                  | 3.8%                  |
| Germany, Fed Republic of   | 33 425              | 34 015              | 1.8%                  | 3.5%                  |
| France                     | 24 749              | 26 548              | 7.3%                  | 2.7%                  |
| Indonesia                  | 26 034              | 24 578              | -5.6%                 | 2.5%                  |
| Canada                     | 22 620              | 22 994              | 1.7%                  | 2.4%                  |
| HKSAR of the PRC           | 20 434              | 22 674              | 11.0%                 | 2.3%                  |
| Taiwan                     | 17 225              | 17 784              | 3.2%                  | 1.8%                  |
| Thailand                   | 14 526              | 14 430              | -0.7%                 | 1.5%                  |
| Other countries            | 190 776             | 193 921             | 1.6%                  | 19.8%                 |
| <b>Total</b>               | <b>930 898</b>      | <b>977 059</b>      | <b>5.0%</b>           | <b>100.0%</b>         |

# 1 Lodged

1.04 Number of tourism Visitor visa applications lodged in 2013-14 to 30 September 2013 by visa group - comparison with same period in previous year

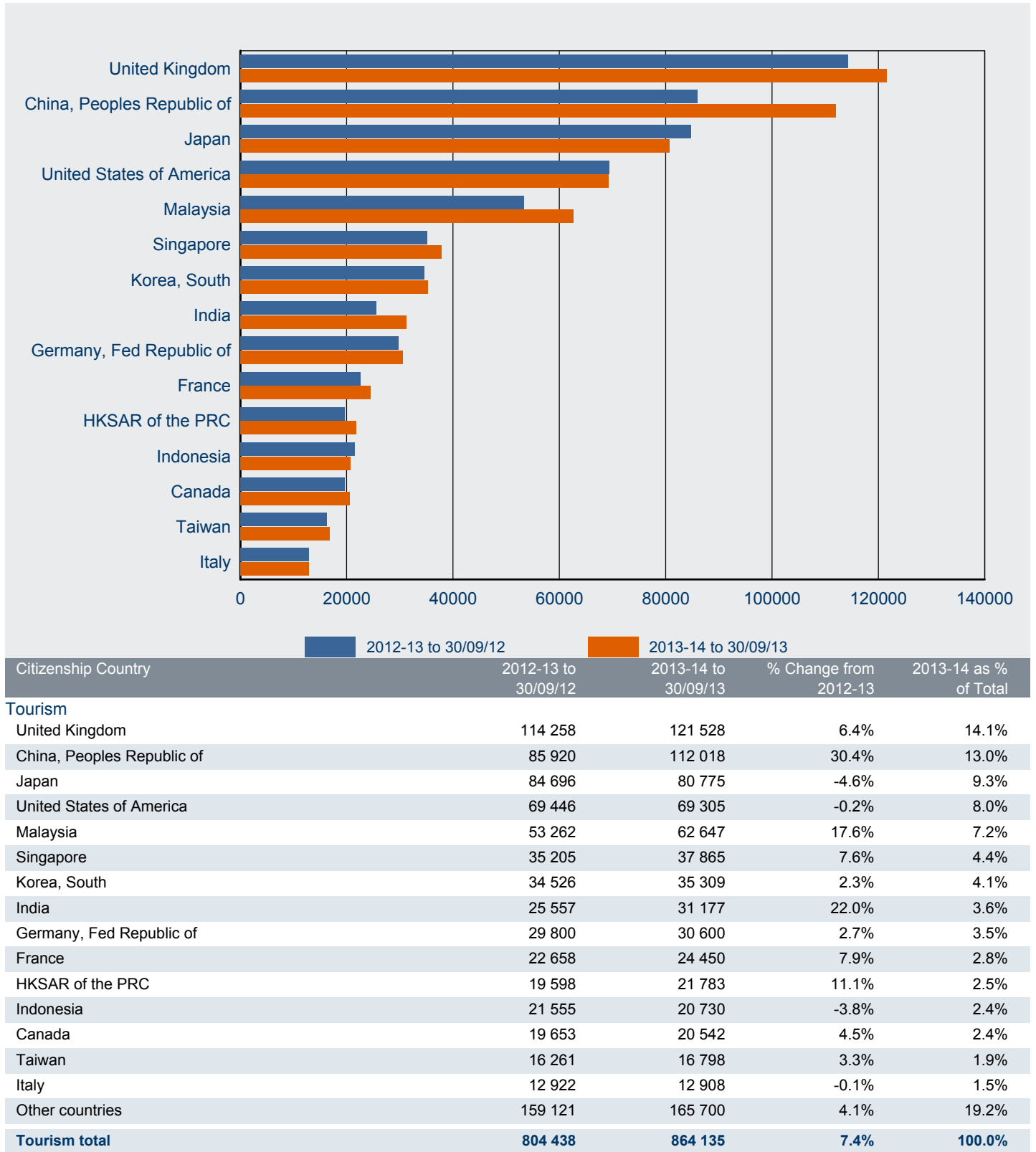


1.05 Number of business Visitor visa applications lodged in 2013-14 to 30 September 2013 by visa group - comparison with same period in previous year



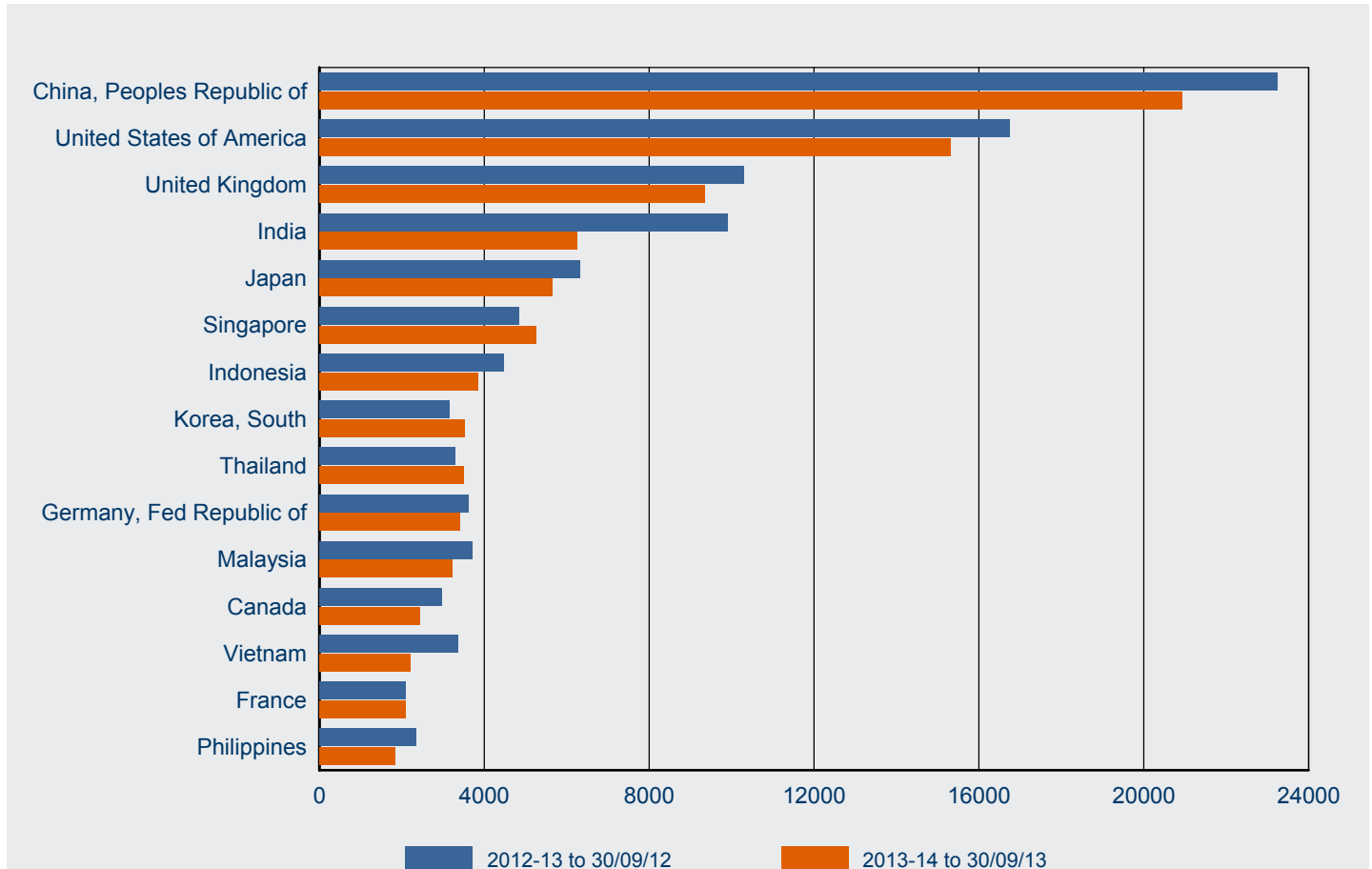
# 1 Lodged

1.06 Number of tourism Visitor visa applications lodged in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year



# 1 Lodged

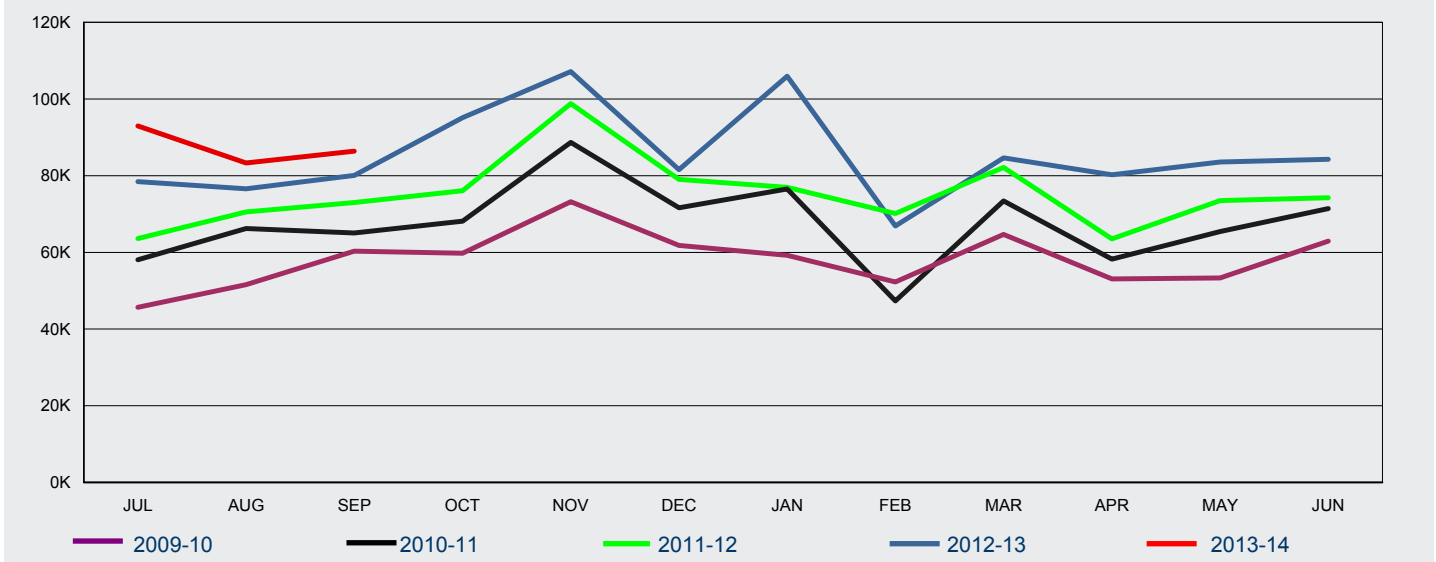
1.07 Number of business Visitor visa applications lodged in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year



| Citizenship Country        | 2012-13 to 30/09/12 | 2013-14 to 30/09/13 | % Change from 2012-13 | 2013-14 as % of Total |
|----------------------------|---------------------|---------------------|-----------------------|-----------------------|
| <b>Business</b>            |                     |                     |                       |                       |
| China, Peoples Republic of | 23 233              | 20 920              | -10.0%                | 18.5%                 |
| United States of America   | 16 760              | 15 304              | -8.7%                 | 13.6%                 |
| United Kingdom             | 10 303              | 9 350               | -9.2%                 | 8.3%                  |
| India                      | 9 911               | 6 256               | -36.9%                | 5.5%                  |
| Japan                      | 6 323               | 5 649               | -10.7%                | 5.0%                  |
| Singapore                  | 4 847               | 5 258               | 8.5%                  | 4.7%                  |
| Indonesia                  | 4 479               | 3 848               | -14.1%                | 3.4%                  |
| Korea, South               | 3 146               | 3 520               | 11.9%                 | 3.1%                  |
| Thailand                   | 3 288               | 3 507               | 6.7%                  | 3.1%                  |
| Germany, Fed Republic of   | 3 625               | 3 415               | -5.8%                 | 3.0%                  |
| Malaysia                   | 3 716               | 3 234               | -13.0%                | 2.9%                  |
| Canada                     | 2 967               | 2 452               | -17.4%                | 2.2%                  |
| Vietnam                    | 3 374               | 2 219               | -34.2%                | 2.0%                  |
| France                     | 2 091               | 2 098               | 0.3%                  | 1.9%                  |
| Philippines                | 2 351               | 1 848               | -21.4%                | 1.6%                  |
| Other countries            | 26 046              | 24 046              | -7.7%                 | 21.3%                 |
| <b>Business total</b>      | <b>126 460</b>      | <b>112 924</b>      | <b>-10.7%</b>         | <b>100.0%</b>         |

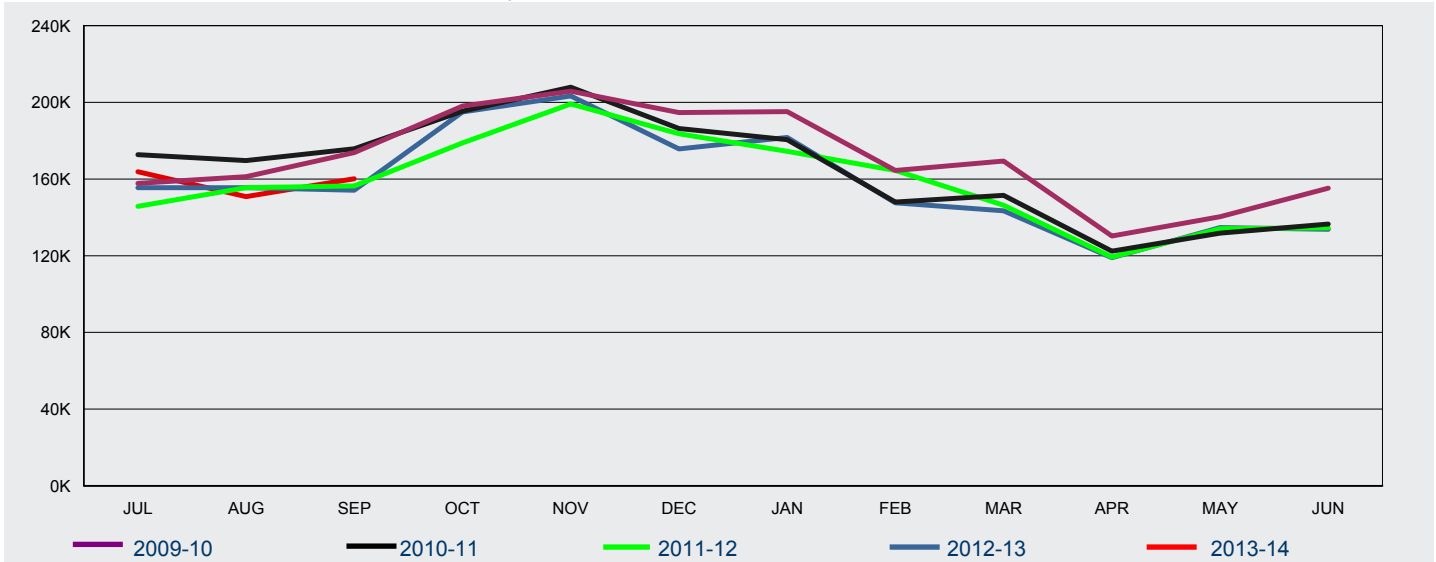
# 1 Lodged

1.08 Number of Tourist Visitor visa applications lodged in 2013-14 to 30 September 2013 - 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 | <b>697 905</b>   |
| 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 | <b>810 233</b>   |
| 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 | <b>901 681</b>   |
| 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 | <b>1 024 674</b> |
| 2013-14   | 92 963 | 83 342 | 86 391 |        |         |        |         |        |        |        |        |        | <b>262 696</b>   |

1.09 Number of ETA Tourist ('000) visa applications lodged in 2013-14 to 30 September 2013 - comparison with previous four financial years

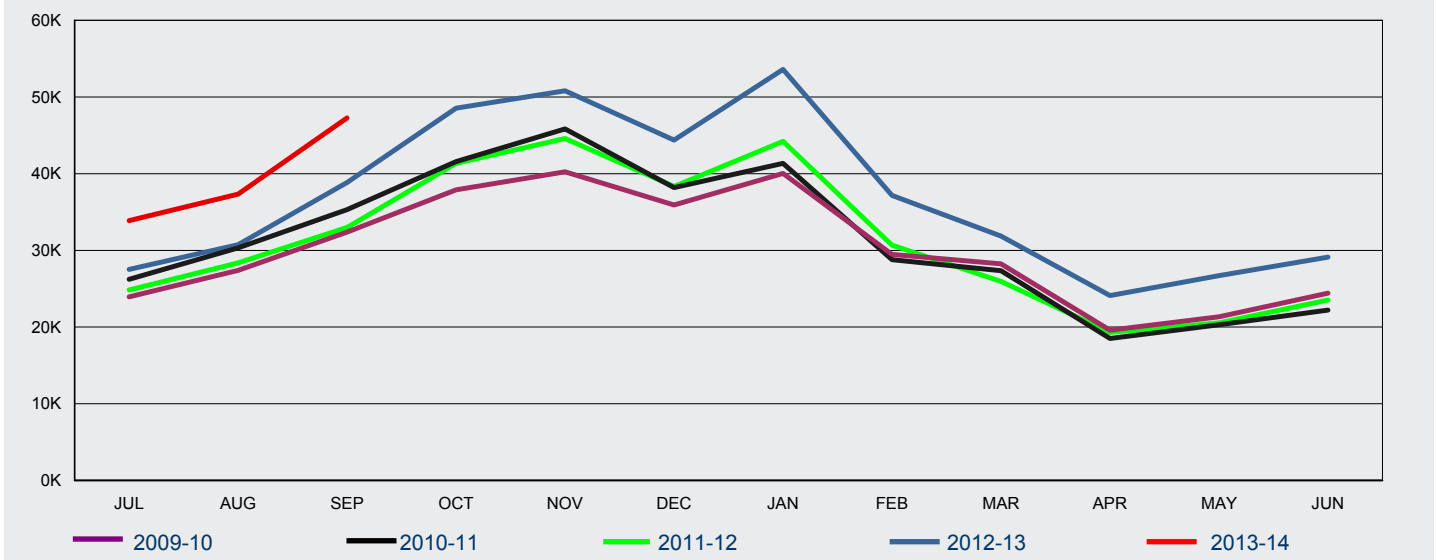


| FY Lodged | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total        |
|-----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| 2009-10   | 158 | 161 | 174 | 198 | 206 | 195 | 195 | 164 | 169 | 130 | 140 | 155 | <b>2 046</b> |
| 2010-11   | 173 | 170 | 176 | 195 | 208 | 186 | 181 | 148 | 152 | 122 | 132 | 137 | <b>1 979</b> |
| 2011-12   | 146 | 156 | 156 | 179 | 199 | 184 | 174 | 165 | 146 | 119 | 134 | 135 | <b>1 893</b> |
| 2012-13   | 155 | 156 | 154 | 195 | 203 | 176 | 182 | 148 | 143 | 119 | 135 | 134 | <b>1 899</b> |
| 2013-14   | 164 | 151 | 160 |     |     |     |     |     |     |     |     |     | <b>475</b>   |



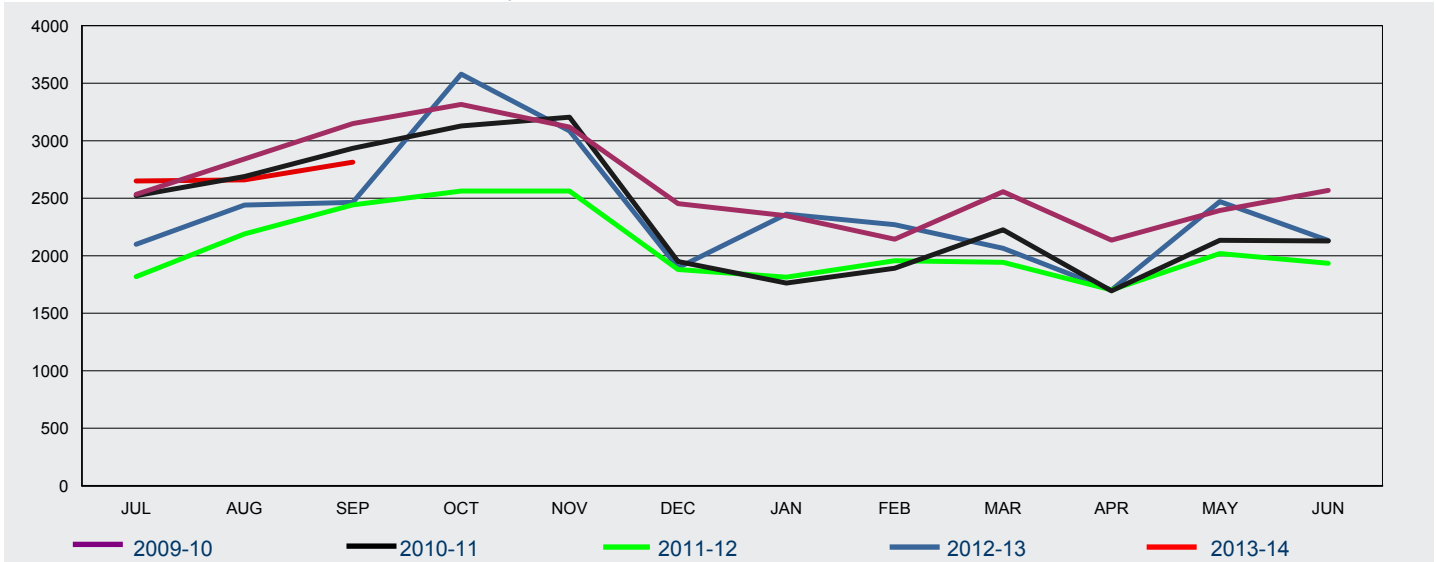
# 1 Lodged

## 1.10 Number of eVisitor Tourist visa applications lodged in 2013-14 to 30 September 2013 - 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 | <b>360 894</b> |
| 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 | <b>376 004</b> |
| 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 | <b>374 705</b> |
| 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 | <b>443 415</b> |
| 2013-14   | 33 879 | 37 332 | 47 272 |        |        |        |        |        |        |        |        |        | <b>118 483</b> |

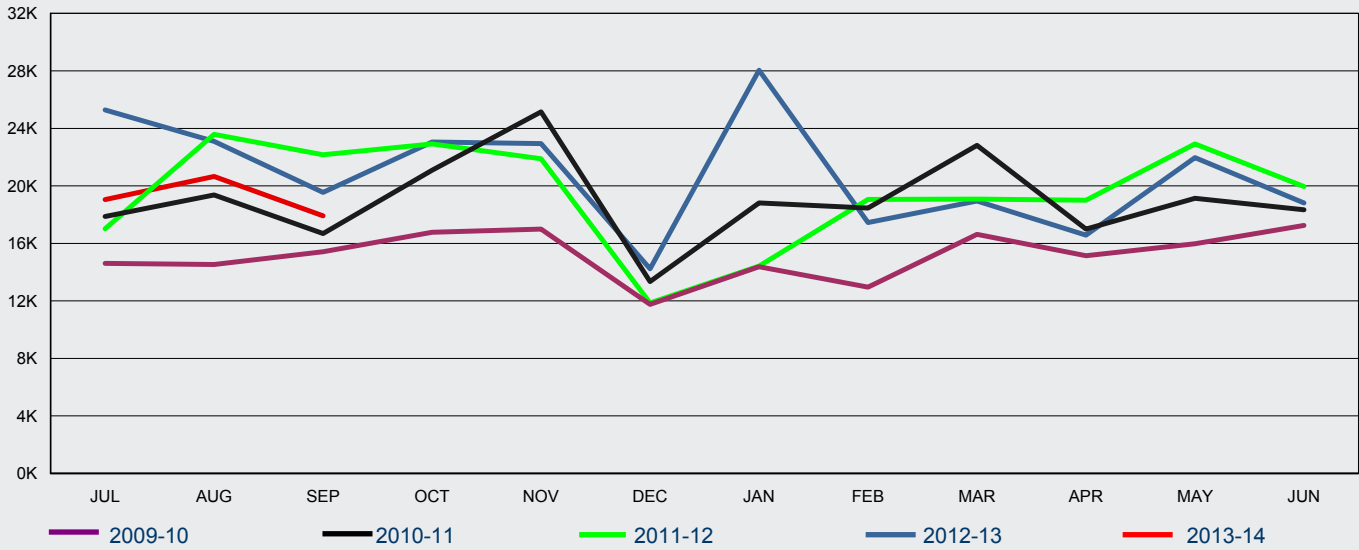
## 1.11 Number of Sponsored Tourist visa applications lodged in 2013-14 to 30 September 2013 - comparison with previous four financial years



| 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 | <b>31 558</b> |
| 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 | <b>28 262</b> |
| 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 | <b>24 823</b> |
| 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 | <b>28 565</b> |
| 2013-14   | 2 650 | 2 659 | 2 814 |       |       |       |       |       |       |       |       |       | <b>8 123</b>  |

