Frequently Asked Questions:

Online visa lodgement for groups in China

1   Can I apply for visa applications online if I am travelling as part of a group?

Yes! The Department of Home Affairs encourages clients to use online services where available.

People's Republic of China (PRC) passport holders outside Australia can currently apply for most visa subclasses online through the Department's ImmiAccount portal.

If you are travelling to Australia with other people, you can use the Group Processing option to link your visa applications together as a group. Each person must still make their own visa application and provide supporting documents.

2   What are the benefits of lodging applications online as a group?

Lodging applications online as a group helps the processing office to clearly identify applicants travelling together. This allows us to process applications more efficiently. Please note that each application will still be considered on its merits and there is no guarantee of the same outcome for all applicants in the group.

Lodging applications online as a group also allows you to:

● apply and pay online (including making one payment for all the applications in a group)

● continue a saved online application

● check the status of the applications online at any time

● update application or personal details online at any time

● access the My Health Declarations service for clients who need to undertake medical examinations.

3   How do I lodge applications online as a group?

You can choose the Group Processing option when you commence the application process in the ImmiAccount portal.

● The first member of the group to lodge the application should create the group and choose a Group Name and select a Group Type. A Group ID will then be created.

● Other members of the group should enter the Group ID when they lodge their applications.

Please do not use the same Group ID for applicants who are not travelling together.

4   What Group Name should I choose?

We recommend that you give the group a clear name that identifies your group such as family name or business name, travel purpose and date of intended travel. Do not include any special characters such as #, @, % or Chinese characters.
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5   What Group Type should I choose?

Choose the Group Type that applies most closely to the group's circumstances. For example:

- 'Family' if you are travelling with relatives such as parents, children or siblings.
- 'School / study' if you are travelling as part of an organised study tour group.
- 'Incentive tour' if you are travelling as part of an organised business incentive tour group.
- 'Friends' if you are travelling with friends.
- 'Work / employer' if you are travelling with work colleagues or as part of a business delegation.

If none of the listed Group Types apply, select 'Other'.

6   How do I pay for applications in a group?

You can submit and pay for each application in a group individually or together.

If you wish to submit and pay for each application in a group individually, click 'submit now' at the end of each application. You will be taken to the payment screen.

If you wish to submit and pay for applications together, do **not** click "submit now" at the end of each application. Instead, save the application and commence the next application.

When you are ready to submit all the applications in the group, go to the My Applications screen. Select the checkbox against all the applications you want to submit and pay for. You will be taken to the payment screen and can make one payment for all the selected applications.

You can also commence your application and then 'send' it to another ImmiAccount account holder to submit and pay for together with other applications.

Further information about lodging an application online in ImmiAccount, how to pay and technical help is available at: https://immi.homeaffairs.gov.au/help-support/applying-online-or-on-paper/online