



Electronic Travel Authorities (ETAs)

How do I apply?

ETAs are electronic visas that enable eligible passport holders to travel to Australia for tourism or business activity purposes. The ETA is linked to a specific passport which must be used for travel.

Apply **at least two weeks before intended travel**. The Department of Home Affairs advises against making travel commitments until you have been granted a visa.

Apply online

Malaysian nationals can apply for an ETA through a travel agent, airline or specialist service provider (some agents will charge a fee for this service).

You can also apply for an ETA online. To lodge an application online, please visit the Department's website: <https://www.eta.immi.gov.au/ETAS3/etas>.

Sometimes there will be a delay before the system can finalise your application. You can check the progress of your application using the website.

Online ETA application not approved

Some ETAs cannot be approved over the internet due to checks required by the Australian Government. If your application for an ETA was lodged online or through a travel agent, and has not been approved, you will need to provide additional information.

The Australian High Commission's website, <https://malaysia.highcommission.gov.au/klpr/ETA.html>, has further information including lodgement requirements and additional supporting documentation.

It can help us if you:

- Observe email size limits
- Provide clear copies of all documents requested
- Quote your passport number when communicating with us
- Remember the processing time is **two weeks**.

Due to the numbers of enquiries received, we are unable to respond to questions that are already answered on our website.

Frequently Asked Questions

My ETA application has been refused. What can I do?

If your application has been refused you should read the decision letter carefully. It is open to you to lodge a new application but you should try to address the concerns in the decision letter, and provide as much

information as possible to demonstrate that you genuinely intend a temporary stay in Australia, either for tourism or business activity purposes.

It may be possible for you to apply for a more appropriate visa. The Department of Home Affairs website has a visa finder that can help you decide: <https://www.homeaffairs.gov.au/Trav/Visa-1>.

My ETA has been cancelled. What can I do?

If your ETA has been cancelled the Department will advise you in writing. A decision letter will have been sent to the email address you provided to the Department. If you have not received the letter you should check with your travel agency or the agent who organised the visa.

The decision letter includes important information. It provides instructions about how you can apply for revocation of the decision to cancel your visa. You should not enter into any travel commitments until you receive a decision on your revocation request.

How can I make a visa enquiry?

You should first check the Australian High Commission website for responses to the most Frequently Asked Questions: https://malaysia.highcommission.gov.au/klpr/Visas_and_Migration.html. We are unable to respond to questions already answered by our website.

Visa and citizenship pre-lodgement enquiries should be directed to the Australian Visa Application Centre (AVAC). Please email: info.aumy@vfishelpline.com.

If you have already lodged an application (other than an ETA) and have a case officer allocated, you should email the case officer directly via the details already provided to you.

If your query relates to an ETA application please visit our website.

I have an ETA. Can I work in Australia?

No. An ETA does not allow you to work in Australia.

The ETA is designed for short visits to Australia for the specific purpose of tourism or business activity. Business activity includes: making general business or employment enquiries; investigating, negotiating, signing or reviewing a business contract; or participating in conferences, trade fairs or seminars, (as long as you are not being paid by the organisers for your participation).

People found to be working illegally in Australia face having to pay for the cost of their removal and being banned from returning to Australia for three years. Travellers should carefully check their visa conditions before visiting Australia. Australian visa details and conditions can be checked online at: <https://www.homeaffairs.gov.au/vevo>. You will need the reference number provided with your grant letter.

For how long can I remain in Australia on an ETA?

An ETA allows you to remain in Australia up to three months for tourism or business activity purposes on each visit. Once an ETA is granted, it will remain valid for up to 12 months, or the life of your passport (whichever is shorter).

Why am I not receiving emails from the Department?

You will not receive a response if your question is already answered on our website or your email was over size limits. Otherwise, check to ensure the email used for your application is valid, and your storage capacity is not full. You should also check your spam email folder to ensure messages from us have not been incorrectly identified as spam.