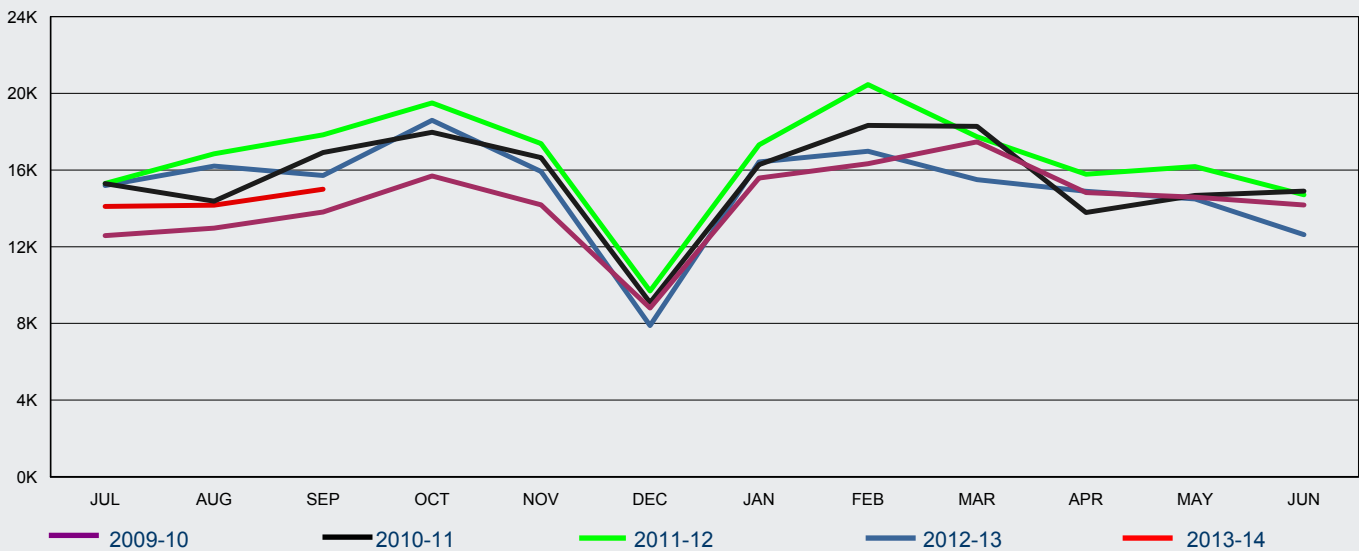
# 1 Lodged

1.12 Number of Business Visitor visa applications lodged in 2013-14 to 30 September 2013 - 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 | <b>182 402</b> |
| 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 | <b>228 065</b> |
| 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 | <b>233 886</b> |
| 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 | <b>249 946</b> |
| 2013-14   | 19 048 | 20 652 | 17 920 |        |        |        |        |        |        |        |        |        | <b>57 620</b>  |

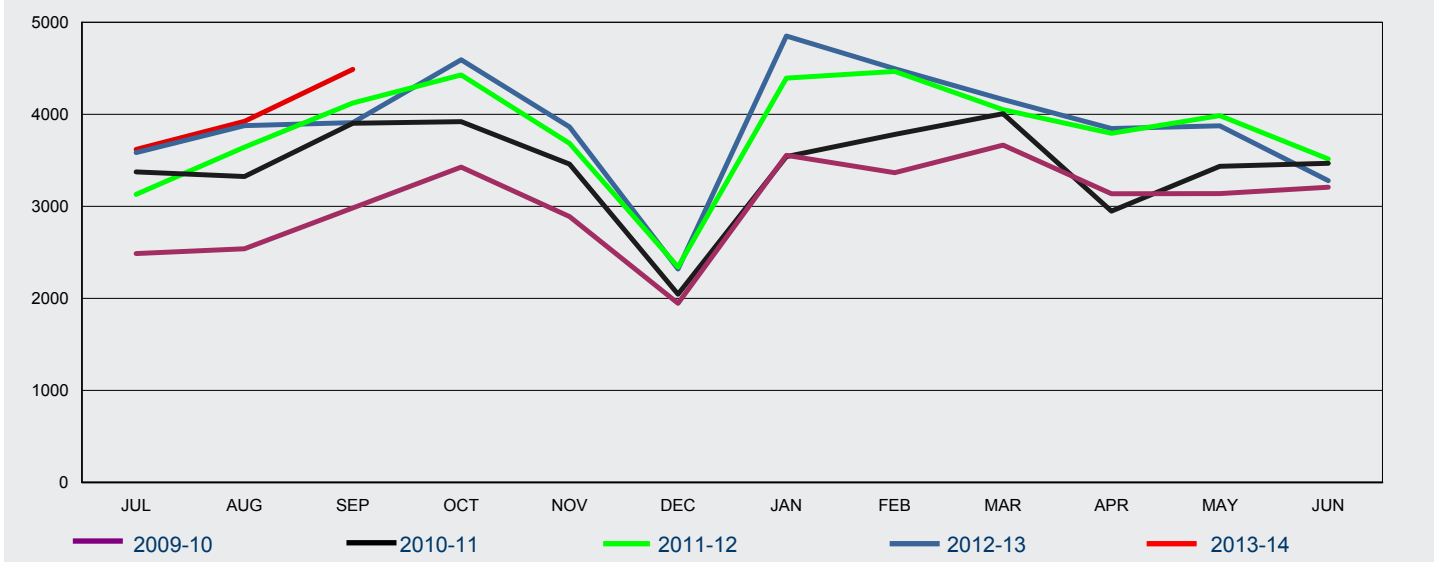
1.13 Number of ETA Business visa applications lodged in 2013-14 to 30 September 2013 - comparison with previous four financial years



| 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 | <b>171 011</b> |
| 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 | <b>186 548</b> |
| 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 | <b>198 740</b> |
| 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 | <b>180 448</b> |
| 2013-14   | 14 102 | 14 169 | 14 999 |        |        |       |        |        |        |        |        |        | <b>43 270</b>  |

# 1 Lodged

1.14 Number of eVisitor Business visa applications lodged in 2013-14 to 30 September 2013 - 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 | <b>36 344</b> |
| 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 | <b>41 211</b> |
| 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 | <b>45 563</b> |
| 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 | <b>46 659</b> |
| 2013-14   | 3 620 | 3 924 | 4 490 |       |       |       |       |       |       |       |       |       | <b>12 034</b> |

# 1 Lodged

## 1.15 Number of Tourist Visitor visa applications lodged in 2013-14 to 30 September 2013 by citizenship country - comparison with previous financial year

| Citizenship Country        | 2012-13 to<br>30/09/12 | 2013-14 to<br>30/09/13 | % Change from<br>2012-13 | 2013-14 as %<br>of Total |
|----------------------------|------------------------|------------------------|--------------------------|--------------------------|
| China, Peoples Republic of | 85 002                 | 111 007                | 30.6%                    | 42.3%                    |
| India                      | 24 909                 | 30 292                 | 21.6%                    | 11.5%                    |
| Indonesia                  | 21 495                 | 20 662                 | -3.9%                    | 7.9%                     |
| Thailand                   | 11 178                 | 10 864                 | -2.8%                    | 4.1%                     |
| Philippines                | 9 214                  | 10 224                 | 11.0%                    | 3.9%                     |
| South Africa               | 7 066                  | 7 126                  | 0.8%                     | 2.7%                     |
| United Kingdom             | 5 685                  | 2 700                  | -52.5%                   | 1.0%                     |
| Vietnam                    | 4 958                  | 5 994                  | 20.9%                    | 2.3%                     |
| Fiji                       | 4 891                  | 3 876                  | -20.8%                   | 1.5%                     |
| Brazil                     | 4 465                  | 4 970                  | 11.3%                    | 1.9%                     |
| Sri Lanka                  | 3 962                  | 4 175                  | 5.4%                     | 1.6%                     |
| Papua New Guinea           | 3 253                  | 3 069                  | -5.7%                    | 1.2%                     |
| Russian Federation         | 2 786                  | 3 347                  | 20.1%                    | 1.3%                     |
| Argentina                  | 2 491                  | 1 598                  | -35.8%                   | 0.6%                     |
| Iran                       | 2 393                  | 1 835                  | -23.3%                   | 0.7%                     |
| Other countries            | 41 366                 | 40 957                 | -1.0%                    | 15.6%                    |
| <b>Total</b>               | <b>235 114</b>         | <b>262 696</b>         | <b>11.7%</b>             | <b>100 %</b>             |

## 1.16 Number of ETA Tourist visa applications lodged in 2013-14 to 30 September 2013 by citizenship country - comparison with previous financial year

| Citizenship Country         | 2012-13 to<br>30/09/12 | 2013-14 to<br>30/09/13 | % Change from<br>2012-13 | 2013-14 as %<br>of Total |
|-----------------------------|------------------------|------------------------|--------------------------|--------------------------|
| Japan                       | 84 460                 | 80 546                 | -4.6%                    | 17.0%                    |
| United States of America    | 68 446                 | 67 933                 | -0.7%                    | 14.3%                    |
| United Kingdom              | 64 880                 | 64 113                 | -1.2%                    | 13.5%                    |
| Malaysia                    | 52 696                 | 62 075                 | 17.8%                    | 13.1%                    |
| Singapore                   | 34 989                 | 37 529                 | 7.3%                     | 7.9%                     |
| Korea, South                | 33 900                 | 34 920                 | 3.0%                     | 7.4%                     |
| HKSAR of the PRC            | 19 177                 | 21 311                 | 11.1%                    | 4.5%                     |
| Canada                      | 19 165                 | 20 019                 | 4.5%                     | 4.2%                     |
| Taiwan                      | 16 087                 | 16 560                 | 2.9%                     | 3.5%                     |
| Germany, Fed Republic of    | 16 020                 | 15 336                 | -4.3%                    | 3.2%                     |
| France                      | 13 626                 | 14 209                 | 4.3%                     | 3.0%                     |
| Italy                       | 8 952                  | 8 621                  | -3.7%                    | 1.8%                     |
| Netherlands, Kingdom of The | 6 428                  | 5 760                  | -10.4%                   | 1.2%                     |
| Ireland, Republic of        | 5 771                  | 5 660                  | -1.9%                    | 1.2%                     |
| Switzerland                 | 4 916                  | 5 164                  | 5.0%                     | 1.1%                     |
| Other countries             | 15 706                 | 15 077                 | -4.0%                    | 3.2%                     |
| <b>Total</b>                | <b>465 219</b>         | <b>474 833</b>         | <b>2.1%</b>              | <b>100 %</b>             |

# 1 Lodged

## 1.17 Number of eVisitor Tourist visa applications lodged in 2013-14 to 30 September 2013 by citizenship country - comparison with previous financial year

| Citizenship Country         | 2012-13 to 30/09/12 | 2013-14 to 30/09/13 | % Change from 2012-13 | 2013-14 as % of Total |
|-----------------------------|---------------------|---------------------|-----------------------|-----------------------|
| United Kingdom              | 43 691              | 54 694              | 25.2%                 | 46.2%                 |
| Germany, Fed Republic of    | 12 131              | 14 559              | 20.0%                 | 12.3%                 |
| France                      | 8 209               | 9 904               | 20.6%                 | 8.4%                  |
| Netherlands, Kingdom of The | 4 207               | 4 618               | 9.8%                  | 3.9%                  |
| Ireland, Republic of        | 3 853               | 4 664               | 21.0%                 | 3.9%                  |
| Italy                       | 3 265               | 3 955               | 21.1%                 | 3.3%                  |
| Sweden                      | 2 729               | 3 349               | 22.7%                 | 2.8%                  |
| Spain                       | 2 355               | 2 502               | 6.2%                  | 2.1%                  |
| Switzerland                 | 2 241               | 2 512               | 12.1%                 | 2.1%                  |
| Poland                      | 2 165               | 2 952               | 36.4%                 | 2.5%                  |
| Denmark                     | 1 539               | 1 844               | 19.8%                 | 1.6%                  |
| Czech Republic              | 1 317               | 1 448               | 9.9%                  | 1.2%                  |
| Norway                      | 1 187               | 1 415               | 19.2%                 | 1.2%                  |
| Finland                     | 1 093               | 1 252               | 14.5%                 | 1.1%                  |
| Austria                     | 1 046               | 1 181               | 12.9%                 | 1.0%                  |
| Other countries             | 6 074               | 7 634               | 25.7%                 | 6.4%                  |
| <b>Total</b>                | <b>97 102</b>       | <b>118 483</b>      | <b>22.0%</b>          | <b>100 %</b>          |

## 1.18 Number of Sponsored Tourist visa applications lodged in 2013-14 to 30 September 2013 by citizenship country - comparison with previous financial year

| Citizenship Country        | 2012-13 to 30/09/12 | 2013-14 to 30/09/13 | % Change from 2012-13 | 2013-14 as % of Total |
|----------------------------|---------------------|---------------------|-----------------------|-----------------------|
| Vietnam                    | 1 275               | 1 444               | 13.3%                 | 17.8%                 |
| China, Peoples Republic of | 918                 | 1 010               | 10.0%                 | 12.4%                 |
| Philippines                | 652                 | 870                 | 33.4%                 | 10.7%                 |
| India                      | 647                 | 885                 | 36.8%                 | 10.9%                 |
| Lebanon                    | 590                 | 483                 | -18.1%                | 5.9%                  |
| Bangladesh                 | 321                 | 586                 | 82.6%                 | 7.2%                  |
| Sri Lanka                  | 281                 | 298                 | 6.0%                  | 3.7%                  |
| Iran                       | 230                 | 199                 | -13.5%                | 2.4%                  |
| Cambodia                   | 229                 | 217                 | -5.2%                 | 2.7%                  |
| Pakistan                   | 213                 | 315                 | 47.9%                 | 3.9%                  |
| Iraq                       | 122                 | 113                 | -7.4%                 | 1.4%                  |
| Nepal                      | 104                 | 187                 | 79.8%                 | 2.3%                  |
| Egypt                      | 102                 | 88                  | -13.7%                | 1.1%                  |
| Unknown                    | 90                  | 19                  | -78.9%                | 0.2%                  |
| Syrian Arab Republic       | 88                  | 54                  | -38.6%                | 0.7%                  |
| Other countries            | 1 141               | 1 355               | 18.8%                 | 16.7%                 |
| <b>Total</b>               | <b>7 003</b>        | <b>8 123</b>        | <b>16.0%</b>          | <b>100 %</b>          |

# 1 Lodged

## 1.19 Number of Business Visitor visa applications lodged in 2013-14 to 30 September 2013 by citizenship country - comparison with previous financial year

| Citizenship Country        | 2012-13 to<br>30/09/12 | 2013-14 to<br>30/09/13 | % Change from<br>2012-13 | 2013-14 as %<br>of Total |
|----------------------------|------------------------|------------------------|--------------------------|--------------------------|
| China, Peoples Republic of | 23 229                 | 20 920                 | -9.9%                    | 36.3%                    |
| India                      | 9 909                  | 6 254                  | -36.9%                   | 10.9%                    |
| Indonesia                  | 4 473                  | 3 848                  | -14.0%                   | 6.7%                     |
| Vietnam                    | 3 372                  | 2 219                  | -34.2%                   | 3.9%                     |
| Thailand                   | 3 286                  | 3 507                  | 6.7%                     | 6.1%                     |
| Philippines                | 2 348                  | 1 848                  | -21.3%                   | 3.2%                     |
| South Africa               | 1 807                  | 1 327                  | -26.6%                   | 2.3%                     |
| Korea, South               | 1 637                  | 1 899                  | 16.0%                    | 3.3%                     |
| Papua New Guinea           | 1 329                  | 859                    | -35.4%                   | 1.5%                     |
| Singapore                  | 1 239                  | 1 795                  | 44.9%                    | 3.1%                     |
| Malaysia                   | 919                    | 721                    | -21.5%                   | 1.3%                     |
| Russian Federation         | 836                    | 554                    | -33.7%                   | 1.0%                     |
| Pakistan                   | 733                    | 657                    | -10.4%                   | 1.1%                     |
| United Kingdom             | 699                    | 370                    | -47.1%                   | 0.6%                     |
| Fiji                       | 661                    | 754                    | 14.1%                    | 1.3%                     |
| Other countries            | 11 440                 | 10 088                 | -11.8%                   | 17.5%                    |
| <b>Total</b>               | <b>67 917</b>          | <b>57 620</b>          | <b>-15.2%</b>            | <b>100 %</b>             |

## 1.20 Number of ETA Business visa applications lodged in 2013-14 to 30 September 2013 by citizenship country - comparison with previous financial year

| Citizenship Country         | 2012-13 to<br>30/09/12 | 2013-14 to<br>30/09/13 | % Change from<br>2012-13 | 2013-14 as %<br>of Total |
|-----------------------------|------------------------|------------------------|--------------------------|--------------------------|
| United States of America    | 16 425                 | 15 018                 | -8.6%                    | 34.7%                    |
| Japan                       | 5 809                  | 4 931                  | -15.1%                   | 11.4%                    |
| United Kingdom              | 5 337                  | 4 710                  | -11.7%                   | 10.9%                    |
| Singapore                   | 3 608                  | 3 463                  | -4.0%                    | 8.0%                     |
| Canada                      | 2 798                  | 2 343                  | -16.3%                   | 5.4%                     |
| Malaysia                    | 2 797                  | 2 513                  | -10.2%                   | 5.8%                     |
| Germany, Fed Republic of    | 1 856                  | 1 633                  | -12.0%                   | 3.8%                     |
| Korea, South                | 1 509                  | 1 621                  | 7.4%                     | 3.7%                     |
| France                      | 1 176                  | 1 155                  | -1.8%                    | 2.7%                     |
| Netherlands, Kingdom of The | 965                    | 838                    | -13.2%                   | 1.9%                     |
| HKSAR of the PRC            | 784                    | 838                    | 6.9%                     | 1.9%                     |
| Taiwan                      | 770                    | 725                    | -5.8%                    | 1.7%                     |
| Italy                       | 708                    | 810                    | 14.4%                    | 1.9%                     |
| Sweden                      | 402                    | 347                    | -13.7%                   | 0.8%                     |
| Denmark                     | 309                    | 297                    | -3.9%                    | 0.7%                     |
| Other countries             | 1 871                  | 2 028                  | 8.4%                     | 4.7%                     |
| <b>Total</b>                | <b>47 124</b>          | <b>43 270</b>          | <b>-8.2%</b>             | <b>100 %</b>             |

# 1 Lodged

## 1.21 Number of eVisitor Business visa applications lodged in 2013-14 to 30 September 2013 by citizenship country - comparison with previous financial year

| Citizenship Country         | 2012-13 to<br>30/09/12 | 2013-14 to<br>30/09/13 | % Change from<br>2012-13 | 2013-14 as %<br>of Total |
|-----------------------------|------------------------|------------------------|--------------------------|--------------------------|
| United Kingdom              | 4 267                  | 4 270                  | 0.1%                     | 35.5%                    |
| Germany, Fed Republic of    | 1 612                  | 1 693                  | 5.0%                     | 14.1%                    |
| France                      | 829                    | 897                    | 8.2%                     | 7.5%                     |
| Netherlands, Kingdom of The | 699                    | 656                    | -6.2%                    | 5.5%                     |
| Italy                       | 549                    | 556                    | 1.3%                     | 4.6%                     |
| Spain                       | 340                    | 390                    | 14.7%                    | 3.2%                     |
| Sweden                      | 339                    | 372                    | 9.7%                     | 3.1%                     |
| Poland                      | 339                    | 357                    | 5.3%                     | 3.0%                     |
| Ireland, Republic of        | 318                    | 287                    | -9.7%                    | 2.4%                     |
| Denmark                     | 293                    | 370                    | 26.3%                    | 3.1%                     |
| Norway                      | 189                    | 210                    | 11.1%                    | 1.7%                     |
| Belgium                     | 182                    | 220                    | 20.9%                    | 1.8%                     |
| Switzerland                 | 172                    | 181                    | 5.2%                     | 1.5%                     |
| Finland                     | 160                    | 185                    | 15.6%                    | 1.5%                     |
| Czech Republic              | 145                    | 183                    | 26.2%                    | 1.5%                     |
| Other countries             | 940                    | 1 207                  | 28.4%                    | 10.0%                    |
| <b>Total</b>                | <b>11 373</b>          | <b>12 034</b>          | <b>5.8%</b>              | <b>100 %</b>             |

# 1 Lodged

1.22 elodged rate for Tourist Visitor visa applications lodged in the 3 month period between 1 July 2013 and 30 September 2013 by client location - comparison with previous four periods

| Citizenship Country             | 01/07/12 to<br>30/09/12 | 01/10/12 to<br>31/12/12 | 01/01/13 to<br>31/03/13 | 01/04/13 to<br>30/06/13 | 01/07/13 to<br>30/09/13 |
|---------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>Offshore</b>                 |                         |                         |                         |                         |                         |
| Brazil                          | 91.6%                   | 87.8%                   | 92.3%                   | 91.5%                   | 92.7%                   |
| United Kingdom                  | 96.1%                   | 96.9%                   | 97.6%                   | 96.0%                   | 89.2%                   |
| Chile                           | 74.1%                   | 75.6%                   | 86.6%                   | 81.8%                   | 78.5%                   |
| Argentina                       | 87.7%                   | 86.7%                   | 93.8%                   | 88.2%                   | 91.5%                   |
| United Arab Emirates            | 81.1%                   | 82.4%                   | 64.8%                   | 73.3%                   | 64.8%                   |
| Saudi Arabia                    | 86.9%                   | 89.1%                   | 89.2%                   | 90.4%                   | 88.0%                   |
| United States of America        | 90.7%                   | 90.6%                   | 90.8%                   | 88.3%                   | 94.3%                   |
| Switzerland                     | 99.0%                   | 99.3%                   | 98.5%                   | 96.9%                   | 99.2%                   |
| Kuwait                          | 96.2%                   | 91.6%                   | 98.3%                   | 96.8%                   | 92.1%                   |
| Germany, Fed Republic of        | 89.8%                   | 94.5%                   | 96.6%                   | 90.2%                   | 83.1%                   |
| Qatar                           | 88.1%                   | 90.2%                   | 90.1%                   | 94.5%                   | 78.4%                   |
| Canada                          | 90.8%                   | 95.3%                   | 91.6%                   | 90.6%                   | 93.8%                   |
| HKSAR of the PRC                | 29.2%                   | 30.7%                   | 35.0%                   | 29.9%                   | 39.3%                   |
| Croatia                         | 84.6%                   | 78.7%                   | 84.7%                   | 80.3%                   | 72.3%                   |
| Malaysia                        | 79.0%                   | 68.5%                   | 70.8%                   | 65.4%                   | 81.7%                   |
| Other countries                 | 93.1%                   | 95.3%                   | 94.6%                   | 92.0%                   | 85.9%                   |
| <b>All Offshore</b>             | <b>90.2%</b>            | <b>90.5%</b>            | <b>92.5%</b>            | <b>89.1%</b>            | <b>86.4%</b>            |
| <b>Onshore</b>                  |                         |                         |                         |                         |                         |
| United Kingdom                  | 42.3%                   | 52.8%                   | 62.4%                   | 53.0%                   | 81.2%                   |
| Korea, South                    | 52.3%                   | 54.4%                   | 47.6%                   | 53.6%                   | 83.8%                   |
| Malaysia                        | 49.2%                   | 68.8%                   | 52.6%                   | 64.1%                   | 85.4%                   |
| United States of America        | 49.3%                   | 57.9%                   | 58.8%                   | 57.8%                   | 81.9%                   |
| Germany, Fed Republic of        | 19.3%                   | 18.0%                   | 36.5%                   | 28.2%                   | 65.5%                   |
| Brazil                          | 9.7%                    | 4.1%                    | 14.9%                   | 11.8%                   | 75.7%                   |
| HKSAR of the PRC                | 32.6%                   | 68.5%                   | 40.6%                   | 54.1%                   | 88.8%                   |
| Italy                           | 56.3%                   | 51.4%                   | 58.4%                   | 49.1%                   | 81.0%                   |
| Ireland, Republic of            | 41.7%                   | 53.7%                   | 48.5%                   | 54.1%                   | 79.5%                   |
| France                          | 44.8%                   | 48.4%                   | 55.4%                   | 47.2%                   | 85.8%                   |
| Singapore                       | 36.1%                   | 51.2%                   | 35.9%                   | 39.3%                   | 83.8%                   |
| Canada                          | 39.3%                   | 49.2%                   | 61.2%                   | 53.2%                   | 77.0%                   |
| Greece                          | 55.2%                   | 52.8%                   | 54.8%                   | 51.9%                   | 72.6%                   |
| Japan                           | 40.8%                   | 50.0%                   | 51.0%                   | 51.9%                   | 72.7%                   |
| Spain                           | 34.4%                   | 56.7%                   | 46.6%                   | 45.3%                   | 79.2%                   |
| Other countries                 | 37.1%                   | 44.1%                   | 50.3%                   | 40.9%                   | 79.6%                   |
| <b>All Onshore</b>              | <b>41.4%</b>            | <b>47.4%</b>            | <b>51.8%</b>            | <b>47.4%</b>            | <b>80.4%</b>            |
| <b>All Tourist Visitor visa</b> | <b>84.9%</b>            | <b>85.9%</b>            | <b>86.0%</b>            | <b>84.1%</b>            | <b>85.6%</b>            |

