



Australian Government
Department of Home Affairs

Australian ETA App

SITA Summit 2023



Background

- Introduced in the lead up to the 2000 Olympics
- Digital visa process, label free
- Integrated with Advance Passenger Processing (APP)
- Continuous improvement and innovation
- App channel for ETA launched in October 2020
- World first and award winning



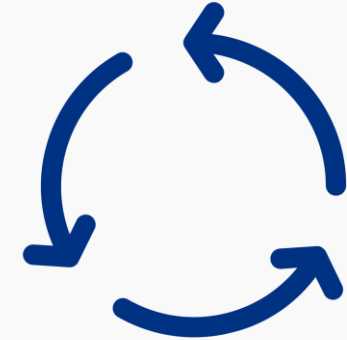
App design



User experience



Risk and integrity



Reusability

Identity and biometric capability



**Biodata
page scan**



MRZ scan



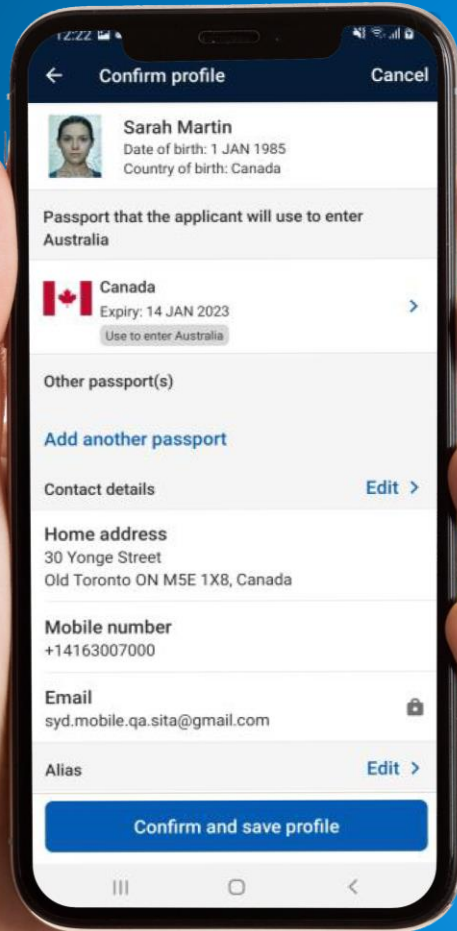
**ePassport
chip scan**



**Live image and
liveness test**

Implementation

- Piloted with 8 countries
- Integrity features initially in 'silent mode'
- Monitoring and issue resolution
- Expansion to all 34 ETA-eligible countries
- Ongoing enhancements



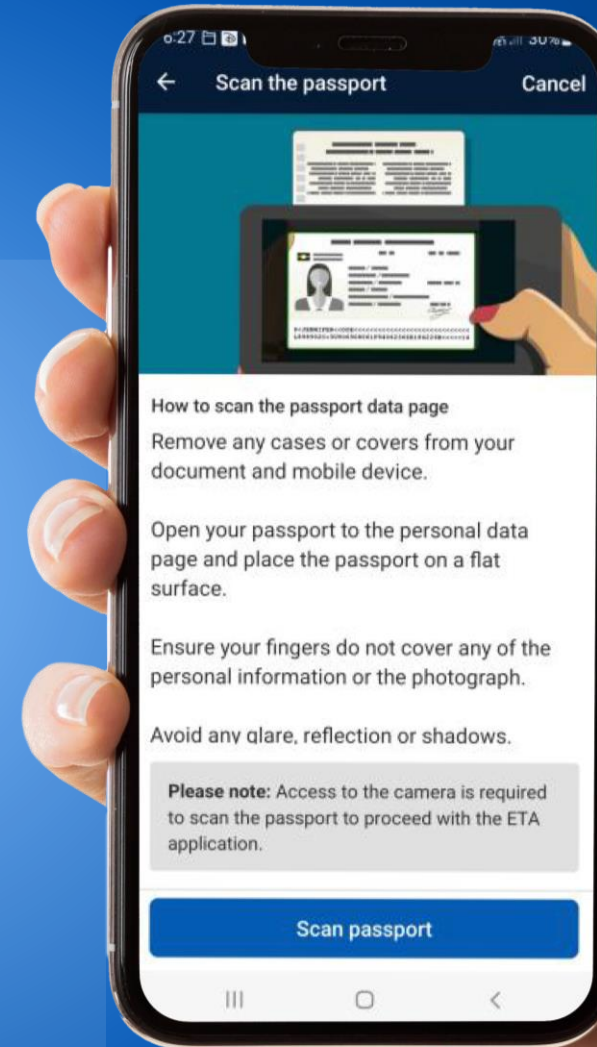
Biographic page scan

Benefits

- Increased accuracy and auto-population of biographic data
- Facial image capture
- Validation of passport data from the MRZ

Challenges

- Scan quality
- User error



ePassport chip read



Benefits

- Accurate auto-population of biographic data
- Quality passport facial image
- Confidence in genuineness of passport