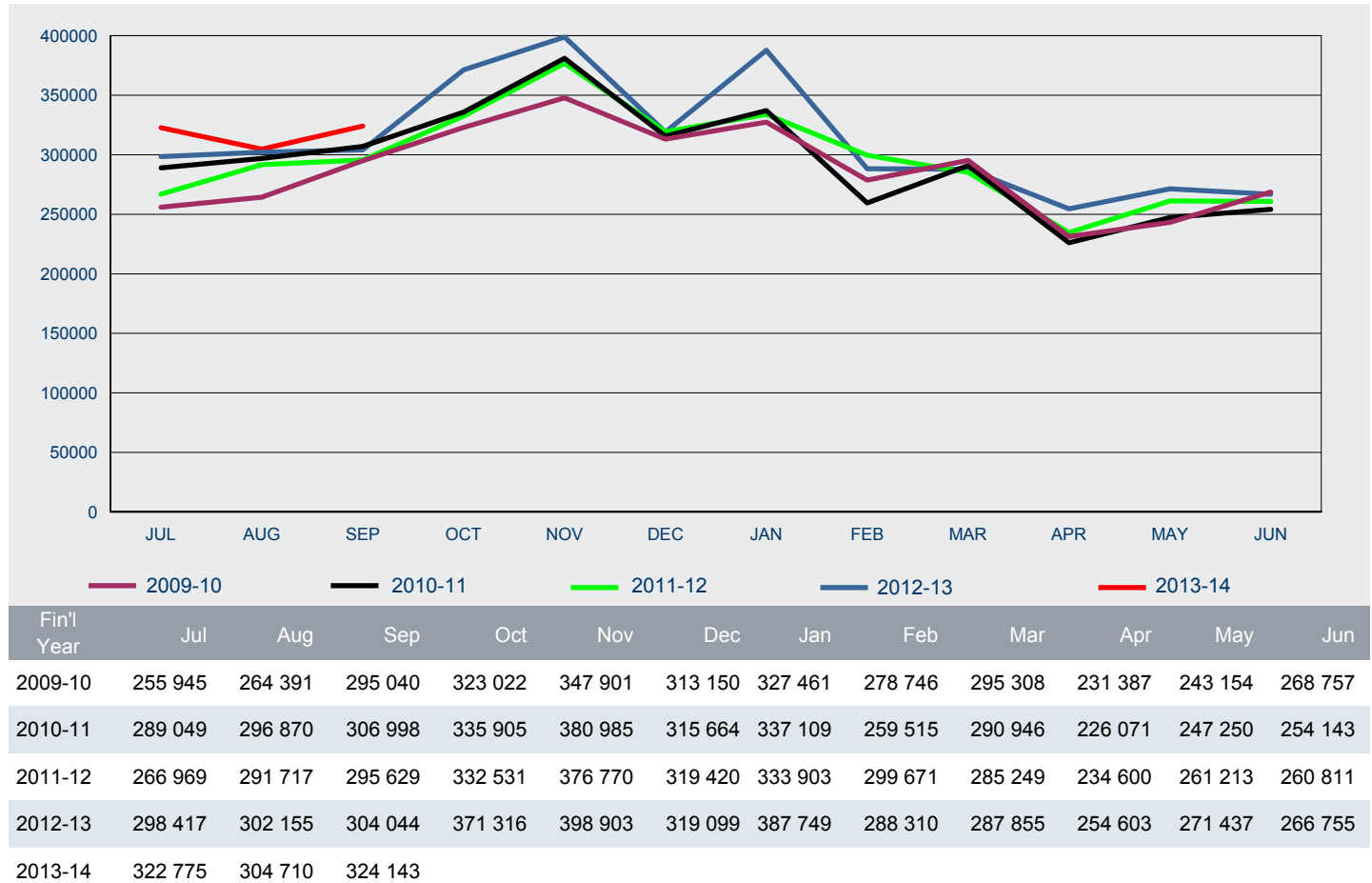
*Note: only includes eligible passport countries for online subclass 676 and 600 tourist visa applications.*



# 2 Granted

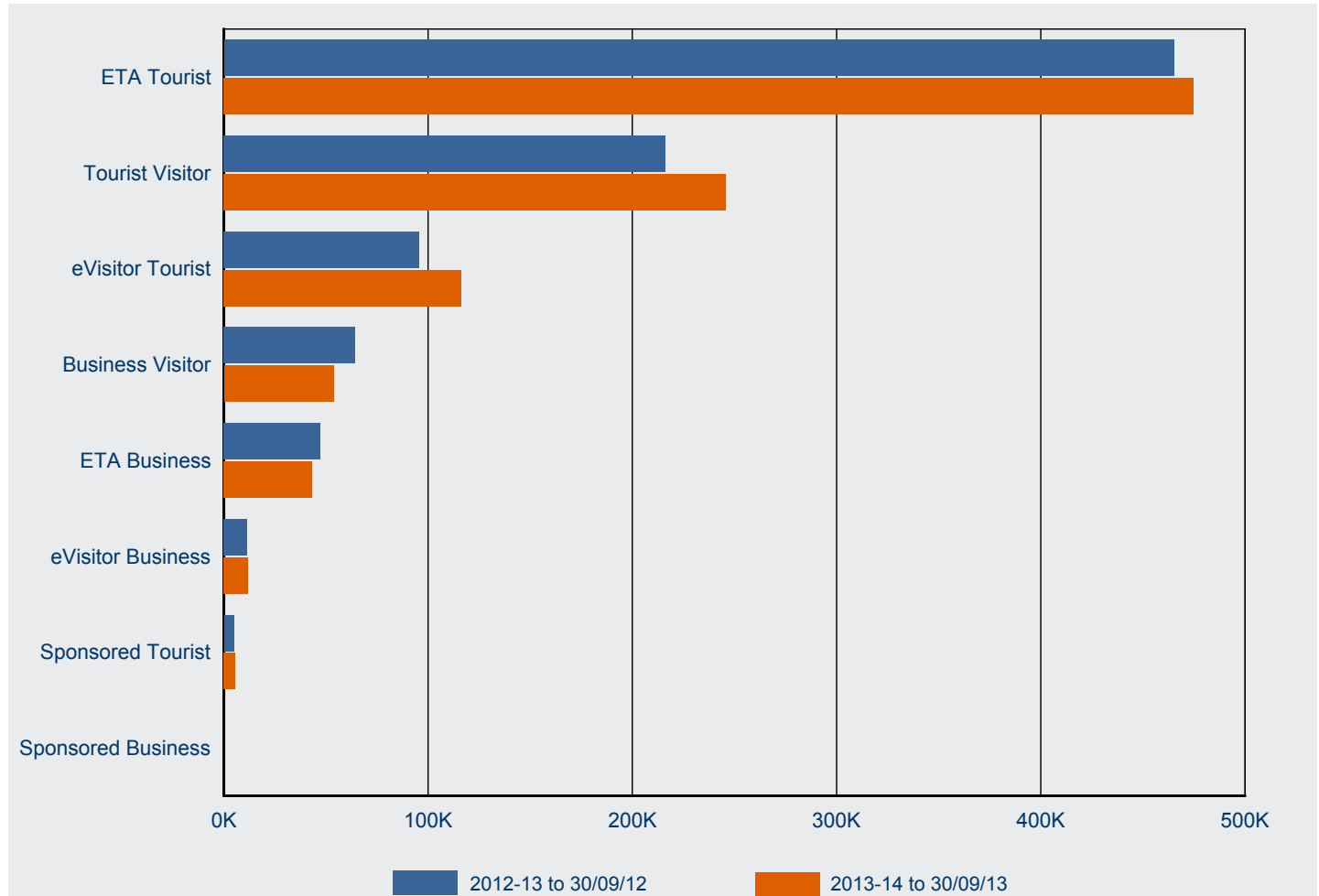
## 2 Granted

2.01 Number of Visitor visa applications granted in 2013-14 to 30 September 2013 by month - comparison with previous four financial years



## 2 Granted

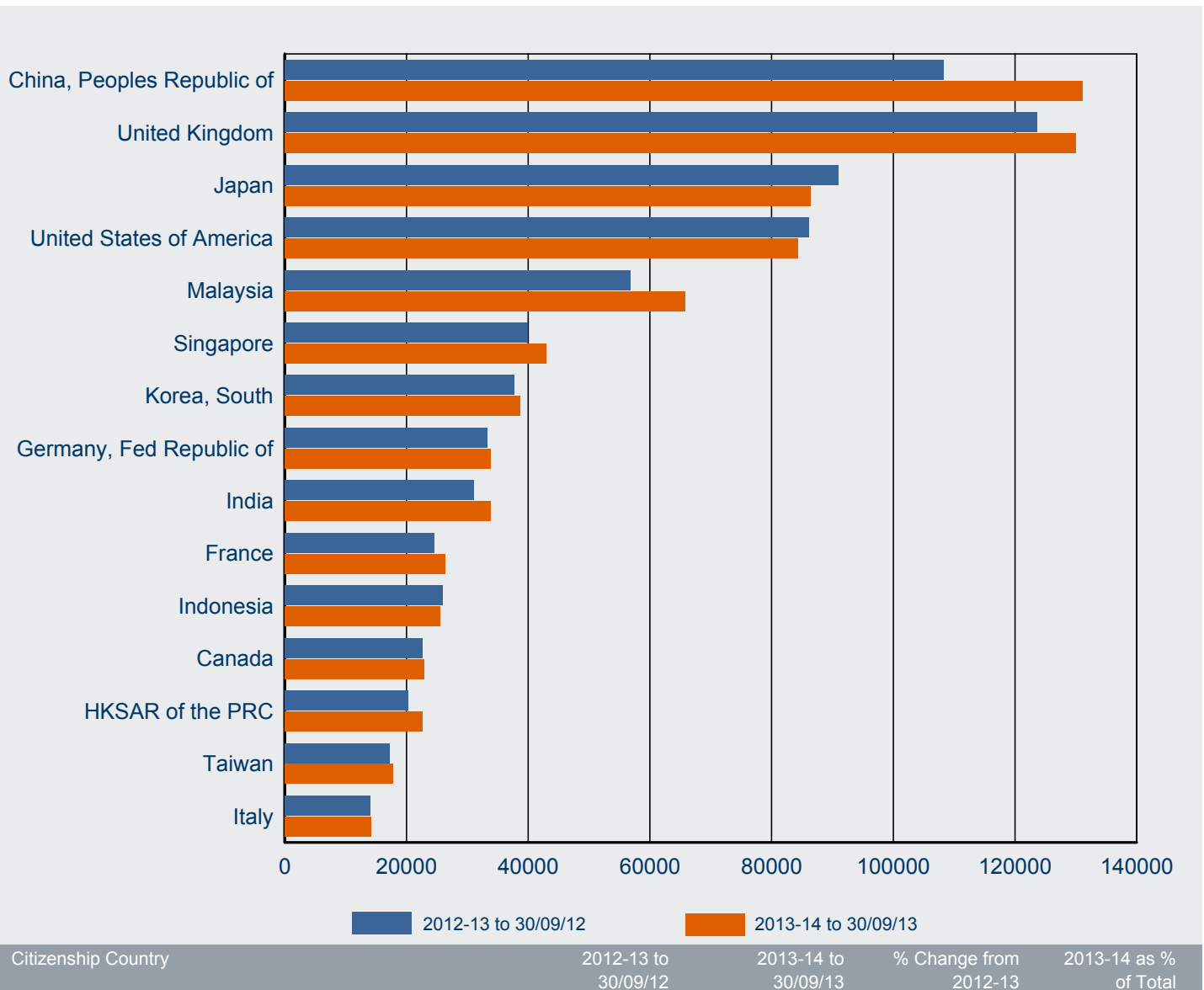
2.02 Number of Visitor visa applications granted in 2013-14 to 30 September 2013 by visa group - comparison with same period in previous year



| Visa Subclass      | 2012-13 to 30/09/12 | 2013-14 to 30/09/13 | % Change from 2012-13 | 2013-14 as % of Total |
|--------------------|---------------------|---------------------|-----------------------|-----------------------|
| ETA Tourist        | 465 151             | 474 787             | 2.1%                  | 49.9%                 |
| Tourist Visitor    | 216 191             | 245 862             | 13.7%                 | 25.8%                 |
| eVisitor Tourist   | 95 568              | 116 417             | 21.8%                 | 12.2%                 |
| Business Visitor   | 64 439              | 53 820              | -16.5%                | 5.7%                  |
| ETA Business       | 47 126              | 43 265              | -8.2%                 | 4.5%                  |
| eVisitor Business  | 11 207              | 11 765              | 5.0%                  | 1.2%                  |
| Sponsored Tourist  | 4 893               | 5 712               | 16.7%                 | 0.6%                  |
| Sponsored Business | 41                  |                     |                       |                       |
| <b>Total</b>       | <b>904 616</b>      | <b>951 628</b>      | <b>5.2%</b>           | <b>100.0%</b>         |

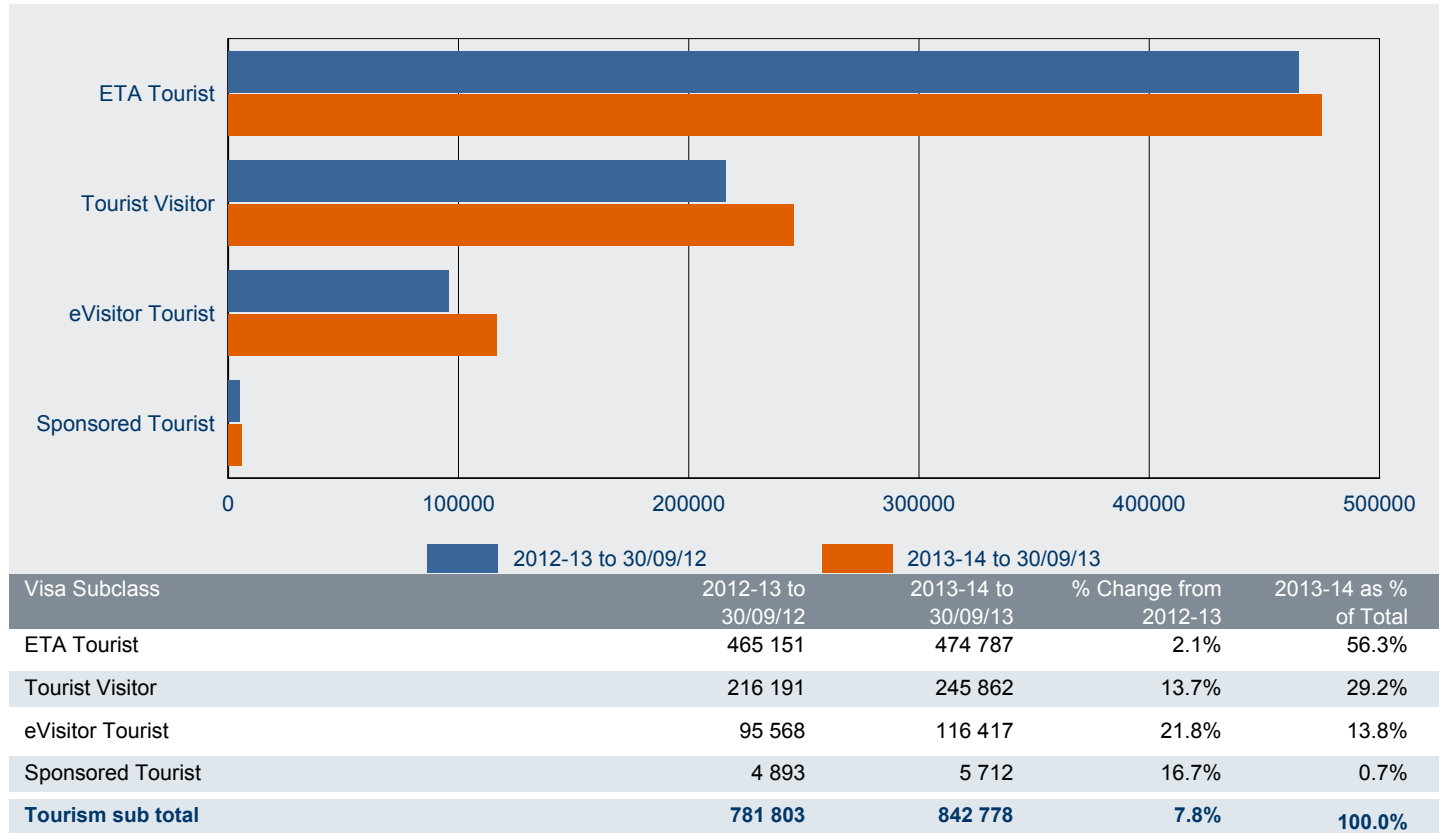
## 2 Granted

2.03 Number of Visitor visa applications granted in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year

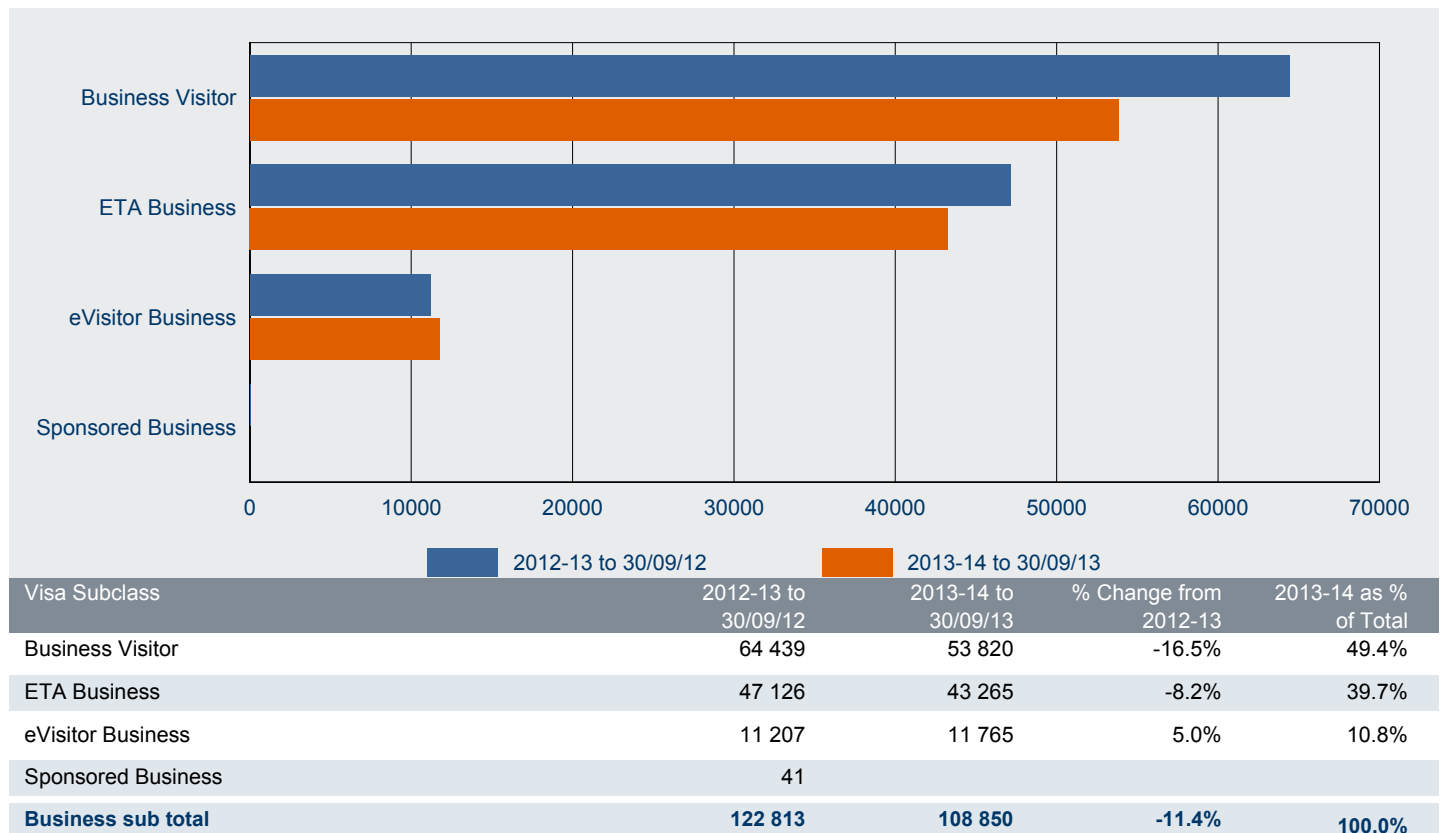


## 2 Granted

2.04 Number of tourism Visitor visa applications granted in 2013-14 to 30 September 2013 by visa group - comparison with same period in previous year

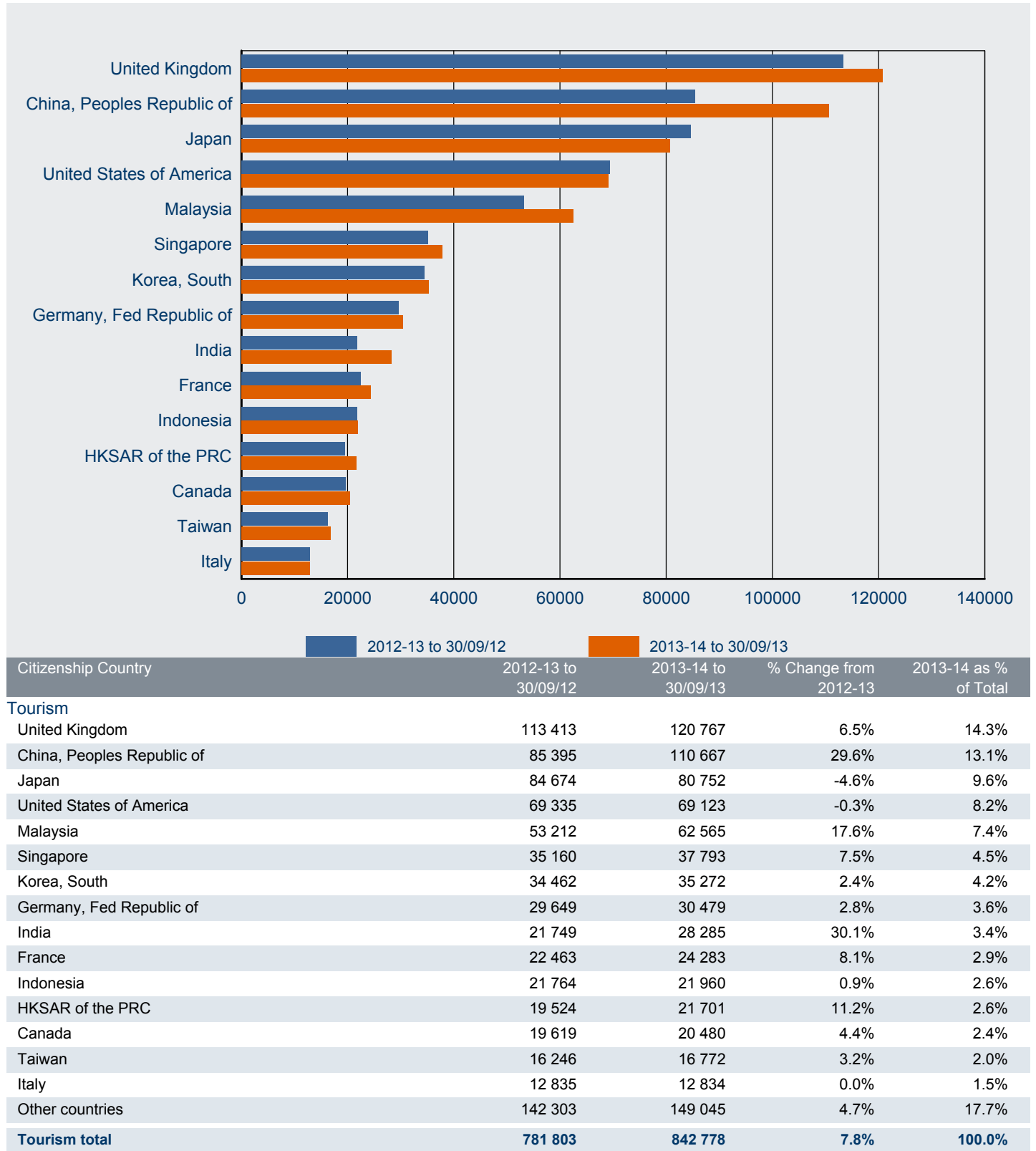


2.05 Number of business Visitor visa applications granted in 2013-14 to 30 September 2013 by visa group - comparison with same period in previous year



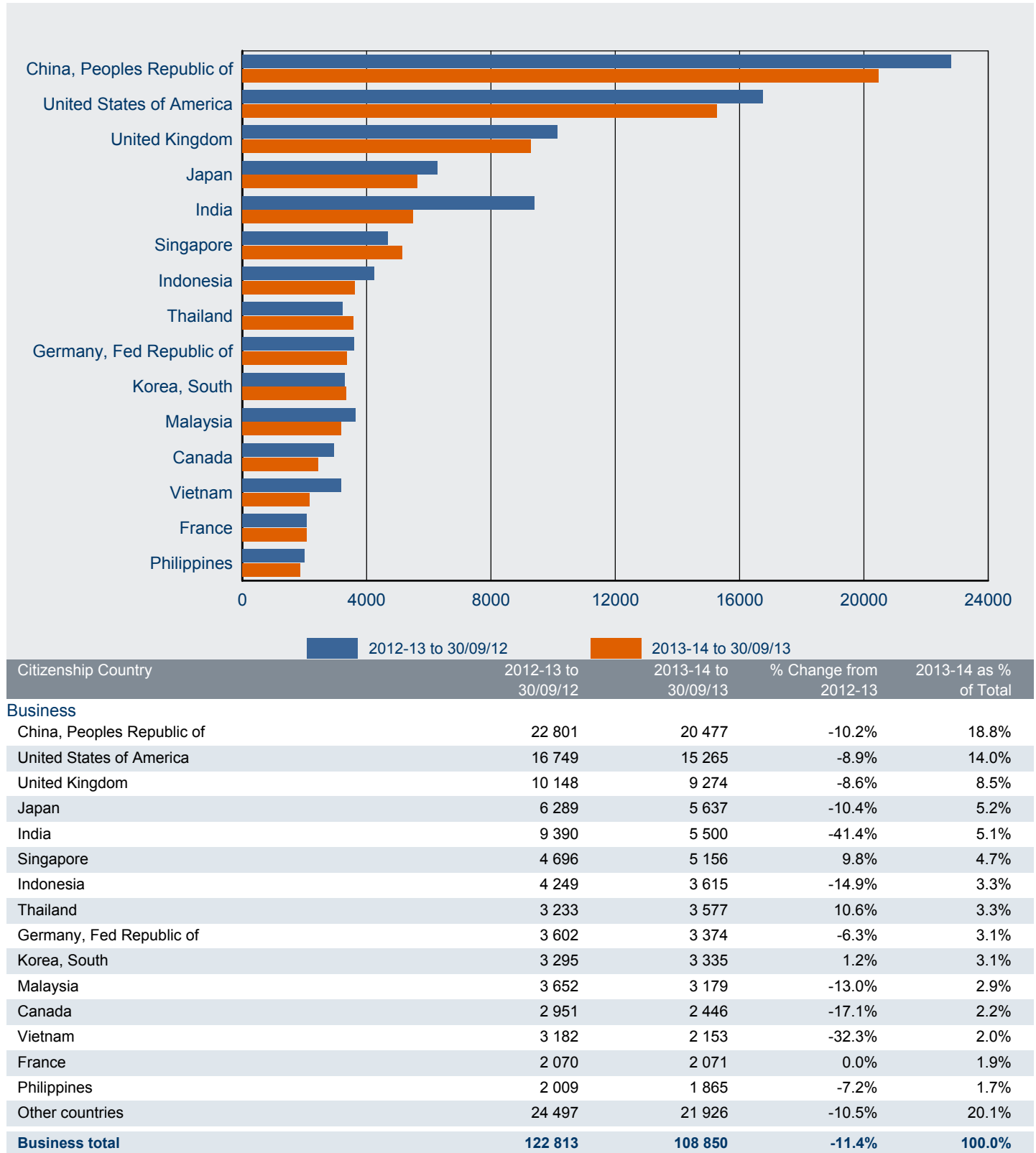
# 2 Granted

2.06 Number of tourism Visitor visa applications granted in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year



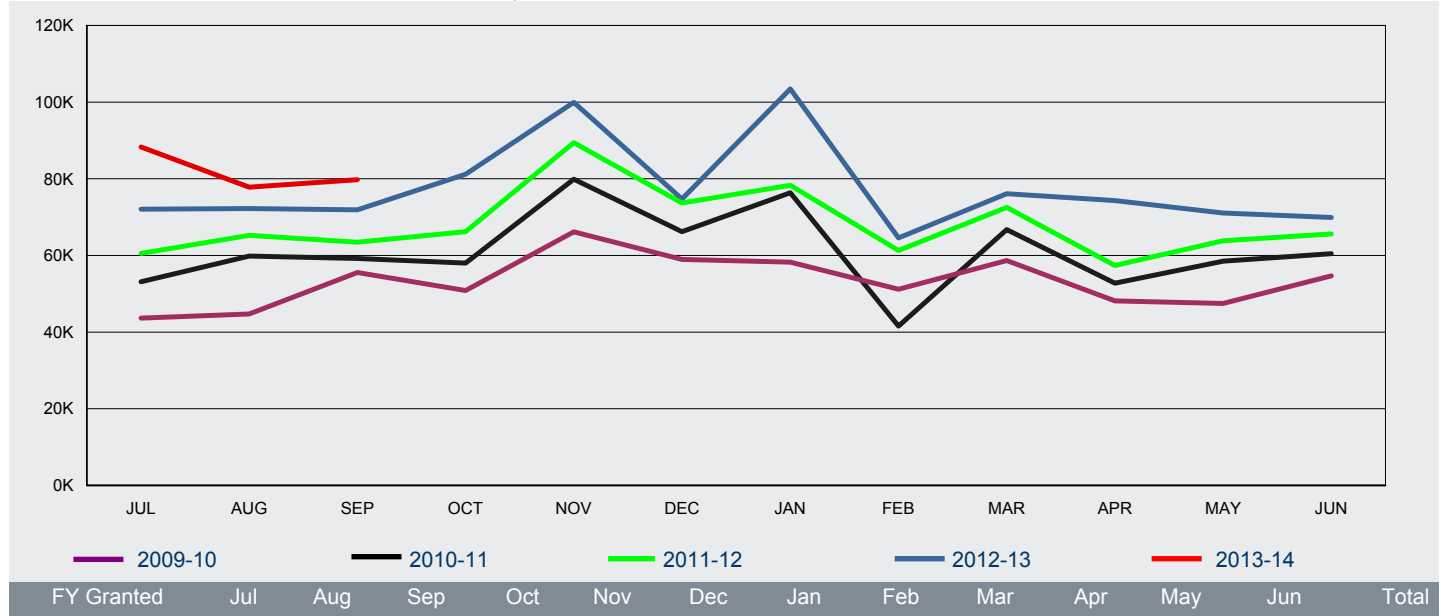
## 2 Granted

2.07 Number of business Visitor visa applications granted in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year



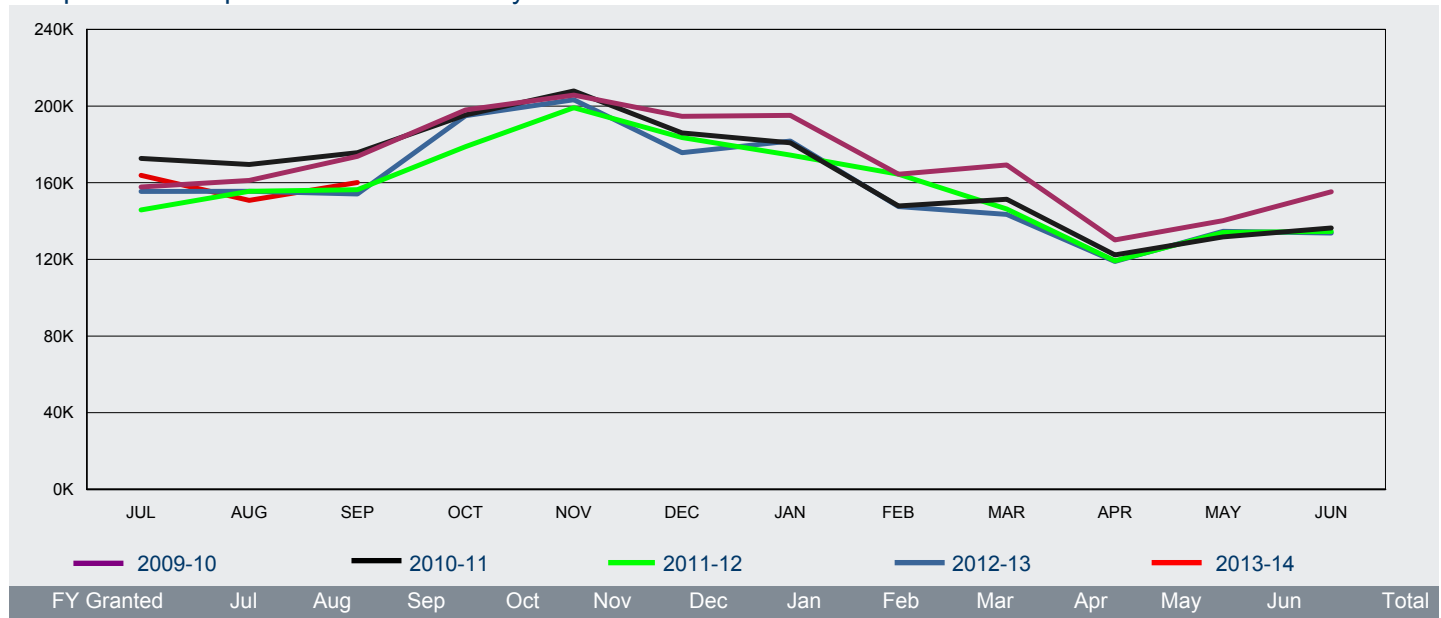
# 2 Granted

## 2.08 Number of Tourist Visitor visa applications granted in 2013-14 to 30 September 2013 - 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 | <b>638 258</b> |
| 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 | <b>732 744</b> |
| 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 | <b>817 520</b> |
| 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 | <b>931 504</b> |
| 2013-14    | 88 282 | 77 816 | 79 764 |        |        |        |         |        |        |        |        |        | <b>245 862</b> |

## 2.09 Number of ETA Tourist ('000) visa applications granted in 2013-14 to 30 September 2013 - comparison with previous four financial years

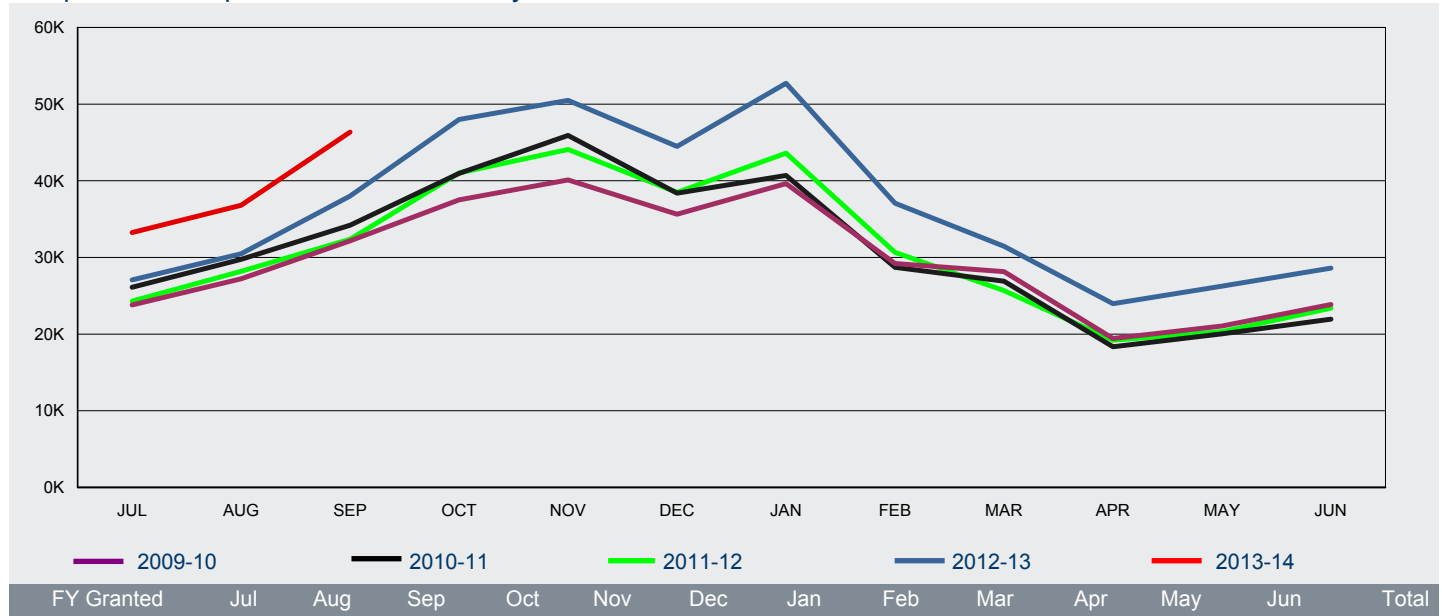


| FY Granted | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total        |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| 2009-10    | 158 | 161 | 174 | 198 | 206 | 195 | 195 | 164 | 169 | 130 | 140 | 155 | <b>2 046</b> |
| 2010-11    | 173 | 170 | 176 | 195 | 208 | 186 | 181 | 148 | 151 | 122 | 132 | 136 | <b>1 978</b> |
| 2011-12    | 146 | 156 | 156 | 179 | 199 | 184 | 174 | 164 | 146 | 119 | 134 | 135 | <b>1 892</b> |
| 2012-13    | 155 | 156 | 154 | 195 | 203 | 176 | 182 | 148 | 143 | 119 | 135 | 134 | <b>1 899</b> |
| 2013-14    | 164 | 151 | 160 |     |     |     |     |     |     |     |     |     | <b>475</b>   |



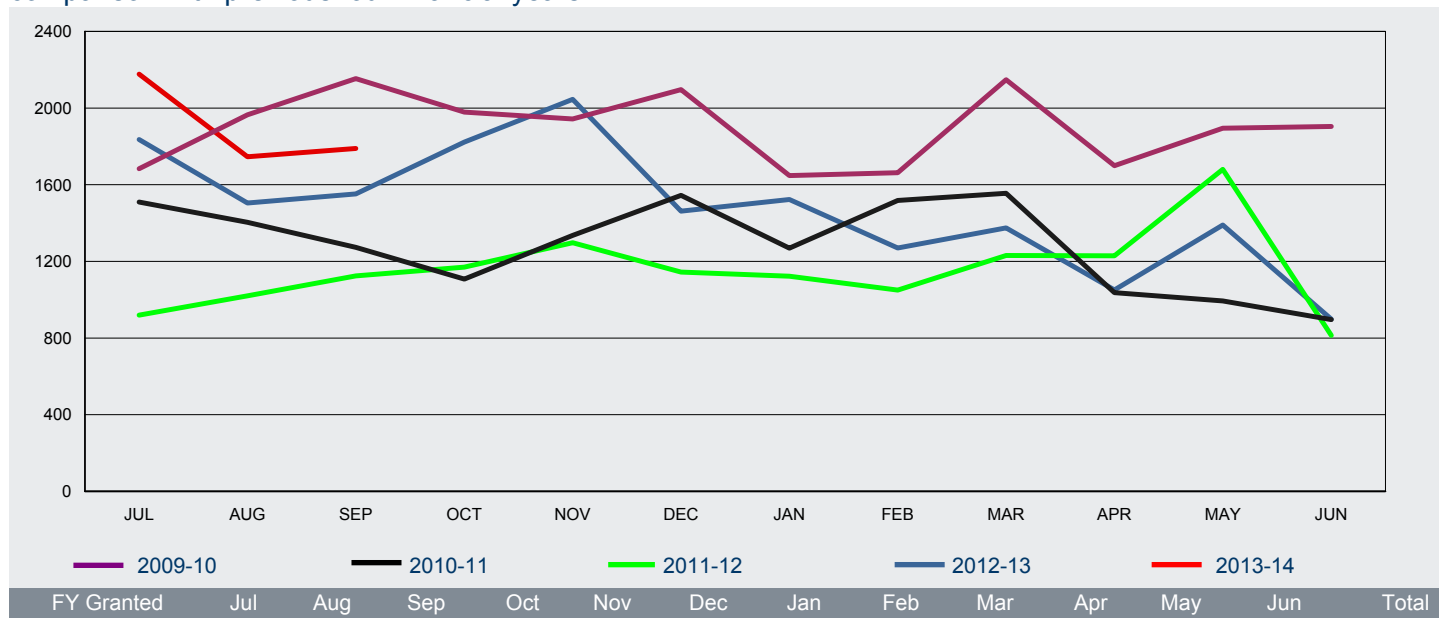
# 2 Granted

## 2.10 Number of eVisitor Tourist visa applications granted in 2013-14 to 30 September 2013 - comparison with previous four financial years



| FY      | 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 |        |        |        |        |        |        |        |        |        | 116 417 |

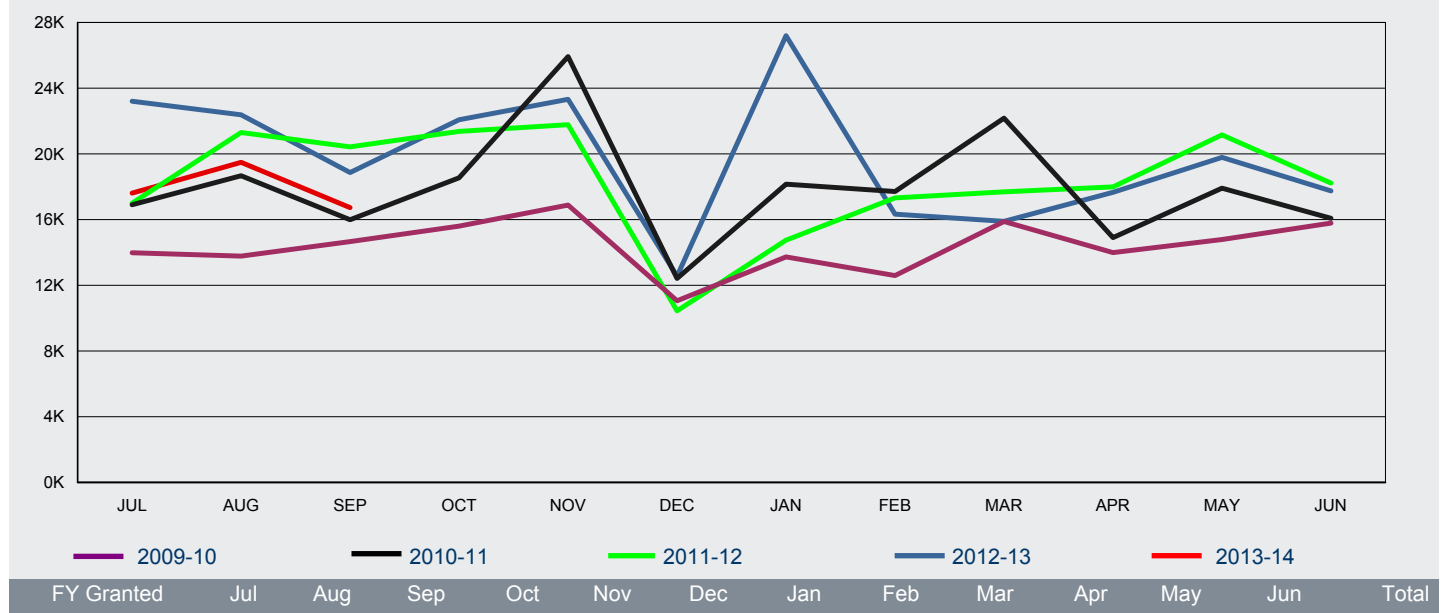
## 2.11 Number of Sponsored Tourist visa applications granted in 2013-14 to 30 September 2013 - comparison with previous four financial years



| FY      | 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 | 1 746 | 1 789 |       |       |       |       |       |       |       |       |       | 5 712  |

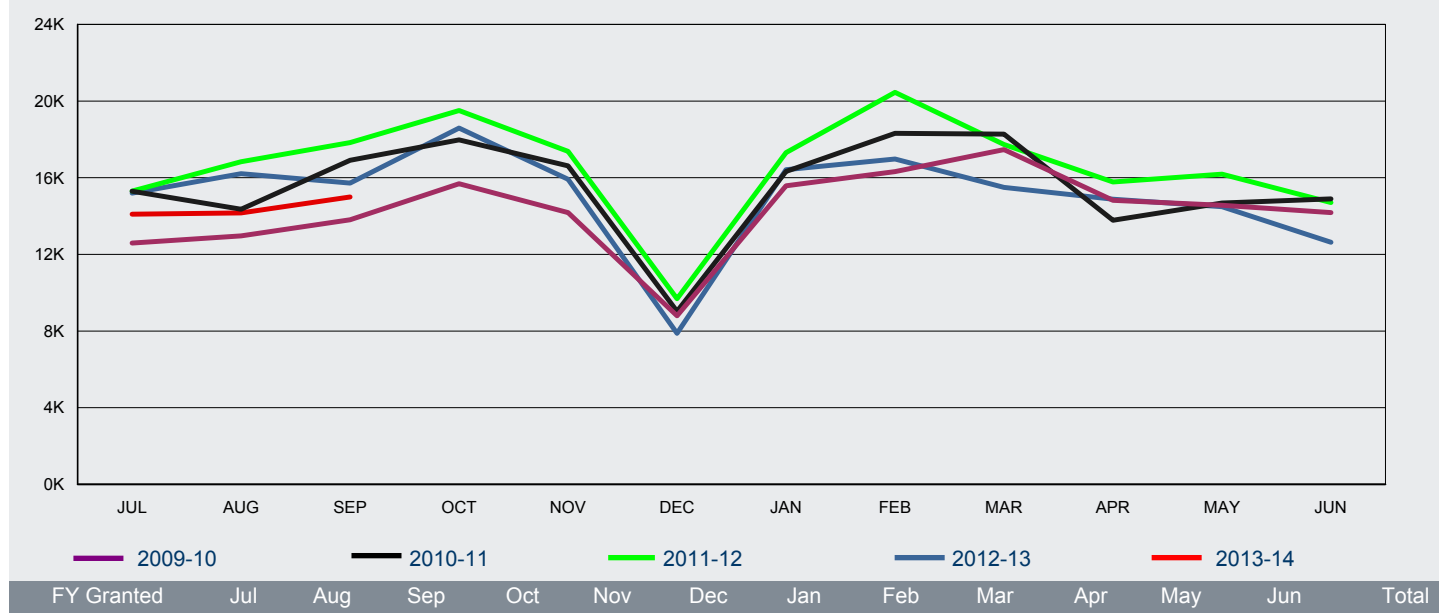
# 2 Granted

2.12 Number of Business Visitor visa applications granted in 2013-14 to 30 September 2013 - comparison with previous four financial years



| FY      | 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 | 19 482 | 16 725 |        |        |        |        |        |        |        |        |        | 53 820  |