Challenges

- Passport variations
- Device limitations
- User error

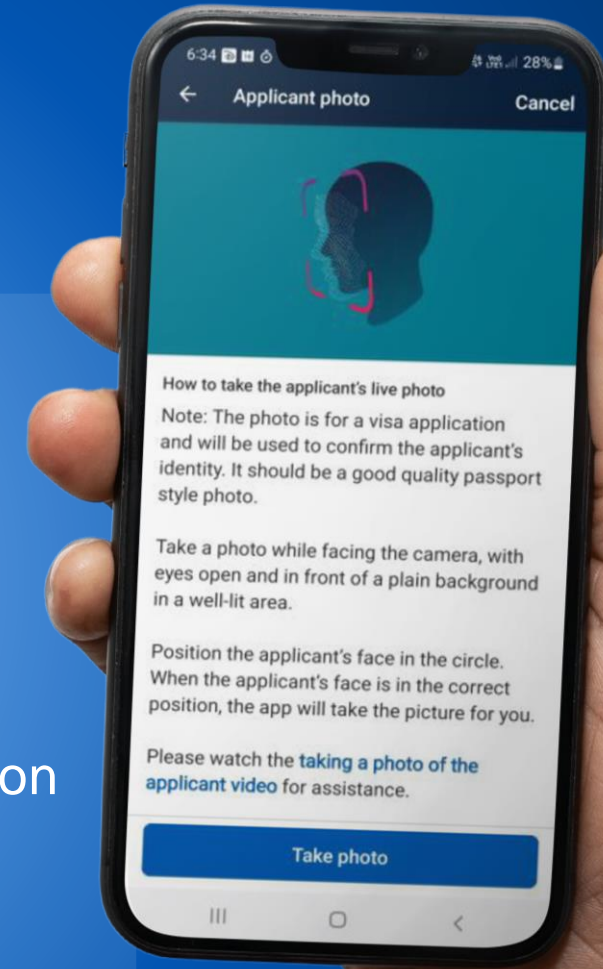
Live image and liveness test

Benefits

- Live facial image capture in an uncontrolled environment
- Facial matching and liveness detection
- Biometric anchoring of identities
- Fraudulent passport, identity and malicious agent detection

Challenges

- Environmental factors
- Fraudulent use
- Balancing facilitation and integrity
- App users!



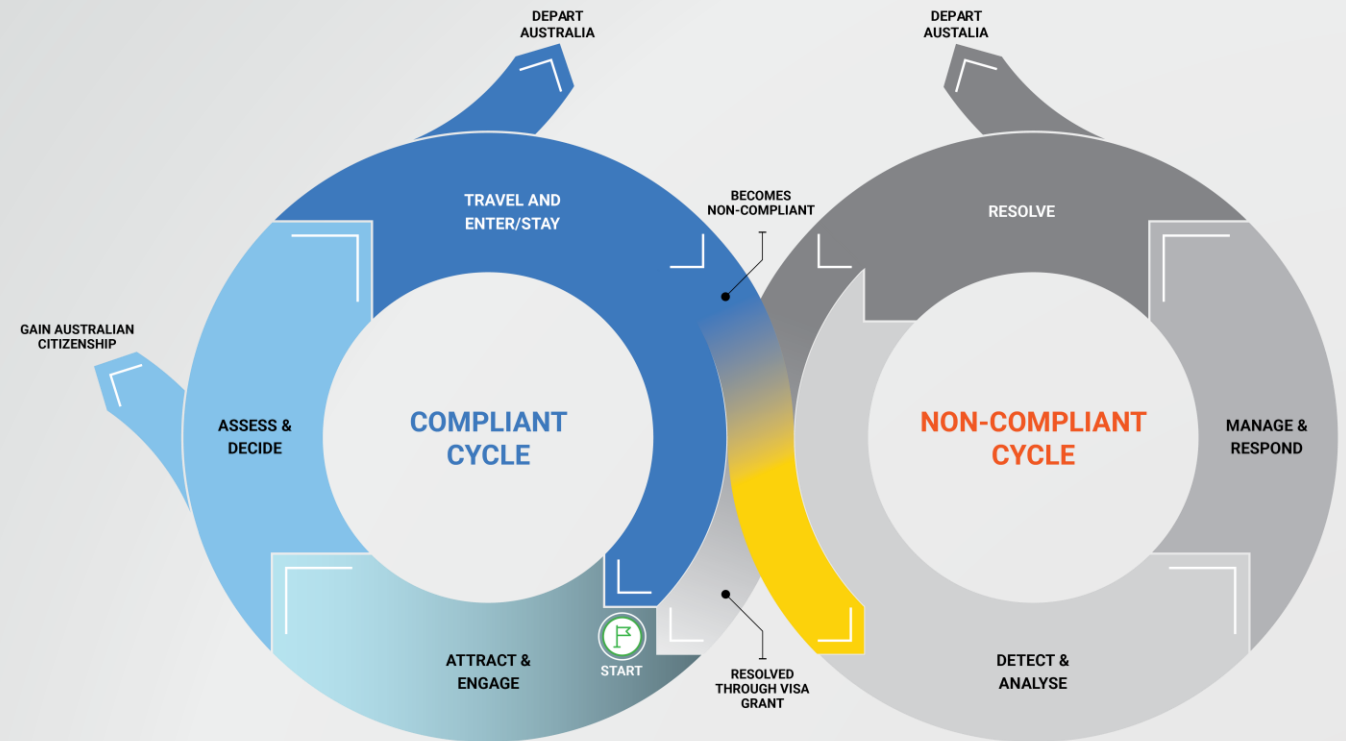
Opportunities

Biometrics

- Expand biometric collection at application
- Pre-flight integrity checks
- Border clearance

Capability expansion

- Expand the capability to other visa streams
- Use for Multi-Factor Authentication for online account
- Reuse of verifiable digital credentials beyond the border



Questions and comments