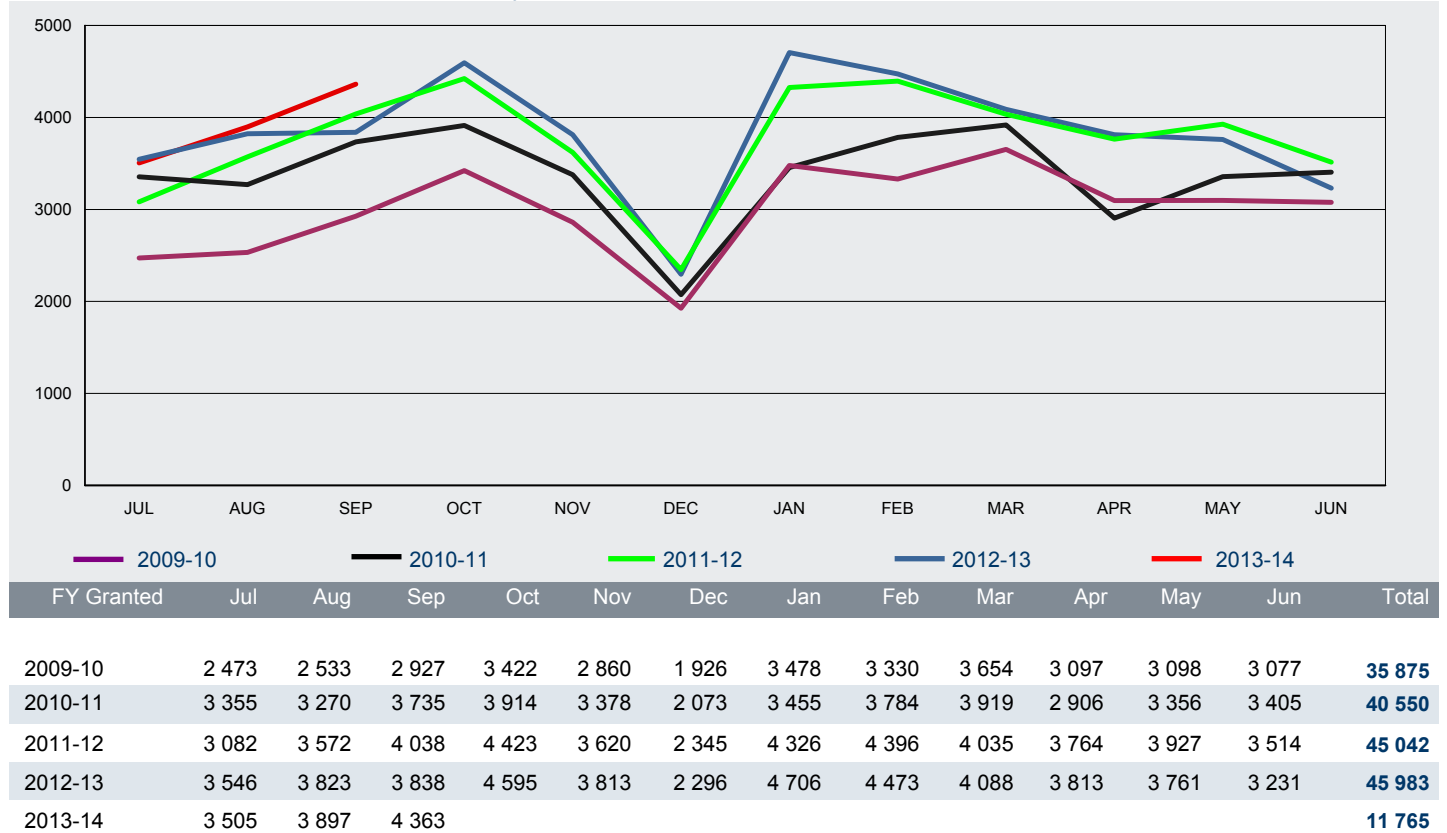
2.13 Number of ETA Business visa applications granted in 2013-14 to 30 September 2013 - comparison with previous four financial years



| FY      | 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 |        |        |       |        |        |        |        |        |        | 43 265  |

## 2 Granted

2.14 Number of eVisitor Business visa applications granted in 2013-14 to 30 September 2013 - comparison with previous four financial years



## 2 Granted

### 2.15 Number of Tourist Visitor visa applications granted in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year

| Citizenship Country        | 2012-13 to 30/09/12 | 2013-14 to 30/09/13 | % Change from 2012-13 | 2013-14 as % of Total |
|----------------------------|---------------------|---------------------|-----------------------|-----------------------|
| China, Peoples Republic of | 84 643              | 109 807             | 29.7%                 | 44.7%                 |
| India                      | 21 218              | 27 510              | 29.7%                 | 11.2%                 |
| Indonesia                  | 21 720              | 21 918              | 0.9%                  | 8.9%                  |
| Thailand                   | 10 014              | 10 242              | 2.3%                  | 4.2%                  |
| Philippines                | 8 658               | 9 014               | 4.1%                  | 3.7%                  |
| South Africa               | 6 689               | 6 088               | -9.0%                 | 2.5%                  |
| Vietnam                    | 3 973               | 5 328               | 34.1%                 | 2.2%                  |
| Brazil                     | 4 192               | 4 736               | 13.0%                 | 1.9%                  |
| Sri Lanka                  | 3 455               | 3 500               | 1.3%                  | 1.4%                  |
| Fiji                       | 3 125               | 3 292               | 5.3%                  | 1.3%                  |
| Russian Federation         | 2 401               | 2 755               | 14.7%                 | 1.1%                  |
| Papua New Guinea           | 2 871               | 2 705               | -5.8%                 | 1.1%                  |
| United Kingdom             | 5 242               | 2 527               | -51.8%                | 1.0%                  |
| Nepal                      | 1 116               | 1 756               | 57.3%                 | 0.7%                  |
| Chile                      | 1 567               | 1 645               | 5.0%                  | 0.7%                  |
| Other countries            | 35 307              | 33 039              | -6.4%                 | 13.4%                 |
| <b>Total</b>               | <b>216 191</b>      | <b>245 862</b>      | <b>13.7%</b>          | <b>100 %</b>          |

### 2.16 Number of ETA Tourist visa applications granted in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year

| Citizenship Country         | 2012-13 to 30/09/12 | 2013-14 to 30/09/13 | % Change from 2012-13 | 2013-14 as % of Total |
|-----------------------------|---------------------|---------------------|-----------------------|-----------------------|
| Japan                       | 84 458              | 80 547              | -4.6%                 | 17.0%                 |
| United States of America    | 68 428              | 67 924              | -0.7%                 | 14.3%                 |
| United Kingdom              | 64 870              | 64 088              | -1.2%                 | 13.5%                 |
| Malaysia                    | 52 693              | 62 071              | 17.8%                 | 13.1%                 |
| Singapore                   | 34 978              | 37 529              | 7.3%                  | 7.9%                  |
| Korea, South                | 33 895              | 34 920              | 3.0%                  | 7.4%                  |
| HKSAR of the PRC            | 19 176              | 21 308              | 11.1%                 | 4.5%                  |
| Canada                      | 19 160              | 20 021              | 4.5%                  | 4.2%                  |
| Taiwan                      | 16 086              | 16 568              | 3.0%                  | 3.5%                  |
| Germany, Fed Republic of    | 16 020              | 15 329              | -4.3%                 | 3.2%                  |
| France                      | 13 626              | 14 208              | 4.3%                  | 3.0%                  |
| Italy                       | 8 952               | 8 620               | -3.7%                 | 1.8%                  |
| Netherlands, Kingdom of The | 6 427               | 5 761               | -10.4%                | 1.2%                  |
| Ireland, Republic of        | 5 767               | 5 657               | -1.9%                 | 1.2%                  |
| Switzerland                 | 4 915               | 5 164               | 5.1%                  | 1.1%                  |
| Other countries             | 15 700              | 15 072              | -4.0%                 | 3.2%                  |
| <b>Total</b>                | <b>465 151</b>      | <b>474 787</b>      | <b>2.1%</b>           | <b>100 %</b>          |

## 2 Granted

### 2.17 Number of eVisitor Tourist visa applications granted in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year

| Citizenship Country         | 2012-13 to 30/09/12 | 2013-14 to 30/09/13 | % Change from 2012-13 | 2013-14 as % of Total |
|-----------------------------|---------------------|---------------------|-----------------------|-----------------------|
| United Kingdom              | 43 300              | 54 144              | 25.0%                 | 46.5%                 |
| Germany, Fed Republic of    | 12 043              | 14 451              | 20.0%                 | 12.4%                 |
| France                      | 8 083               | 9 772               | 20.9%                 | 8.4%                  |
| Netherlands, Kingdom of The | 4 166               | 4 583               | 10.0%                 | 3.9%                  |
| Ireland, Republic of        | 3 800               | 4 582               | 20.6%                 | 3.9%                  |
| Italy                       | 3 226               | 3 919               | 21.5%                 | 3.4%                  |
| Sweden                      | 2 688               | 3 311               | 23.2%                 | 2.8%                  |
| Poland                      | 2 123               | 2 920               | 37.5%                 | 2.5%                  |
| Switzerland                 | 2 220               | 2 499               | 12.6%                 | 2.1%                  |
| Spain                       | 2 341               | 2 483               | 6.1%                  | 2.1%                  |
| Denmark                     | 1 530               | 1 828               | 19.5%                 | 1.6%                  |
| Czech Republic              | 1 298               | 1 412               | 8.8%                  | 1.2%                  |
| Norway                      | 1 176               | 1 406               | 19.6%                 | 1.2%                  |
| Finland                     | 1 085               | 1 242               | 14.5%                 | 1.1%                  |
| Austria                     | 1 042               | 1 168               | 12.1%                 | 1.0%                  |
| Other countries             | 5 447               | 6 697               | 22.9%                 | 5.8%                  |
| <b>Total</b>                | <b>95 568</b>       | <b>116 417</b>      | <b>21.8%</b>          | <b>100 %</b>          |

### 2.18 Number of Sponsored Tourist visa applications granted in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year

| Citizenship Country        | 2012-13 to 30/09/12 | 2013-14 to 30/09/13 | % Change from 2012-13 | 2013-14 as % of Total |
|----------------------------|---------------------|---------------------|-----------------------|-----------------------|
| Vietnam                    | 878                 | 972                 | 10.7%                 | 17.0%                 |
| China, Peoples Republic of | 752                 | 860                 | 14.4%                 | 15.1%                 |
| India                      | 530                 | 775                 | 46.2%                 | 13.6%                 |
| Philippines                | 458                 | 588                 | 28.4%                 | 10.3%                 |
| Bangladesh                 | 335                 | 553                 | 65.1%                 | 9.7%                  |
| Sri Lanka                  | 204                 | 234                 | 14.7%                 | 4.1%                  |
| Pakistan                   | 139                 | 197                 | 41.7%                 | 3.4%                  |
| Nepal                      | 83                  | 183                 | 120.5%                | 3.2%                  |
| Cambodia                   | 157                 | 174                 | 10.8%                 | 3.0%                  |
| Lebanon                    | 408                 | 174                 | -57.4%                | 3.0%                  |
| Iran                       | 141                 | 110                 | -22.0%                | 1.9%                  |
| Zimbabwe                   | 46                  | 64                  | 39.1%                 | 1.1%                  |
| Russian Federation         | 37                  | 48                  | 29.7%                 | 0.8%                  |
| Thailand                   | 27                  | 44                  | 63.0%                 | 0.8%                  |
| Iraq                       | 46                  | 43                  | -6.5%                 | 0.8%                  |
| Other countries            | 652                 | 693                 | 6.3%                  | 12.1%                 |
| <b>Total</b>               | <b>4 893</b>        | <b>5 712</b>        | <b>16.7%</b>          | <b>100 %</b>          |

## 2 Granted

### 2.19 Number of Business Visitor visa applications granted in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year

| Citizenship Country        | 2012-13 to 30/09/12 | 2013-14 to 30/09/13 | % Change from 2012-13 | 2013-14 as % of Total |
|----------------------------|---------------------|---------------------|-----------------------|-----------------------|
| China, Peoples Republic of | 22 792              | 20 477              | -10.2%                | 38.0%                 |
| India                      | 9 388               | 5 498               | -41.4%                | 10.2%                 |
| Indonesia                  | 4 243               | 3 615               | -14.8%                | 6.7%                  |
| Thailand                   | 3 231               | 3 577               | 10.7%                 | 6.6%                  |
| Vietnam                    | 3 180               | 2 153               | -32.3%                | 4.0%                  |
| Philippines                | 2 006               | 1 865               | -7.0%                 | 3.5%                  |
| Korea, South               | 1 786               | 1 714               | -4.0%                 | 3.2%                  |
| Singapore                  | 1 089               | 1 693               | 55.5%                 | 3.1%                  |
| South Africa               | 1 787               | 1 265               | -29.2%                | 2.4%                  |
| Papua New Guinea           | 1 305               | 745                 | -42.9%                | 1.4%                  |
| Japan                      | 482                 | 706                 | 46.5%                 | 1.3%                  |
| Malaysia                   | 852                 | 667                 | -21.7%                | 1.2%                  |
| Fiji                       | 565                 | 645                 | 14.2%                 | 1.2%                  |
| Brazil                     | 596                 | 568                 | -4.7%                 | 1.1%                  |
| Russian Federation         | 867                 | 506                 | -41.6%                | 0.9%                  |
| Other countries            | 10 270              | 8 126               | -20.9%                | 15.1%                 |
| <b>Total</b>               | <b>64 439</b>       | <b>53 820</b>       | <b>-16.5%</b>         | <b>100 %</b>          |

### 2.20 Number of ETA Business visa applications granted in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year

| Citizenship Country         | 2012-13 to 30/09/12 | 2013-14 to 30/09/13 | % Change from 2012-13 | 2013-14 as % of Total |
|-----------------------------|---------------------|---------------------|-----------------------|-----------------------|
| United States of America    | 16 425              | 15 015              | -8.6%                 | 34.7%                 |
| Japan                       | 5 807               | 4 931               | -15.1%                | 11.4%                 |
| United Kingdom              | 5 336               | 4 710               | -11.7%                | 10.9%                 |
| Singapore                   | 3 607               | 3 463               | -4.0%                 | 8.0%                  |
| Malaysia                    | 2 800               | 2 512               | -10.3%                | 5.8%                  |
| Canada                      | 2 799               | 2 343               | -16.3%                | 5.4%                  |
| Germany, Fed Republic of    | 1 854               | 1 633               | -11.9%                | 3.8%                  |
| Korea, South                | 1 509               | 1 621               | 7.4%                  | 3.7%                  |
| France                      | 1 176               | 1 155               | -1.8%                 | 2.7%                  |
| Netherlands, Kingdom of The | 965                 | 838                 | -13.2%                | 1.9%                  |
| HKSAR of the PRC            | 784                 | 837                 | 6.8%                  | 1.9%                  |
| Italy                       | 708                 | 810                 | 14.4%                 | 1.9%                  |
| Taiwan                      | 774                 | 725                 | -6.3%                 | 1.7%                  |
| Spain                       | 257                 | 434                 | 68.9%                 | 1.0%                  |
| Sweden                      | 402                 | 347                 | -13.7%                | 0.8%                  |
| Other countries             | 1 923               | 1 891               | -1.7%                 | 4.4%                  |
| <b>Total</b>                | <b>47 126</b>       | <b>43 265</b>       | <b>-8.2%</b>          | <b>100 %</b>          |

## 2 Granted

2.21 Number of eVisitor Business visa applications granted in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year

| Citizenship Country         | 2012-13 to<br>30/09/12 | 2013-14 to<br>30/09/13 | % Change from<br>2012-13 | 2013-14 as %<br>of Total |
|-----------------------------|------------------------|------------------------|--------------------------|--------------------------|
| United Kingdom              | 4 204                  | 4 213                  | 0.2%                     | 35.8%                    |
| Germany, Fed Republic of    | 1 601                  | 1 660                  | 3.7%                     | 14.1%                    |
| France                      | 816                    | 876                    | 7.4%                     | 7.4%                     |
| Netherlands, Kingdom of The | 693                    | 647                    | -6.6%                    | 5.5%                     |
| Italy                       | 543                    | 554                    | 2.0%                     | 4.7%                     |
| Spain                       | 335                    | 369                    | 10.1%                    | 3.1%                     |
| Denmark                     | 288                    | 365                    | 26.7%                    | 3.1%                     |
| Sweden                      | 336                    | 362                    | 7.7%                     | 3.1%                     |
| Poland                      | 335                    | 350                    | 4.5%                     | 3.0%                     |
| Ireland, Republic of        | 306                    | 279                    | -8.8%                    | 2.4%                     |
| Belgium                     | 182                    | 219                    | 20.3%                    | 1.9%                     |
| Norway                      | 186                    | 210                    | 12.9%                    | 1.8%                     |
| Czech Republic              | 146                    | 181                    | 24.0%                    | 1.5%                     |
| Finland                     | 160                    | 181                    | 13.1%                    | 1.5%                     |
| Switzerland                 | 173                    | 178                    | 2.9%                     | 1.5%                     |
| Other countries             | 903                    | 1 121                  | 24.1%                    | 9.5%                     |
| <b>Total</b>                | <b>11 207</b>          | <b>11 765</b>          | <b>5.0%</b>              | <b>100 %</b>             |





# 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 July 2013 and 30 September 2013 by visa group - comparison with previous four periods

| Visa Subclass       | 01/07/12 to<br>30/09/12 | 01/10/12 to<br>31/12/12 | 01/01/13 to<br>31/03/13 | 01/04/13 to<br>30/06/13 | 01/07/13 to<br>30/09/13 |
|---------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>Business</b>     |                         |                         |                         |                         |                         |
| Business Visitor    | 96.2%                   | 96.5%                   | 96.4%                   | 95.5%                   | 95.4%                   |
| ETA Business        | 100.0%                  | 100.0%                  | 100.0%                  | 100.0%                  | 100.0%                  |
| eVisitor Business   | 99.0%                   | 98.7%                   | 98.9%                   | 98.4%                   | 98.6%                   |
| Sponsored Business  | 100.0%                  | 100.0%                  | 100.0%                  | 0.0%                    | 0.0%                    |
| <b>All Business</b> | <b>97.9%</b>            | <b>98.0%</b>            | <b>98.1%</b>            | <b>97.5%</b>            | <b>97.5%</b>            |
| <b>Tourism</b>      |                         |                         |                         |                         |                         |
| ETA Tourist         | 100.0%                  | 100.0%                  | 100.0%                  | 100.0%                  | 100.0%                  |
| eVisitor Tourist    | 99.3%                   | 99.3%                   | 99.1%                   | 98.9%                   | 99.1%                   |
| Sponsored Tourist   | 69.0%                   | 64.2%                   | 60.0%                   | 60.5%                   | 69.2%                   |
| Tourist Visitor     | 92.6%                   | 93.5%                   | 93.6%                   | 93.1%                   | 93.5%                   |
| <b>All Tourism</b>  | <b>97.5%</b>            | <b>97.8%</b>            | <b>97.6%</b>            | <b>97.3%</b>            | <b>97.6%</b>            |
| <b>All</b>          | <b>97.5%</b>            | <b>97.8%</b>            | <b>97.7%</b>            | <b>97.3%</b>            | <b>97.6%</b>            |

# 3 Grant rate

## 3.02 Grant rate for Tourist Visitor visa applications decided in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

| Citizenship Country        | 01/07/12 to 30/09/12 | 01/10/12 to 31/12/12 | 01/01/13 to 31/03/13 | 01/04/13 to 30/06/13 | 01/07/13 to 30/09/13 |
|----------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| China, Peoples Republic of | 95.9%                | 96.8%                | 97.1%                | 96.4%                | 96.6%                |
| India                      | 90.9%                | 92.0%                | 93.2%                | 90.2%                | 92.6%                |
| Indonesia                  | 96.7%                | 96.6%                | 95.3%                | 97.3%                | 97.4%                |
| Thailand                   | 92.8%                | 93.1%                | 94.3%                | 94.6%                | 94.9%                |
| Philippines                | 88.3%                | 88.4%                | 89.1%                | 90.9%                | 86.7%                |
| South Africa               | 98.4%                | 99.4%                | 99.2%                | 98.6%                | 99.3%                |
| Vietnam                    | 87.9%                | 88.2%                | 87.1%                | 85.8%                | 83.6%                |
| Brazil                     | 98.9%                | 99.2%                | 98.5%                | 98.3%                | 98.6%                |
| Sri Lanka                  | 92.5%                | 92.0%                | 91.8%                | 89.6%                | 90.9%                |
| Fiji                       | 73.7%                | 84.8%                | 81.4%                | 80.8%                | 83.9%                |
| Russian Federation         | 94.6%                | 96.0%                | 94.1%                | 95.3%                | 94.6%                |
| Papua New Guinea           | 91.0%                | 96.5%                | 92.0%                | 94.1%                | 93.5%                |
| United Kingdom             | 97.5%                | 97.4%                | 96.1%                | 96.0%                | 92.8%                |
| Nepal                      | 80.6%                | 86.6%                | 86.5%                | 87.2%                | 90.1%                |
| Chile                      | 97.6%                | 98.2%                | 97.7%                | 98.3%                | 98.2%                |
| Other countries            | 85.5%                | 86.8%                | 84.3%                | 85.4%                | 85.7%                |
| <b>All Tourist Visitor</b> | <b>92.6%</b>         | <b>93.5%</b>         | <b>93.6%</b>         | <b>93.1%</b>         | <b>93.5%</b>         |

## 3.03 Grant rate for Sponsored Tourist visa applications decided in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

| Citizenship Country          | 01/07/12 to 30/09/12 | 01/10/12 to 31/12/12 | 01/01/13 to 31/03/13 | 01/04/13 to 30/06/13 | 01/07/13 to 30/09/13 |
|------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Vietnam                      | 67.2%                | 62.6%                | 54.4%                | 55.5%                | 66.9%                |
| China, Peoples Republic of   | 76.4%                | 74.8%                | 71.7%                | 70.7%                | 77.1%                |
| India                        | 82.6%                | 81.6%                | 81.7%                | 77.7%                | 83.5%                |
| Philippines                  | 73.4%                | 71.4%                | 71.5%                | 71.0%                | 73.4%                |
| Bangladesh                   | 93.3%                | 90.2%                | 88.9%                | 86.1%                | 90.7%                |
| Sri Lanka                    | 75.6%                | 75.1%                | 74.9%                | 69.8%                | 78.0%                |
| Pakistan                     | 66.2%                | 56.1%                | 47.6%                | 64.3%                | 57.1%                |
| Nepal                        | 85.6%                | 84.8%                | 75.5%                | 76.1%                | 85.1%                |
| Lebanon                      | 62.4%                | 33.3%                | 27.9%                | 27.0%                | 33.0%                |
| Cambodia                     | 70.7%                | 68.6%                | 69.4%                | 66.4%                | 77.7%                |
| Iran                         | 59.2%                | 58.1%                | 49.8%                | 47.4%                | 51.6%                |
| Zimbabwe                     | 75.4%                | 54.7%                | 52.5%                | 58.8%                | 68.1%                |
| Russian Federation           | 92.5%                | 78.6%                | 72.5%                | 80.0%                | 85.7%                |
| Thailand                     | 52.9%                | 63.5%                | 69.6%                | 53.3%                | 77.2%                |
| Iraq                         | 37.7%                | 37.8%                | 33.0%                | 24.2%                | 33.9%                |
| Other countries              | 53.9%                | 55.1%                | 45.4%                | 47.5%                | 58.2%                |
| <b>All Sponsored Tourist</b> | <b>69.0%</b>         | <b>64.2%</b>         | <b>60.0%</b>         | <b>60.5%</b>         | <b>69.2%</b>         |

# 3 Grant rate

## 3.04 Grant rate for Business Visitor visa applications decided in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

| Citizenship Country         | 01/07/12 to 30/09/12 | 01/10/12 to 31/12/12 | 01/01/13 to 31/03/13 | 01/04/13 to 30/06/13 | 01/07/13 to 30/09/13 |
|-----------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| China, Peoples Republic of  | 97.4%                | 97.9%                | 97.4%                | 96.7%                | 96.8%                |
| India                       | 96.7%                | 95.9%                | 95.5%                | 91.1%                | 91.0%                |
| Indonesia                   | 98.2%                | 98.7%                | 97.4%                | 98.2%                | 98.0%                |
| Thailand                    | 99.2%                | 99.9%                | 99.6%                | 99.6%                | 99.7%                |
| Vietnam                     | 96.7%                | 96.5%                | 97.5%                | 96.1%                | 97.9%                |
| Philippines                 | 97.5%                | 97.9%                | 98.1%                | 95.8%                | 95.3%                |
| Korea, South                | 97.8%                | 99.8%                | 99.7%                | 99.8%                | 99.8%                |
| Singapore                   | 96.1%                | 94.4%                | 97.3%                | 97.2%                | 97.2%                |
| South Africa                | 99.3%                | 99.4%                | 99.4%                | 96.7%                | 97.5%                |
| Papua New Guinea            | 98.0%                | 98.6%                | 99.2%                | 99.1%                | 98.4%                |
| Japan                       | 98.0%                | 99.3%                | 97.9%                | 99.8%                | 98.6%                |
| Malaysia                    | 97.1%                | 96.2%                | 96.8%                | 96.2%                | 96.7%                |
| Fiji                        | 94.5%                | 93.9%                | 97.2%                | 91.6%                | 94.0%                |
| Brazil                      | 99.7%                | 99.8%                | 99.8%                | 99.7%                | 99.1%                |
| Russian Federation          | 99.2%                | 98.7%                | 98.4%                | 97.9%                | 97.5%                |
| Other countries             | 89.9%                | 90.6%                | 90.2%                | 90.3%                | 89.7%                |
| <b>All Business Visitor</b> | <b>96.2%</b>         | <b>96.5%</b>         | <b>96.4%</b>         | <b>95.5%</b>         | <b>95.4%</b>         |

# 3 Grant rate

## 3.05 Grant rate for subclass 651 eVisitor visa applications decided in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

| Citizenship Country         | 01/07/12 to 30/09/12 | 01/10/12 to 31/12/12 | 01/01/13 to 31/03/13 | 01/04/13 to 30/06/13 | 01/07/13 to 30/09/13 |
|-----------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Andorra                     | 100.0%               | 100.0%               | 100.0%               | 100.0%               | 100.0%               |
| Austria                     | 99.9%                | 99.7%                | 99.5%                | 99.8%                | 99.2%                |
| Belgium                     | 99.6%                | 99.5%                | 98.9%                | 99.5%                | 98.9%                |
| Bulgaria                    | 86.6%                | 86.0%                | 80.8%                | 79.7%                | 82.0%                |
| Croatia                     | 0.0%                 | 100.0%               | 0.0%                 | 0.0%                 | 92.6%                |
| Cyprus                      | 98.3%                | 99.3%                | 98.9%                | 98.0%                | 98.6%                |
| Czech Republic              | 99.1%                | 99.6%                | 98.8%                | 98.7%                | 99.4%                |
| Denmark                     | 99.6%                | 99.5%                | 99.1%                | 99.4%                | 99.6%                |
| Estonia                     | 97.9%                | 97.7%                | 99.0%                | 95.2%                | 98.1%                |
| Finland                     | 99.9%                | 99.8%                | 99.5%                | 99.9%                | 99.7%                |
| France                      | 99.3%                | 99.3%                | 99.1%                | 99.0%                | 99.2%                |
| Germany, Fed Republic of    | 99.7%                | 99.7%                | 99.6%                | 99.5%                | 99.5%                |
| Greece                      | 98.4%                | 99.0%                | 99.1%                | 98.9%                | 98.9%                |
| Hungary                     | 98.4%                | 97.8%                | 96.4%                | 96.8%                | 97.9%                |
| Iceland                     | 100.0%               | 100.0%               | 100.0%               | 100.0%               | 100.0%               |
| India                       | 100.0%               | 0.0%                 | 0.0%                 | 0.0%                 | 100.0%               |
| Ireland, Republic of        | 99.2%                | 99.1%                | 98.9%                | 98.7%                | 98.7%                |
| Italy                       | 99.6%                | 99.6%                | 99.5%                | 99.3%                | 99.3%                |
| Latvia                      | 93.5%                | 96.9%                | 95.3%                | 84.4%                | 93.6%                |
| Liechtenstein               | 100.0%               | 100.0%               | 100.0%               | 0.0%                 | 100.0%               |
| Lithuania                   | 92.8%                | 93.7%                | 92.3%                | 91.1%                | 96.9%                |
| Luxembourg                  | 100.0%               | 100.0%               | 100.0%               | 98.0%                | 100.0%               |
| Malta                       | 98.7%                | 98.3%                | 100.0%               | 100.0%               | 100.0%               |
| Monaco                      | 100.0%               | 100.0%               | 100.0%               | 0.0%                 | 100.0%               |
| Netherlands, Kingdom of The | 99.7%                | 99.4%                | 99.2%                | 99.5%                | 99.4%                |
| Norway                      | 99.1%                | 99.7%                | 99.0%                | 99.6%                | 99.4%                |
| Poland                      | 99.4%                | 99.3%                | 99.4%                | 99.1%                | 99.5%                |
| Portugal                    | 98.8%                | 98.5%                | 99.1%                | 99.0%                | 99.3%                |
| Romania                     | 76.5%                | 80.2%                | 73.1%                | 75.5%                | 78.8%                |
| San Marino                  | 0.0%                 | 100.0%               | 100.0%               | 0.0%                 | 100.0%               |
| Slovakia                    | 98.6%                | 97.8%                | 97.8%                | 95.5%                | 98.1%                |
| Slovenia                    | 100.0%               | 99.5%                | 99.7%                | 98.4%                | 99.2%                |
| Spain                       | 99.6%                | 99.5%                | 99.3%                | 99.2%                | 99.3%                |
| Sweden                      | 99.8%                | 99.7%                | 99.4%                | 98.7%                | 99.6%                |
| Switzerland                 | 99.7%                | 99.6%                | 99.4%                | 99.7%                | 99.8%                |
| United Kingdom              | 99.6%                | 99.5%                | 99.5%                | 99.3%                | 99.4%                |
| Vatican City State Holy See | 100.0%               | 0.0%                 | 0.0%                 | 100.0%               | 100.0%               |
| <b>All</b>                  | <b>99.3%</b>         | <b>99.2%</b>         | <b>99.1%</b>         | <b>98.9%</b>         | <b>99.1%</b>         |

# 3 Grant rate

3.06 Grant rate for subclass 651 eVisitor business visa applications decided in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

| Citizenship Country         | 01/07/12 to 30/09/12 | 01/10/12 to 31/12/12 | 01/01/13 to 31/03/13 | 01/04/13 to 30/06/13 | 01/07/13 to 30/09/13 |
|-----------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Austria                     | 100.0%               | 100.0%               | 99.4%                | 99.2%                | 98.6%                |
| Belgium                     | 99.5%                | 99.6%                | 97.6%                | 99.1%                | 99.5%                |
| Bulgaria                    | 95.2%                | 92.6%                | 94.0%                | 93.0%                | 88.6%                |
| Cyprus                      | 100.0%               | 100.0%               | 100.0%               | 100.0%               | 97.7%                |
| Czech Republic              | 99.3%                | 100.0%               | 99.4%                | 98.6%                | 99.5%                |
| Denmark                     | 99.7%                | 99.7%                | 99.5%                | 98.6%                | 99.7%                |
| Estonia                     | 97.6%                | 95.5%                | 100.0%               | 100.0%               | 100.0%               |
| Finland                     | 100.0%               | 98.1%                | 100.0%               | 100.0%               | 98.9%                |
| France                      | 98.8%                | 98.8%                | 98.3%                | 98.0%                | 98.3%                |
| Germany, Fed Republic of    | 99.6%                | 99.3%                | 99.3%                | 99.1%                | 99.0%                |
| Greece                      | 100.0%               | 98.2%                | 98.9%                | 100.0%               | 100.0%               |
| Hungary                     | 100.0%               | 100.0%               | 100.0%               | 99.1%                | 98.9%                |
| Iceland                     | 100.0%               | 100.0%               | 100.0%               | 100.0%               | 100.0%               |
| Ireland, Republic of        | 98.1%                | 97.9%                | 97.3%                | 96.7%                | 97.9%                |
| Italy                       | 99.6%                | 99.4%                | 99.7%                | 99.3%                | 99.5%                |
| Latvia                      | 94.7%                | 96.9%                | 100.0%               | 87.0%                | 97.5%                |
| Lithuania                   | 97.9%                | 97.2%                | 100.0%               | 96.9%                | 98.3%                |
| Luxembourg                  | 100.0%               | 100.0%               | 100.0%               | 66.7%                | 100.0%               |
| Malta                       | 100.0%               | 0.0%                 | 100.0%               | 100.0%               | 100.0%               |
| Monaco                      | 0.0%                 | 0.0%                 | 100.0%               | 0.0%                 | 100.0%               |
| Netherlands, Kingdom of The | 99.3%                | 98.7%                | 98.8%                | 99.2%                | 98.8%                |
| Norway                      | 96.4%                | 99.5%                | 99.3%                | 99.3%                | 100.0%               |
| Poland                      | 99.4%                | 99.3%                | 99.5%                | 99.2%                | 98.9%                |
| Portugal                    | 100.0%               | 99.2%                | 100.0%               | 100.0%               | 98.3%                |
| Romania                     | 93.8%                | 93.5%                | 93.8%                | 88.7%                | 92.0%                |
| Slovakia                    | 100.0%               | 95.1%                | 100.0%               | 98.1%                | 98.4%                |
| Slovenia                    | 100.0%               | 100.0%               | 100.0%               | 100.0%               | 100.0%               |
| Spain                       | 98.8%                | 99.1%                | 99.8%                | 99.1%                | 98.1%                |
| Sweden                      | 99.7%                | 98.8%                | 99.5%                | 98.2%                | 98.9%                |
| Switzerland                 | 99.4%                | 99.4%                | 99.0%                | 99.4%                | 100.0%               |
| United Kingdom              | 99.0%                | 98.6%                | 98.9%                | 98.4%                | 98.7%                |
| Vatican City State Holy See | 0.0%                 | 0.0%                 | 0.0%                 | 100.0%               | 100.0%               |
| Unknown                     | 0.0%                 | 0.0%                 | 0.0%                 | 0.0%                 | 88.1%                |
| <b>All Business</b>         | <b>99.0%</b>         | <b>98.7%</b>         | <b>98.9%</b>         | <b>98.4%</b>         | <b>98.6%</b>         |

# 3 Grant rate

3.07 Grant rate for subclass 651 eVisitor tourism visa applications decided in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

| Citizenship Country         | 01/07/12 to 30/09/12 | 01/10/12 to 31/12/12 | 01/01/13 to 31/03/13 | 01/04/13 to 30/06/13 | 01/07/13 to 30/09/13 |
|-----------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Andorra                     | 100.0%               | 100.0%               | 100.0%               | 100.0%               | 100.0%               |
| Austria                     | 99.9%                | 99.7%                | 99.6%                | 99.9%                | 99.3%                |
| Belgium                     | 99.6%                | 99.4%                | 99.1%                | 99.5%                | 98.8%                |
| Bulgaria                    | 84.2%                | 84.1%                | 76.4%                | 73.2%                | 79.0%                |
| Cyprus                      | 98.1%                | 99.3%                | 98.8%                | 97.7%                | 98.7%                |
| Czech Republic              | 99.1%                | 99.6%                | 98.7%                | 98.7%                | 99.4%                |
| Denmark                     | 99.6%                | 99.5%                | 99.0%                | 99.6%                | 99.6%                |
| Estonia                     | 98.0%                | 97.9%                | 98.9%                | 94.4%                | 97.8%                |
| Finland                     | 99.9%                | 99.9%                | 99.4%                | 99.8%                | 99.8%                |
| France                      | 99.4%                | 99.3%                | 99.2%                | 99.1%                | 99.3%                |
| Germany, Fed Republic of    | 99.7%                | 99.7%                | 99.6%                | 99.5%                | 99.6%                |
| Greece                      | 98.0%                | 99.2%                | 99.2%                | 98.6%                | 98.3%                |
| Hungary                     | 98.2%                | 97.6%                | 95.8%                | 96.2%                | 97.8%                |
| Iceland                     | 100.0%               | 100.0%               | 100.0%               | 100.0%               | 100.0%               |
| Ireland, Republic of        | 99.3%                | 99.1%                | 99.0%                | 98.9%                | 98.8%                |
| Italy                       | 99.5%                | 99.7%                | 99.5%                | 99.3%                | 99.3%                |
| Latvia                      | 93.2%                | 96.9%                | 94.9%                | 83.9%                | 93.0%                |
| Liechtenstein               | 100.0%               | 100.0%               | 100.0%               | 0.0%                 | 100.0%               |
| Lithuania                   | 91.8%                | 93.3%                | 90.8%                | 90.0%                | 96.5%                |
| Luxembourg                  | 100.0%               | 100.0%               | 100.0%               | 100.0%               | 100.0%               |
| Malta                       | 98.6%                | 98.3%                | 100.0%               | 100.0%               | 100.0%               |
| Monaco                      | 100.0%               | 100.0%               | 100.0%               | 0.0%                 | 100.0%               |
| Netherlands, Kingdom of The | 99.7%                | 99.5%                | 99.3%                | 99.5%                | 99.5%                |
| Norway                      | 99.6%                | 99.7%                | 99.0%                | 99.7%                | 99.3%                |
| Poland                      | 99.4%                | 99.3%                | 99.4%                | 99.1%                | 99.6%                |
| Portugal                    | 98.6%                | 98.4%                | 98.9%                | 98.8%                | 99.4%                |
| Romania                     | 73.5%                | 76.9%                | 68.1%                | 70.7%                | 76.1%                |
| San Marino                  | 0.0%                 | 100.0%               | 100.0%               | 0.0%                 | 100.0%               |
| Slovakia                    | 98.5%                | 98.0%                | 97.5%                | 95.0%                | 98.1%                |
| Slovenia                    | 100.0%               | 99.4%                | 99.7%                | 98.2%                | 99.1%                |
| Spain                       | 99.7%                | 99.6%                | 99.2%                | 99.2%                | 99.5%                |
| Sweden                      | 99.8%                | 99.7%                | 99.4%                | 98.8%                | 99.7%                |
| Switzerland                 | 99.7%                | 99.6%                | 99.4%                | 99.7%                | 99.8%                |
| United Kingdom              | 99.7%                | 99.5%                | 99.5%                | 99.4%                | 99.4%                |
| Vatican City State Holy See | 100.0%               | 0.0%                 | 0.0%                 | 0.0%                 | 100.0%               |
| Unknown                     | 33.3%                | 6.7%                 | 0.0%                 | 0.0%                 | 88.3%                |
| <b>All Tourism</b>          | <b>99.3%</b>         | <b>99.3%</b>         | <b>99.1%</b>         | <b>98.9%</b>         | <b>99.1%</b>         |





# 4 Auto grant rate for eLodged applications

For this section:

An auto grant rate is defined as:

$$\frac{\text{Number of auto granted}}{\text{Number of grants for elodged applications}} \times 100$$

An auto grant rate of 0.0% indicates that no applications were received during the reporting period, or that any applications lodged were not auto granted.

# 4 Auto grant rate for eLodged applications

4.01 Auto grant rate for eLodged Tourist Visitor visa applications granted in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

| Citizenship Country         | 01/07/12 to<br>30/09/12 | 01/10/12 to<br>31/12/12 | 01/01/13 to<br>31/03/13 | 01/04/13 to<br>30/06/13 | 01/07/13 to<br>30/09/13 |
|-----------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>Offshore</b>             |                         |                         |                         |                         |                         |
| Brazil                      | 52.1%                   | 45.5%                   | 51.9%                   | 48.3%                   | 14.9%                   |
| Argentina                   | 63.2%                   | 52.2%                   | 57.6%                   | 62.4%                   | 37.0%                   |
| United Kingdom              | 70.3%                   | 71.3%                   | 72.3%                   | 70.8%                   | 21.4%                   |
| Saudi Arabia                | 49.6%                   | 52.5%                   | 51.3%                   | 45.9%                   | 26.0%                   |
| Switzerland                 | 87.7%                   | 86.4%                   | 82.3%                   | 83.9%                   | 43.2%                   |
| United States of America    | 51.0%                   | 54.9%                   | 50.9%                   | 51.0%                   | 29.0%                   |
| Chile                       | 50.7%                   | 53.4%                   | 54.3%                   | 53.1%                   | 17.1%                   |
| Kuwait                      | 59.0%                   | 68.4%                   | 64.1%                   | 53.8%                   | 26.2%                   |
| United Arab Emirates        | 42.2%                   | 55.0%                   | 38.6%                   | 30.7%                   | 11.7%                   |
| Canada                      | 54.1%                   | 57.7%                   | 57.1%                   | 50.6%                   | 29.9%                   |
| Netherlands, Kingdom of The | 84.6%                   | 77.6%                   | 82.8%                   | 76.8%                   | 30.0%                   |
| Qatar                       | 35.4%                   | 70.0%                   | 71.3%                   | 40.4%                   | 14.3%                   |
| Italy                       | 80.8%                   | 82.0%                   | 83.2%                   | 80.1%                   | 22.9%                   |
| France                      | 67.9%                   | 66.7%                   | 67.8%                   | 66.7%                   | 18.7%                   |
| Malaysia                    | 39.5%                   | 46.4%                   | 39.8%                   | 44.8%                   | 25.3%                   |
| Other countries             | 60.1%                   | 62.0%                   | 66.6%                   | 62.4%                   | 11.1%                   |
| <b>All Offshore</b>         | <b>61.6%</b>            | <b>60.3%</b>            | <b>63.2%</b>            | <b>57.7%</b>            | <b>20.4%</b>            |
| <b>Onshore</b>              |                         |                         |                         |                         |                         |
| India                       | 29.0%                   | 29.5%                   | 30.7%                   | 26.4%                   | 1.1%                    |
| China, Peoples Republic of  | 33.3%                   | 37.8%                   | 30.9%                   | 27.7%                   | 0.8%                    |
| Vietnam                     | 16.7%                   | 36.7%                   | 10.3%                   | 14.3%                   | 1.7%                    |
| Malaysia                    | 23.2%                   | 28.9%                   | 24.4%                   | 27.0%                   | 0.8%                    |
| Indonesia                   | 16.1%                   | 19.6%                   | 17.9%                   | 20.6%                   | 1.7%                    |
| Korea, South                | 18.2%                   | 21.3%                   | 21.2%                   | 23.9%                   | 0.9%                    |
| United Kingdom              | 55.6%                   | 56.0%                   | 61.5%                   | 50.2%                   | 0.8%                    |
| Ireland, Republic of        | 40.0%                   | 39.3%                   | 60.3%                   | 50.8%                   | 2.7%                    |
| Nepal                       | 12.5%                   | 14.3%                   | 42.9%                   | 14.3%                   | 2.1%                    |
| Thailand                    | 16.7%                   | 52.9%                   | 50.0%                   | 8.3%                    | 1.3%                    |
| HKSAR of the PRC            | 31.0%                   | 15.4%                   | 5.9%                    | 21.7%                   | 0.9%                    |
| Papua New Guinea            | 0.0%                    | 20.0%                   | 33.3%                   | 0.0%                    | 50.0%                   |
| Germany, Fed Republic of    | 34.8%                   | 47.6%                   | 62.5%                   | 56.1%                   | 1.0%                    |
| Cuba                        | 0.0%                    | 0.0%                    | 0.0%                    | 0.0%                    | 0.0%                    |
| Fiji                        | 0.0%                    | 0.0%                    | 0.0%                    | 0.0%                    | 0.0%                    |
| Other countries             | 31.3%                   | 34.5%                   | 37.5%                   | 25.8%                   | 0.0%                    |
| <b>All Onshore</b>          | <b>30.1%</b>            | <b>35.3%</b>            | <b>39.3%</b>            | <b>28.9%</b>            | <b>0.7%</b>             |
| <b>All Tourist Visitor</b>  | <b>59.4%</b>            | <b>58.5%</b>            | <b>60.4%</b>            | <b>55.1%</b>            | <b>16.6%</b>            |

# 4 Auto grant rate for eLodged applications

4.02 Auto grant rate for eLodged subclass 651 eVisitor visa applications granted in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

| Citizenship Country         | 01/07/12 to 30/09/12 | 01/10/12 to 31/12/12 | 01/01/13 to 31/03/13 | 01/04/13 to 30/06/13 | 01/07/13 to 30/09/13 |
|-----------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Andorra                     | 100.0%               | 100.0%               | 80.0%                | 33.3%                | 75.0%                |
| Austria                     | 95.9%                | 94.0%                | 95.3%                | 94.1%                | 90.9%                |
| Belgium                     | 85.9%                | 85.2%                | 85.1%                | 87.1%                | 82.1%                |
| Bulgaria                    | 24.5%                | 20.9%                | 20.2%                | 20.2%                | 21.0%                |
| Cyprus                      | 94.0%                | 89.6%                | 92.3%                | 89.3%                | 89.1%                |
| Czech Republic              | 74.7%                | 72.7%                | 56.7%                | 57.9%                | 57.5%                |
| Denmark                     | 94.4%                | 92.6%                | 93.2%                | 92.5%                | 88.8%                |
| Estonia                     | 92.8%                | 90.5%                | 92.9%                | 88.8%                | 83.4%                |
| Finland                     | 95.3%                | 95.4%                | 95.0%                | 95.2%                | 90.2%                |
| France                      | 85.2%                | 82.5%                | 85.1%                | 86.0%                | 80.6%                |
| Germany, Fed Republic of    | 93.6%                | 92.3%                | 93.2%                | 93.3%                | 87.7%                |
| Greece                      | 96.6%                | 95.9%                | 95.8%                | 95.1%                | 88.5%                |
| Hungary                     | 82.8%                | 79.0%                | 78.4%                | 81.3%                | 78.2%                |
| Iceland                     | 96.2%                | 93.5%                | 91.5%                | 89.6%                | 93.7%                |
| Ireland, Republic of        | 85.1%                | 82.7%                | 84.4%                | 83.6%                | 80.4%                |
| Italy                       | 94.9%                | 94.7%                | 94.3%                | 94.9%                | 90.1%                |
| Latvia                      | 66.5%                | 60.6%                | 72.0%                | 65.2%                | 62.8%                |
| Liechtenstein               | 81.8%                | 90.9%                | 80.0%                | 0.0%                 | 83.3%                |
| Lithuania                   | 66.9%                | 59.7%                | 63.1%                | 67.4%                | 67.2%                |
| Luxembourg                  | 96.7%                | 79.1%                | 84.8%                | 96.0%                | 84.2%                |
| Malta                       | 97.4%                | 93.2%                | 88.1%                | 97.4%                | 87.0%                |
| Monaco                      | 66.7%                | 66.7%                | 66.7%                | 0.0%                 | 100.0%               |
| Netherlands, Kingdom of The | 90.2%                | 90.6%                | 89.7%                | 90.4%                | 86.2%                |
| Norway                      | 94.3%                | 92.9%                | 92.6%                | 94.3%                | 89.0%                |
| Poland                      | 73.1%                | 70.4%                | 70.5%                | 71.6%                | 67.8%                |
| Portugal                    | 89.6%                | 87.2%                | 89.2%                | 89.3%                | 87.9%                |
| Romania                     | 25.1%                | 15.1%                | 20.5%                | 23.8%                | 27.2%                |
| San Marino                  | 0.0%                 | 100.0%               | 100.0%               | 0.0%                 | 100.0%               |
| Slovakia                    | 67.9%                | 73.5%                | 69.7%                | 70.6%                | 70.0%                |
| Slovenia                    | 96.6%                | 96.9%                | 97.1%                | 93.3%                | 91.9%                |
| Spain                       | 93.6%                | 91.4%                | 91.4%                | 93.3%                | 87.9%                |
| Sweden                      | 91.2%                | 91.4%                | 91.7%                | 90.8%                | 87.9%                |
| Switzerland                 | 90.6%                | 90.0%                | 90.4%                | 90.9%                | 86.3%                |
| United Kingdom              | 91.4%                | 90.3%                | 91.1%                | 89.8%                | 85.5%                |
| Vatican City State Holy See | 100.0%               | 0.0%                 | 0.0%                 | 11.1%                | 66.7%                |
| Unknown                     | 85.7%                | 100.0%               | 0.0%                 | 0.0%                 | 55.2%                |
| <b>All All</b>              | <b>89.6%</b>         | <b>88.4%</b>         | <b>89.2%</b>         | <b>88.4%</b>         | <b>84.0%</b>         |

# 4 Auto grant rate for eLodged applications

4.03 Auto grant rate for eLodged subclass 651 eVisitor business visa applications granted in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

| Citizenship Country         | 01/07/12 to<br>30/09/12 | 01/10/12 to<br>31/12/12 | 01/01/13 to<br>31/03/13 | 01/04/13 to<br>30/06/13 | 01/07/13 to<br>30/09/13 |
|-----------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Austria                     | 93.6%                   | 89.2%                   | 96.8%                   | 93.2%                   | 88.3%                   |
| Belgium                     | 83.0%                   | 82.2%                   | 81.5%                   | 84.3%                   | 80.8%                   |
| Bulgaria                    | 8.8%                    | 3.6%                    | 12.8%                   | 9.3%                    | 12.9%                   |
| Cyprus                      | 94.7%                   | 90.9%                   | 100.0%                  | 90.9%                   | 90.5%                   |
| Czech Republic              | 66.4%                   | 61.1%                   | 56.4%                   | 52.4%                   | 60.2%                   |
| Denmark                     | 94.1%                   | 89.7%                   | 90.9%                   | 93.0%                   | 85.2%                   |
| Estonia                     | 82.5%                   | 88.1%                   | 84.4%                   | 77.8%                   | 92.3%                   |
| Finland                     | 93.8%                   | 92.4%                   | 94.9%                   | 92.6%                   | 91.2%                   |
| France                      | 81.0%                   | 81.1%                   | 81.7%                   | 82.4%                   | 73.4%                   |
| Germany, Fed Republic of    | 91.4%                   | 88.6%                   | 89.3%                   | 92.1%                   | 86.4%                   |
| Greece                      | 97.1%                   | 97.2%                   | 93.3%                   | 96.6%                   | 88.9%                   |
| Hungary                     | 87.0%                   | 62.6%                   | 74.6%                   | 86.7%                   | 78.7%                   |
| Iceland                     | 100.0%                  | 100.0%                  | 93.3%                   | 90.9%                   | 100.0%                  |
| Ireland, Republic of        | 82.0%                   | 82.4%                   | 78.6%                   | 80.9%                   | 72.4%                   |
| Italy                       | 91.9%                   | 91.7%                   | 93.6%                   | 93.1%                   | 85.7%                   |
| Latvia                      | 47.2%                   | 29.0%                   | 52.2%                   | 35.0%                   | 51.3%                   |
| Lithuania                   | 65.2%                   | 68.6%                   | 72.3%                   | 61.3%                   | 78.9%                   |
| Luxembourg                  | 85.7%                   | 66.7%                   | 100.0%                  | 100.0%                  | 100.0%                  |
| Malta                       | 100.0%                  | 0.0%                    | 100.0%                  | 87.5%                   | 60.0%                   |
| Monaco                      | 0.0%                    | 0.0%                    | 0.0%                    | 0.0%                    | 100.0%                  |
| Netherlands, Kingdom of The | 85.7%                   | 87.8%                   | 85.1%                   | 88.0%                   | 81.0%                   |
| Norway                      | 94.1%                   | 88.2%                   | 85.3%                   | 91.7%                   | 84.8%                   |
| Poland                      | 71.9%                   | 69.7%                   | 71.1%                   | 72.8%                   | 63.7%                   |
| Portugal                    | 84.2%                   | 81.7%                   | 84.9%                   | 86.5%                   | 82.9%                   |
| Romania                     | 4.1%                    | 2.3%                    | 6.6%                    | 11.2%                   | 12.7%                   |
| Slovakia                    | 67.3%                   | 65.5%                   | 75.8%                   | 73.1%                   | 67.2%                   |
| Slovenia                    | 90.2%                   | 93.2%                   | 93.3%                   | 82.9%                   | 84.2%                   |
| Spain                       | 90.7%                   | 86.3%                   | 87.1%                   | 90.4%                   | 85.4%                   |
| Sweden                      | 86.0%                   | 89.3%                   | 92.2%                   | 90.9%                   | 88.4%                   |
| Switzerland                 | 86.1%                   | 83.1%                   | 83.6%                   | 88.8%                   | 83.7%                   |
| United Kingdom              | 86.8%                   | 85.7%                   | 86.4%                   | 85.3%                   | 80.9%                   |
| Vatican City State Holy See | 0.0%                    | 0.0%                    | 0.0%                    | 11.1%                   | 100.0%                  |
| Unknown                     | 0.0%                    | 0.0%                    | 0.0%                    | 0.0%                    | 54.1%                   |
| <b>All Business</b>         | <b>85.2%</b>            | <b>82.4%</b>            | <b>84.4%</b>            | <b>84.1%</b>            | <b>79.3%</b>            |

# 4 Auto grant rate for eLodged applications

4.04 Auto grant rate for eLodged subclass 651 eVisitor tourism visa applications granted in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

| Citizenship Country         | 01/07/12 to 30/09/12 | 01/10/12 to 31/12/12 | 01/01/13 to 31/03/13 | 01/04/13 to 30/06/13 | 01/07/13 to 30/09/13 |
|-----------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Andorra                     | 100.0%               | 100.0%               | 80.0%                | 33.3%                | 75.0%                |
| Austria                     | 96.3%                | 94.4%                | 95.1%                | 94.2%                | 91.2%                |
| Belgium                     | 86.4%                | 85.7%                | 85.8%                | 87.8%                | 82.4%                |
| Bulgaria                    | 29.6%                | 26.3%                | 23.3%                | 26.9%                | 25.1%                |
| Cyprus                      | 93.9%                | 89.5%                | 92.0%                | 89.1%                | 88.9%                |
| Czech Republic              | 75.7%                | 73.6%                | 56.7%                | 58.9%                | 57.2%                |
| Denmark                     | 94.5%                | 92.9%                | 93.6%                | 92.4%                | 89.5%                |
| Estonia                     | 94.6%                | 90.7%                | 93.7%                | 90.8%                | 82.2%                |
| Finland                     | 95.5%                | 95.6%                | 95.0%                | 95.8%                | 90.1%                |
| France                      | 85.6%                | 82.6%                | 85.5%                | 86.4%                | 81.2%                |
| Germany, Fed Republic of    | 93.9%                | 92.6%                | 93.6%                | 93.5%                | 87.9%                |
| Greece                      | 96.5%                | 95.5%                | 96.8%                | 94.7%                | 88.2%                |
| Hungary                     | 82.1%                | 80.8%                | 79.0%                | 80.0%                | 78.1%                |
| Iceland                     | 95.7%                | 92.9%                | 91.0%                | 89.2%                | 93.1%                |
| Ireland, Republic of        | 85.3%                | 82.7%                | 84.7%                | 83.8%                | 80.9%                |
| Italy                       | 95.4%                | 95.0%                | 94.4%                | 95.2%                | 90.7%                |
| Latvia                      | 70.7%                | 64.4%                | 73.9%                | 70.4%                | 64.6%                |
| Liechtenstein               | 81.8%                | 90.9%                | 80.0%                | 0.0%                 | 83.3%                |
| Lithuania                   | 67.3%                | 58.9%                | 61.2%                | 68.8%                | 64.5%                |
| Luxembourg                  | 98.1%                | 80.3%                | 83.9%                | 95.8%                | 83.9%                |
| Malta                       | 97.2%                | 93.2%                | 87.3%                | 100.0%               | 89.1%                |
| Monaco                      | 66.7%                | 66.7%                | 100.0%               | 0.0%                 | 100.0%               |
| Netherlands, Kingdom of The | 91.0%                | 90.9%                | 90.7%                | 90.9%                | 87.0%                |
| Norway                      | 94.4%                | 93.2%                | 93.7%                | 94.8%                | 89.6%                |
| Poland                      | 73.3%                | 70.5%                | 70.4%                | 71.3%                | 68.3%                |
| Portugal                    | 90.3%                | 88.0%                | 89.7%                | 89.7%                | 88.6%                |
| Romania                     | 29.7%                | 19.0%                | 25.2%                | 29.4%                | 30.7%                |
| San Marino                  | 0.0%                 | 100.0%               | 100.0%               | 0.0%                 | 100.0%               |
| Slovakia                    | 67.9%                | 74.0%                | 69.1%                | 70.2%                | 70.3%                |
| Slovenia                    | 97.6%                | 97.2%                | 97.7%                | 95.0%                | 92.8%                |
| Spain                       | 94.0%                | 92.1%                | 92.5%                | 93.9%                | 88.3%                |
| Sweden                      | 91.9%                | 91.5%                | 91.6%                | 90.7%                | 87.9%                |
| Switzerland                 | 90.9%                | 90.4%                | 91.0%                | 91.1%                | 86.4%                |
| United Kingdom              | 91.8%                | 90.6%                | 91.5%                | 90.3%                | 85.9%                |
| Vatican City State Holy See | 100.0%               | 0.0%                 | 0.0%                 | 0.0%                 | 50.0%                |
| Unknown                     | 85.7%                | 100.0%               | 0.0%                 | 0.0%                 | 55.4%                |
| <b>All Tourism</b>          | <b>90.1%</b>         | <b>88.8%</b>         | <b>89.7%</b>         | <b>89.0%</b>         | <b>84.5%</b>         |



# 5 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.

# 5 Processing times

5.01 Processing time (in calendar days) for Business Visitor visa applications granted in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

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



# 5 Processing times

5.02 Processing time (in calendar days) for Sponsored Tourist visa applications granted in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

| Citizenship country        | Percentile                      | 1/07/12 to 30/09/12 | 1/10/12 to 31/12/12 | 1/01/13 to 31/03/13 | 1/04/13 to 30/06/13 | 1/07/13 to 30/09/13 |
|----------------------------|---------------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| Vietnam                    | 25th percentile                 | 2                   | 4                   | 6                   | 7                   | 8                   |
|                            | 50th percentile (Median)        | 8                   | 13                  | 14                  | 14                  | 18                  |
|                            | 75th percentile                 | 21                  | 25                  | 31                  | 27                  | 33                  |
| China, Peoples Republic of | 25th percentile                 | 4                   | 6                   | 7                   | 9                   | 10                  |
|                            | 50th percentile (Median)        | 14                  | 15                  | 15                  | 19                  | 23                  |
|                            | 75th percentile                 | 27                  | 33                  | 29                  | 41                  | 44                  |
| India                      | 25th percentile                 | 4                   | 4                   | 7                   | 7                   | 7                   |
|                            | 50th percentile (Median)        | 11                  | 14                  | 15                  | 13                  | 19                  |
|                            | 75th percentile                 | 24                  | 29                  | 27                  | 21                  | 33                  |
| Philippines                | 25th percentile                 | 4                   | 7                   | 8                   | 8                   | 7                   |
|                            | 50th percentile (Median)        | 10                  | 17                  | 15                  | 15                  | 22                  |
|                            | 75th percentile                 | 25                  | 30                  | 31                  | 29                  | 42                  |
| Bangladesh                 | 25th percentile                 | 6                   | 4                   | 5                   | 10                  | 7                   |
|                            | 50th percentile (Median)        | 14                  | 13                  | 13                  | 16                  | 17                  |
|                            | 75th percentile                 | 24                  | 24                  | 25                  | 27                  | 31                  |
| Sri Lanka                  | 25th percentile                 | 3                   | 7                   | 5                   | 16                  | 8                   |
|                            | 50th percentile (Median)        | 16                  | 21                  | 18                  | 33                  | 21                  |
|                            | 75th percentile                 | 35                  | 38                  | 40                  | 69                  | 41                  |
| Pakistan                   | 25th percentile                 | 7                   | 15                  | 11                  | 11                  | 15                  |
|                            | 50th percentile (Median)        | 20                  | 28                  | 27                  | 27                  | 31                  |
|                            | 75th percentile                 | 35                  | 47                  | 62                  | 47                  | 64                  |
| Nepal                      | 25th percentile                 | 4                   | 3                   | 5                   | 8                   | 8                   |
|                            | 50th percentile (Median)        | 10                  | 14                  | 13                  | 16                  | 30                  |
|                            | 75th percentile                 | 26                  | 36                  | 30                  | 45                  | 53                  |
| Cambodia                   | 25th percentile                 | 1                   | 2                   | 7                   | 7                   | 5                   |
|                            | 50th percentile (Median)        | 10                  | 10                  | 13                  | 20                  | 18                  |
|                            | 75th percentile                 | 22                  | 29                  | 29                  | 33                  | 41                  |
| Lebanon                    | 25th percentile                 | 3                   | 5                   | 12                  | 15                  | 11                  |
|                            | 50th percentile (Median)        | 12                  | 17                  | 29                  | 25                  | 26                  |
|                            | 75th percentile                 | 26                  | 38                  | 47                  | 43                  | 48                  |
| Other countries            | 25th percentile                 | 5                   | 6                   | 11                  | 12                  | 13                  |
|                            | 50th percentile (Median)        | 16                  | 19                  | 26                  | 27                  | 27                  |
|                            | 75th percentile                 | 35                  | 36                  | 50                  | 62                  | 50                  |
| <b>All</b>                 | <b>25th percentile</b>          | <b>4</b>            | <b>5</b>            | <b>7</b>            | <b>9</b>            | <b>8</b>            |
|                            | <b>50th percentile (Median)</b> | <b>13</b>           | <b>15</b>           | <b>17</b>           | <b>17</b>           | <b>21</b>           |
|                            | <b>75th percentile</b>          | <b>27</b>           | <b>32</b>           | <b>35</b>           | <b>36</b>           | <b>41</b>           |

# 5 Processing times

5.03 Processing time (in calendar days) for Tourist Visitor visa applications granted in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

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

# 5 Processing times

5.04 Processing time (in calendar days) for Tourist Visitor OFFSHORE visa applications granted in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

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

# 5 Processing times

5.05 Processing time (in calendar days) for Tourist Visitor ONSHORE visa applications granted in the 3 month period between 1 July 2013 and 30 September 2013 by citizenship country - comparison with previous four periods

| Citizenship country        | Percentile                      | 1/07/12 to 30/09/12 | 1/10/12 to 31/12/12 | 1/01/13 to 31/03/13 | 1/04/13 to 30/06/13 | 1/07/13 to 30/09/13 |
|----------------------------|---------------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| India                      | 25th percentile                 | 0                   | 0                   | 0                   | 0                   | 0                   |
|                            | 50th percentile (Median)        | 1                   | 0                   | 2                   | 1                   | 2                   |
|                            | 75th percentile                 | 8                   | 6                   | 11                  | 12                  | 7                   |
| China, Peoples Republic of | 25th percentile                 | 0                   | 0                   | 0                   | 0                   | 1                   |
|                            | 50th percentile (Median)        | 1                   | 7                   | 4                   | 8                   | 6                   |
|                            | 75th percentile                 | 7                   | 15                  | 12                  | 21                  | 13                  |
| United Kingdom             | 25th percentile                 | 0                   | 0                   | 0                   | 0                   | 1                   |
|                            | 50th percentile (Median)        | 0                   | 0                   | 0                   | 0                   | 1                   |
|                            | 75th percentile                 | 2                   | 5                   | 4                   | 4                   | 3                   |
| Malaysia                   | 25th percentile                 | 0                   | 4                   | 3                   | 7                   | 2                   |
|                            | 50th percentile (Median)        | 8                   | 11                  | 13                  | 18                  | 9                   |
|                            | 75th percentile                 | 18                  | 21                  | 21                  | 29                  | 15                  |
| Korea, South               | 25th percentile                 | 0                   | 0                   | 1                   | 3                   | 1                   |
|                            | 50th percentile (Median)        | 7                   | 8                   | 9                   | 12                  | 7                   |
|                            | 75th percentile                 | 14                  | 16                  | 16                  | 23                  | 14                  |
| United States of America   | 25th percentile                 | 0                   | 0                   | 0                   | 0                   | 1                   |
|                            | 50th percentile (Median)        | 0                   | 0                   | 0                   | 0                   | 1                   |
|                            | 75th percentile                 | 3                   | 5                   | 5                   | 5                   | 4                   |
| Philippines                | 25th percentile                 | 2                   | 0                   | 0                   | 0                   | 1                   |
|                            | 50th percentile (Median)        | 9                   | 7                   | 10                  | 7                   | 6                   |
|                            | 75th percentile                 | 21                  | 18                  | 20                  | 21                  | 15                  |
| Vietnam                    | 25th percentile                 | 0                   | 0                   | 0                   | 0                   | 1                   |
|                            | 50th percentile (Median)        | 2                   | 6                   | 4                   | 5                   | 5                   |
|                            | 75th percentile                 | 10                  | 15                  | 12                  | 17                  | 13                  |
| Germany, Fed Republic of   | 25th percentile                 | 0                   | 0                   | 0                   | 0                   | 0                   |
|                            | 50th percentile (Median)        | 0                   | 0                   | 0                   | 0                   | 1                   |
|                            | 75th percentile                 | 2                   | 1                   | 3                   | 2                   | 3                   |
| Indonesia                  | 25th percentile                 | 0                   | 3                   | 0                   | 0                   | 2                   |
|                            | 50th percentile (Median)        | 2                   | 12                  | 7                   | 13                  | 6                   |
|                            | 75th percentile                 | 12                  | 20                  | 15                  | 22                  | 13                  |
| Other countries            | 25th percentile                 | 0                   | 0                   | 0                   | 0                   | 1                   |
|                            | 50th percentile (Median)        | 0                   | 0                   | 0                   | 1                   | 2                   |
|                            | 75th percentile                 | 6                   | 6                   | 6                   | 9                   | 7                   |
| <b>All</b>                 | <b>25th percentile</b>          | <b>0</b>            | <b>0</b>            | <b>0</b>            | <b>0</b>            | <b>1</b>            |
|                            | <b>50th percentile (Median)</b> | <b>1</b>            | <b>1</b>            | <b>1</b>            | <b>2</b>            | <b>3</b>            |
|                            | <b>75th percentile</b>          | <b>8</b>            | <b>9</b>            | <b>9</b>            | <b>14</b>           | <b>9</b>            |

# 6 Applications on hand

# 6 Applications on hand

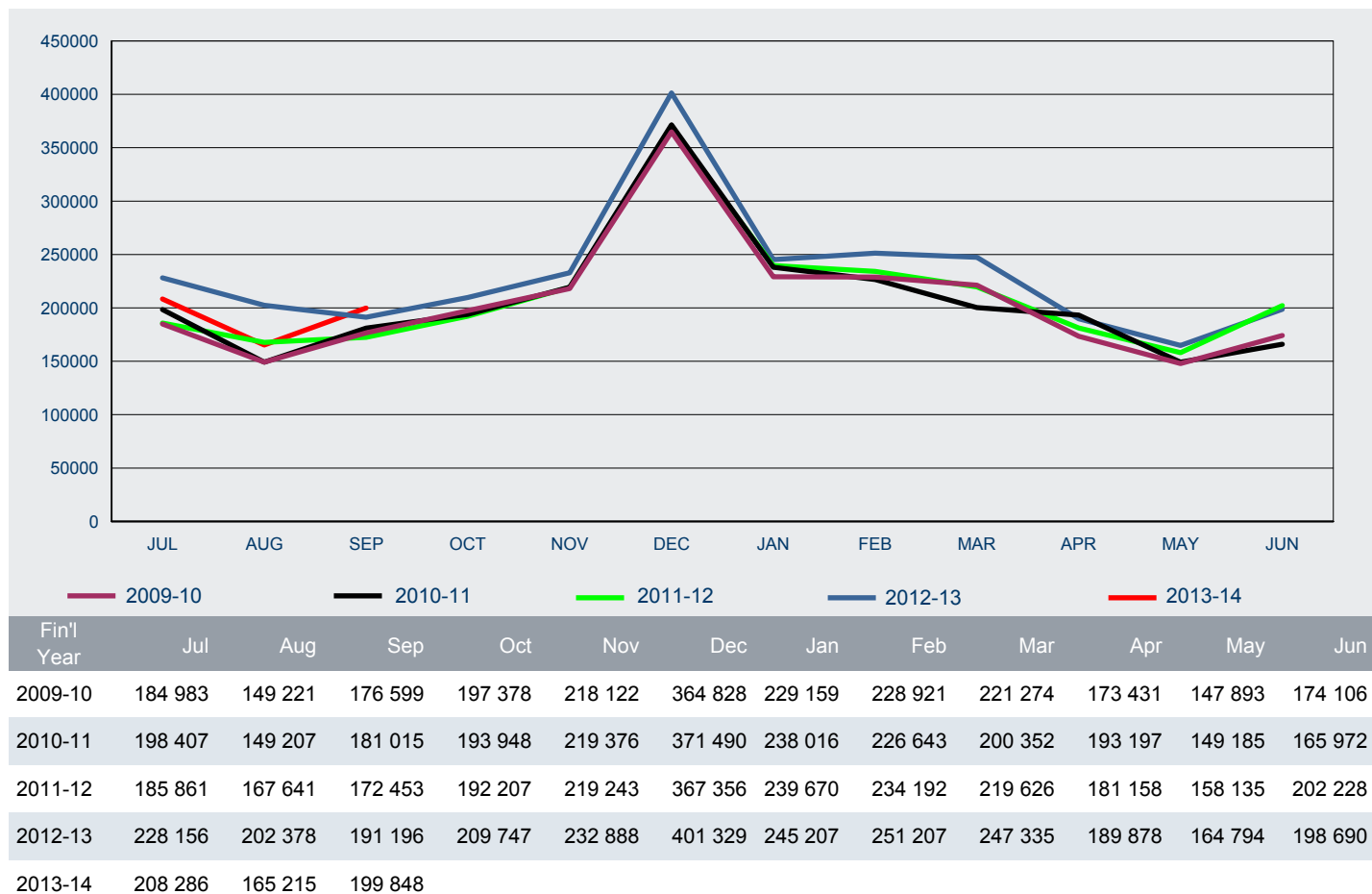
6.01 Number of Visitor visa applications on hand at 30 September 2013 by visa group - comparison with previous four periods

| Visa Subclass             | On hand at<br>30/09/12 | On hand at<br>31/12/12 | On hand at<br>31/03/13 | On hand at<br>30/06/13 | On hand at<br>30/09/13 |
|---------------------------|------------------------|------------------------|------------------------|------------------------|------------------------|
| <b>Tourism</b>            |                        |                        |                        |                        |                        |
| Tourist Visitor           | 24 184                 | 32 233                 | 27 117                 | 42 394                 | 40 302                 |
| ETA Tourist               | 60                     | 57                     | 48                     | 89                     | 74                     |
| eVisitor Tourist          | 1 055                  | 637                    | 763                    | 909                    | 1 763                  |
| Sponsored Tourist         | 1 864                  | 2 112                  | 1 795                  | 2 578                  | 2 324                  |
| <b>sub total Tourism</b>  | <b>27 163</b>          | <b>35 039</b>          | <b>29 723</b>          | <b>45 970</b>          | <b>44 463</b>          |
| <b>Business</b>           |                        |                        |                        |                        |                        |
| Business Visitor          | 8 740                  | 8 449                  | 10 652                 | 9 079                  | 8 923                  |
| ETA Business              | 7                      | 7                      | 5                      | < 5                    | 6                      |
| eVisitor Business         | 100                    | 40                     | 119                    | 118                    | 181                    |
| Sponsored Business        | 10                     | < 5                    | 0                      | 0                      | 0                      |
| <b>sub total Business</b> | <b>8 857</b>           | <b>8 498</b>           | <b>10 776</b>          | <b>9 201</b>           | <b>9 110</b>           |
| <b>Total</b>              | <b>36 020</b>          | <b>43 537</b>          | <b>40 499</b>          | <b>55 171</b>          | <b>53 573</b>          |

# 7 Visa holders in Australia

# 7 Visa holders in Australia

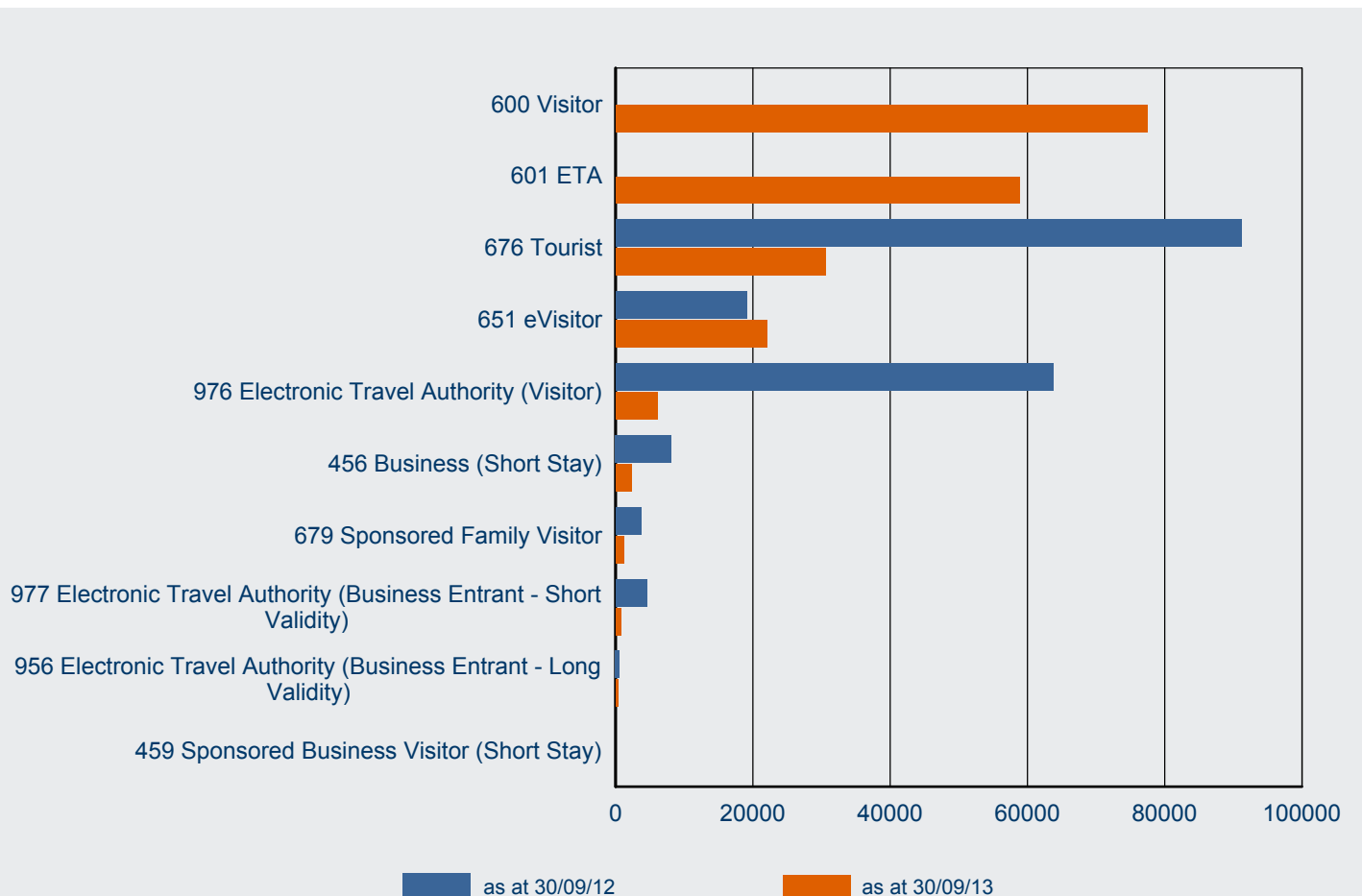
7.01 Number of Visitor visa holders in Australia at the end of each month in 2013-14 to 30 September 2013 by month - comparison with previous four financial years





# 7 Visa holders in Australia

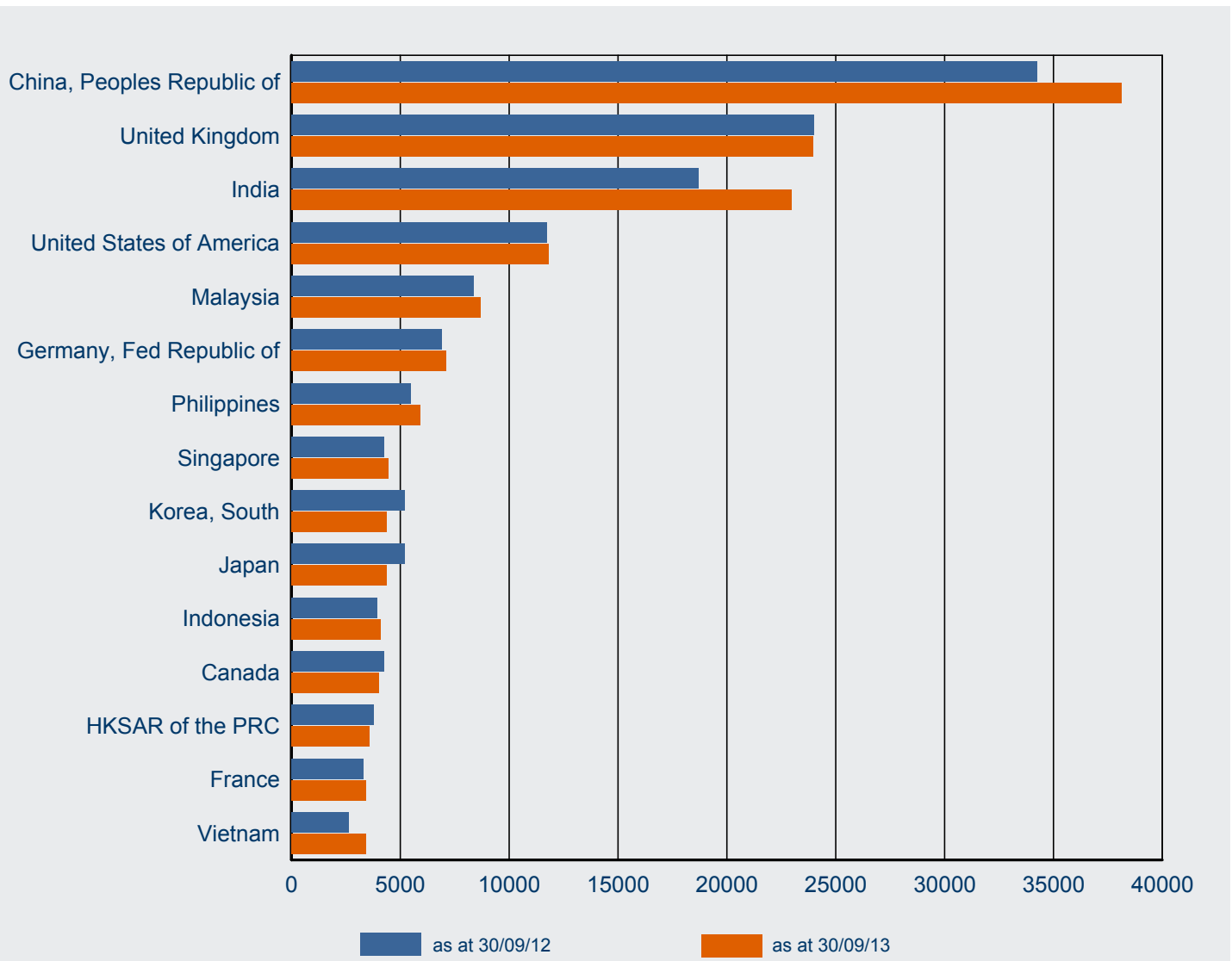
7.02 Number of Visitor visa holders in Australia as at 30 September 2013 by visa subclass - comparison with same date in previous year



| Visa Subclass   | as at 30/09/12 | as at 30/09/13 | % Change from 30/09/12 | 30/09/13 as % of Total |
|---|----------------|----------------|------------------------|------------------------|
| 600 Visitor   |                | 77 484         |                        | 38.8%                  |
| 601 ETA   |                | 58 925         |                        | 29.5%                  |
| 676 Tourist   | 91 234         | 30 655         | -66.4%                 | 15.3%                  |
| 651 eVisitor  | 19 167         | 22 103         | 15.3%                  | 11.1%                  |
| 976 Electronic Travel Authority (Visitor)                           | 63 717         | 6 061          | -90.5%                 | 3.0%                   |
| 456 Business (Short Stay)   | 8 148          | 2 279          | -72.0%                 | 1.1%                   |
| 679 Sponsored Family Visitor  | 3 732          | 1 190          | -68.1%                 | 0.6%                   |
| 977 Electronic Travel Authority (Business Entrant - Short Validity) | 4 596          | 768            | -83.3%                 | 0.4%                   |
| 956 Electronic Travel Authority (Business Entrant - Long Validity)  | 591            | 383            | -35.2%                 | 0.2%                   |
| 459 Sponsored Business Visitor (Short Stay)                         | 11             |                |                        |                        |
| <b>Total</b>  | <b>191 196</b> | <b>199 848</b> | <b>4.5%</b>            | <b>100.0%</b>          |

# 7 Visa holders in Australia

7.03 Number of Visitor visa holders in Australia as at 30 September 2013 by citizenship country - comparison with same period in previous year

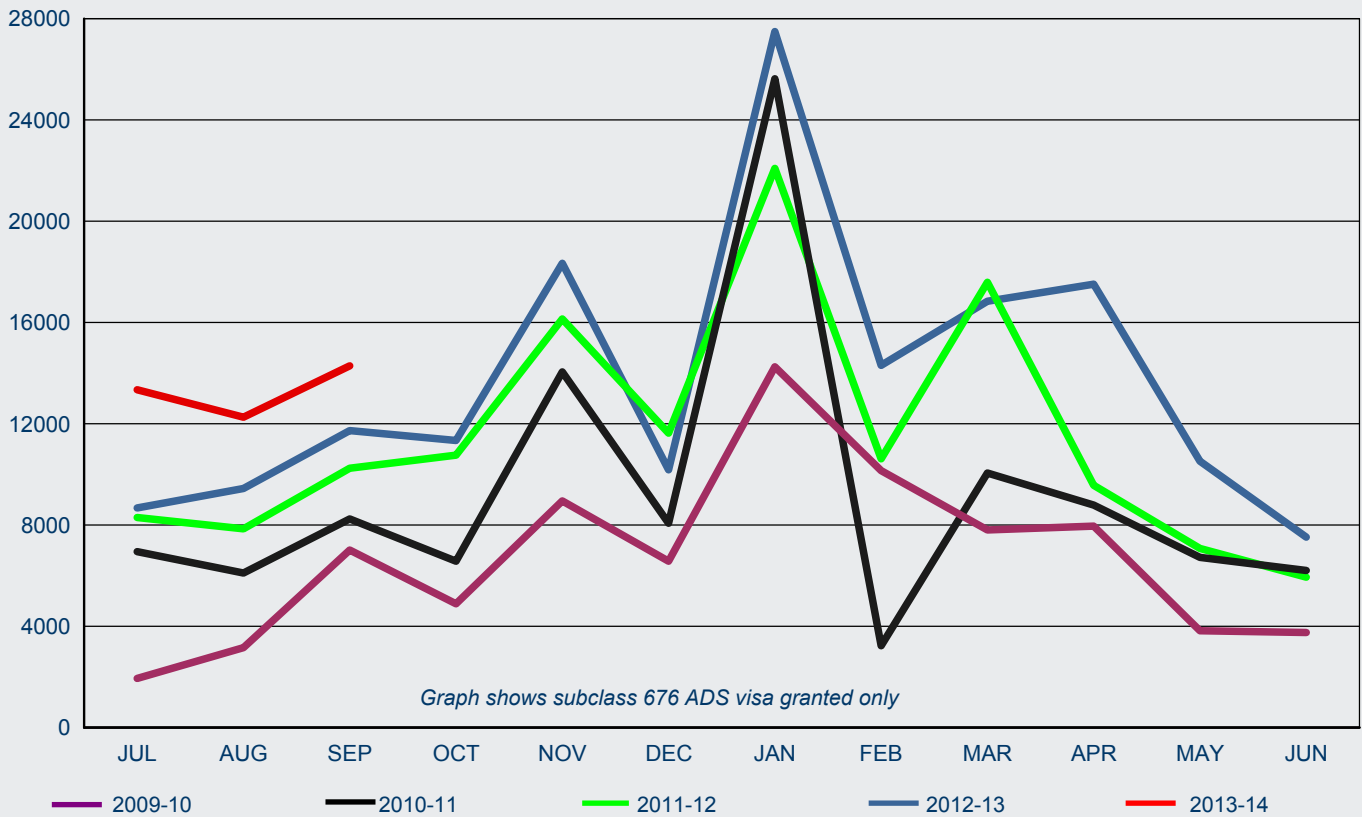


| Citizenship Country        | as at 30/09/12 | as at 30/09/13 | % Change from 30/09/12 | 30/09/13 as % of Total |
|----------------------------|----------------|----------------|------------------------|------------------------|
| China, Peoples Republic of | 34 245         | 38 138         | 11.4%                  | 19.1%                  |
| United Kingdom             | 23 986         | 23 960         | -0.1%                  | 12.0%                  |
| India                      | 18 717         | 22 967         | 22.7%                  | 11.5%                  |
| United States of America   | 11 727         | 11 819         | 0.8%                   | 5.9%                   |
| Malaysia                   | 8 383          | 8 694          | 3.7%                   | 4.4%                   |
| Germany, Fed Republic of   | 6 921          | 7 115          | 2.8%                   | 3.6%                   |
| Philippines                | 5 484          | 5 937          | 8.3%                   | 3.0%                   |
| Singapore                  | 4 253          | 4 459          | 4.8%                   | 2.2%                   |
| Korea, South               | 5 199          | 4 386          | -15.6%                 | 2.2%                   |
| Japan                      | 5 201          | 4 364          | -16.1%                 | 2.2%                   |
| Indonesia                  | 3 923          | 4 102          | 4.6%                   | 2.1%                   |
| Canada                     | 4 273          | 4 014          | -6.1%                  | 2.0%                   |
| HKSAR of the PRC           | 3 795          | 3 579          | -5.7%                  | 1.8%                   |
| France                     | 3 298          | 3 447          | 4.5%                   | 1.7%                   |
| Vietnam                    | 2 630          | 3 441          | 30.8%                  | 1.7%                   |
| Other countries            | 49 161         | 49 426         | 0.5%                   | 24.7%                  |
| <b>Total</b>               | <b>191 196</b> | <b>199 848</b> | <b>4.5%</b>            | <b>100.0%</b>          |

# 8 Approved Destination Status (ADS)

# 8 Approved Destination Status (ADS)

8.01 Number of subclass 676 and subclass 600 visa applications granted in 2013-14 to 30 September 2013 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 | <b>80 272</b>  |
| 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 | <b>110 609</b> |
| 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 | <b>137 797</b> |
| 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 | <b>163 894</b> |
| 2013-14    | 13 343 | 12 258 | 14 287 |        |        |        |        |        |        |        |        |       | <b>39 888</b>  |

## 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 | <b>107 792</b> |
| 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 | <b>137 246</b> |
| 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 | <b>177 825</b> |
| 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 | <b>220 647</b> |
| 2013-14    | 26 497 | 23 118 | 20 304 |        |        |        |        |        |        |        |        |        | <b>69 919</b>  |

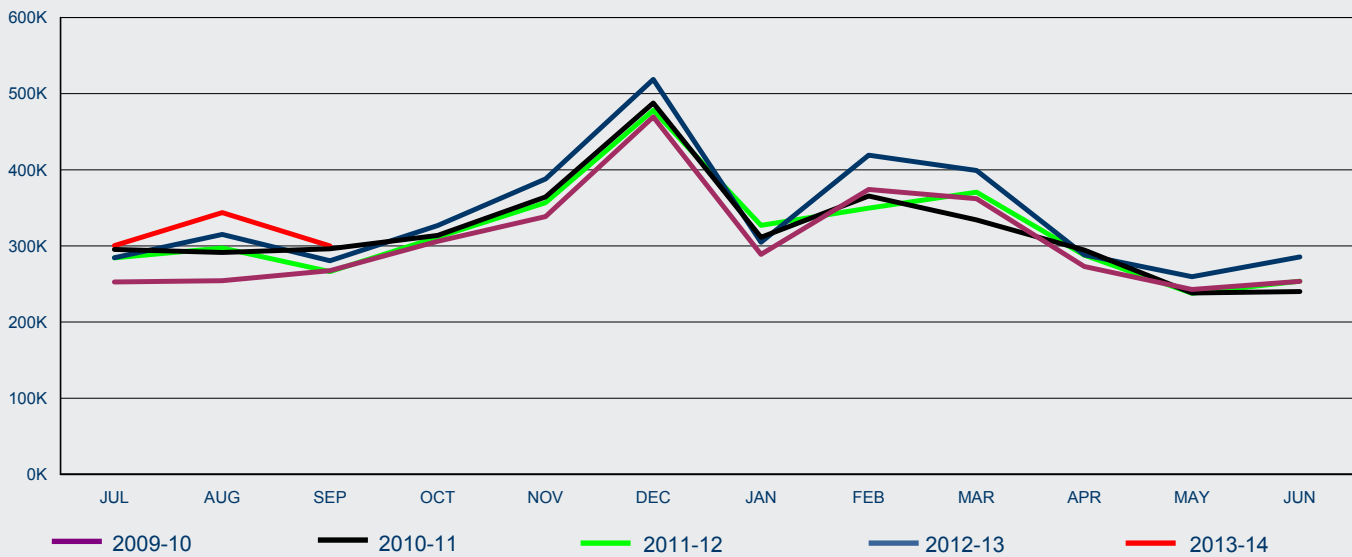
## Total subclass 676/600 for PRC

| 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 | <b>188 064</b> |
| 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 | <b>247 855</b> |
| 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 | <b>315 622</b> |
| 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 | <b>384 541</b> |
| 2013-14    | 39 840 | 35 376 | 34 591 |        |        |        |        |        |        |        |        |        | <b>109 807</b> |

# 9 Arrivals

# 9 Arrivals

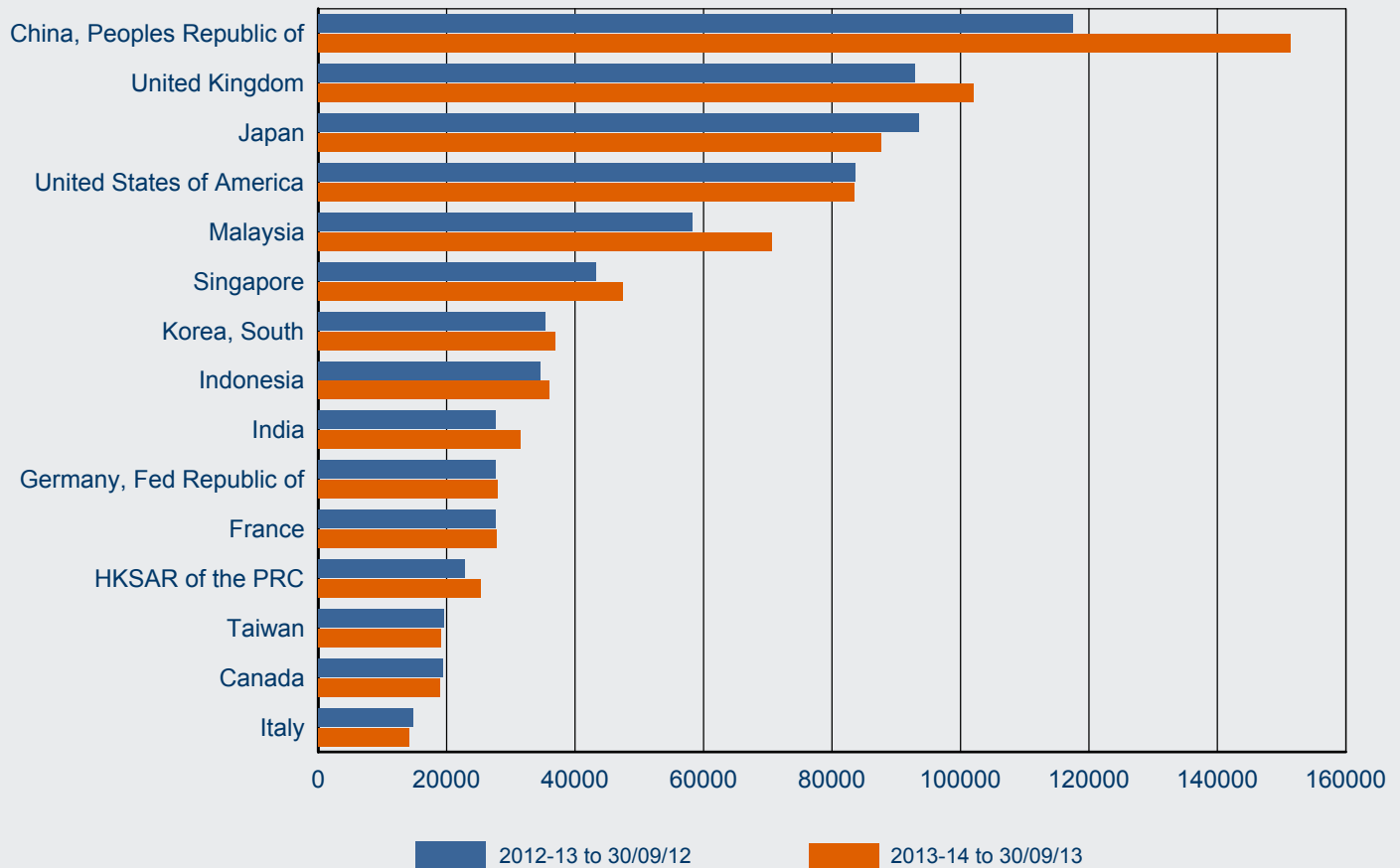
9.01 Number of Visitor visa arrivals ('000) in 2013-14 to 30 September 2013 - comparison with previous four financial years



| FY Arrived | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total        |
|------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| 2009-10    | 253 | 254 | 268 | 306 | 339 | 469 | 289 | 374 | 362 | 273 | 243 | 253 | <b>3 683</b> |
| 2010-11    | 295 | 291 | 296 | 314 | 364 | 488 | 311 | 366 | 334 | 295 | 238 | 240 | <b>3 833</b> |
| 2011-12    | 284 | 297 | 266 | 311 | 357 | 478 | 327 | 350 | 371 | 288 | 238 | 254 | <b>3 821</b> |
| 2012-13    | 284 | 315 | 280 | 327 | 388 | 519 | 305 | 419 | 399 | 288 | 260 | 286 | <b>4 070</b> |
| 2013-14    | 300 | 344 | 300 |     |     |     |     |     |     |     |     |     | <b>944</b>   |

# 9 Arrivals

9.02 Number of Visitor visa arrivals in 2013-14 to 30 September 2013 by citizenship country - comparison with same period in previous year



| Citizenship Country        | 2012-13 to 30/09/12 | 2013-14 to 30/09/13 | % Change from 2012-13 | 2013-14 as % of Total |
|----------------------------|---------------------|---------------------|-----------------------|-----------------------|
| China, Peoples Republic of | 117 443             | 151 364             | 28.9%                 | 16.0%                 |
| United Kingdom             | 92 863              | 102 063             | 9.9%                  | 10.8%                 |
| Japan                      | 93 546              | 87 677              | -6.3%                 | 9.3%                  |
| United States of America   | 83 677              | 83 471              | -0.2%                 | 8.8%                  |
| Malaysia                   | 58 272              | 70 568              | 21.1%                 | 7.5%                  |
| Singapore                  | 43 260              | 47 388              | 9.5%                  | 5.0%                  |
| Korea, South               | 35 304              | 36 863              | 4.4%                  | 3.9%                  |
| Indonesia                  | 34 543              | 35 972              | 4.1%                  | 3.8%                  |
| India                      | 27 581              | 31 536              | 14.3%                 | 3.3%                  |
| Germany, Fed Republic of   | 27 639              | 27 870              | 0.8%                  | 3.0%                  |
| France                     | 27 630              | 27 785              | 0.6%                  | 2.9%                  |
| HKSAR of the PRC           | 22 776              | 25 277              | 11.0%                 | 2.7%                  |
| Taiwan                     | 19 643              | 19 086              | -2.8%                 | 2.0%                  |
| Canada                     | 19 352              | 18 979              | -1.9%                 | 2.0%                  |
| Italy                      | 14 823              | 14 124              | -4.7%                 | 1.5%                  |
| Other countries            | 161 726             | 164 065             | 1.4%                  | 17.4%                 |
| <b>Total</b>               | <b>880 078</b>      | <b>944 088</b>      | <b>7.3%</b>           | <b>100.0%</b>         |

