

Visa arrangements for clients of Crown Casino

The Department of Immigration and Citizenship is committed to supporting the growth of the Australian tourism industry and businesses through the effective management of visas.

In providing this support, the Department balances a range of issues such as ease of access, turn around times, and integrity.

All visitors to Australia must have appropriate visas and meet the legislative requirements for the grant of those visas.

1. BACKGROUND INFORMATION REGARDING TOURIST VISAS FOR CROWN'S CLIENTS

Chinese nationals who wish to come to Australia for the purpose of visiting Crown Casino for recreational purposes are required to have Tourist (Subclass 676) visas.

The Tourist (Subclass 676) visa is generally valid for 12 months and allows for multiple visits within the twelve months of up to three months each visit. ^{s47E(d)}

More than two thirds of visas granted to Crown applicants are provided with a "standard product" - a visa allowing 3 month stays, multiple entry and of 12 months validity.

Most 676 visas are currently processed in China within 2-5 calendar days.

Application Lodgment

An application, when lodged should be complete, with all requested and required documentation included. The omission of any materials will affect the processing of an application.

Currently, Chinese nationals can only apply for a Tourist (Subclass 676) visa via a paper application.

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Legal Requirements

It is a legal requirement that applicants for Tourist (subclass 676) visas that the expressed intention of the applicant only to visit Australia is genuine.

In establishing whether this criterion is satisfied, decision makers look at the personal circumstances of the applicant in terms of incentives to return to their home country, to abide by visa conditions and any incentives not to seek to remain in Australia. Decision makers may consider an applicant's previous immigration history, previous travel, compliance with immigration laws of Australia or other countries, and any previous visa applications/compliance action. An applicant's employment and financial situation are also relevant to this consideration.

The Department uses data from multiple sources to inform its decisions. These can include information in statistical, intelligence and analysis reports on migration fraud and immigration compliance compiled by the Department about nationals from the applicant's home country.

An applicant's credibility is relevant where they provide false or misleading information. Importantly, in order to be granted a tourist visa, applicants must satisfy the decision maker that their circumstances support their stated intention to come to Australia for the purposes of tourism.

Decision makers look at the totality of the applicant's circumstances and the evidence they provide to support their claims.

Health and Character

Similar to other visas, in order to be eligible for a Tourist (Subclass 676) visa, all applicants, whether applying online or via a paper application must meet character and health requirements.

The health of visitors who are aged 70 years or over is considered to be of special significance. Most applicants in this age group are therefore required to meet the health requirement and undertake an over 70s health assessment with a panel doctor.

Applicants must also satisfy the decision maker they are free of tuberculosis, a serious disease which has been declared an epidemic and global emergency. Applicants will not be able to meet the health requirement if found to have active TB.

All non-citizens who wish to enter or remain in Australia must meet the character requirements of the Migration Act 1958 (the Act). A person may not pass the character test due to their substantial criminal record, their past or

present criminal or general conduct and/or their association with an organisation or person involved in criminal conduct.

Adequate Funds

There is a separate legal requirement that an applicant has adequate funds, or access to adequate funds, for personal support during the period of the visit.

The Department is not prescriptive in the form that evidence of an applicant's funds must take but appropriate satisfactory, verifiable evidence must be produced.

Acceptable evidence includes copies of bank deposit books showing a history of savings or salary; copies of bank statements or payslips over a period of time; credit card statements and limits; and other evidence of funds or assets.

The Department's Chinese posts provide a checklist of documents, located at (www.china.embassy.gov.au/files/bjng/676%20checklist%20for%201st%20visit.pdf), that that should be provided with applications.

Decisions

If an applicant is refused a visa, they are provided with full documentation regarding the refusal they are presented a decision record which details the criteria they were assessed as not meeting. The provision of this decision record is a legal requirement.

Applications will be refused if the decision maker is not satisfied that the applicant is a genuine visitor. In particular, applications are generally refused on the following grounds:

- **Limited Financial and/or Employment Ties to China**
Clients refused on these grounds typically have limited funds, limited or no regular income, limited or no employment in China. The client may have provided little or no evidence of income, funds and/or employment.
- **Inconsistent and/or Misleading Information in Application**
Clients may have provided misleading or inconsistent information regarding personal details including their relationship to clients in the same application, their contacts in Australia, or previous immigration history or visa refusals.
- **Fraudulent Employment Claim**
Claims are made about a client's employment in application which information independently obtained by DIAC strongly indicates is false.
- **Business and/or Work Intention**

Applicants have either declared they intend to work or conduct business in Australia while using their tourist visa, or it is clear they have an intention to work.

- **Suspected Involvement in Illegal Activity**

There is strong evidence that applicants are involved in illegal activity.

Document Requirements

DIAC encourages applicants to lodge complete applications, which include all required documents. Our websites provide a checklist of documents that should be attached and suggests that the checklist be attached to an application.

The documentary requirements for repeat applicants are less than those requested for first time applicants. DIAC does not require financial documents but does request confirmation of ongoing employment.

There are two checklists that will be of particular interest to Crown clients:

- Tourist Visa Checklist - For applicants planning a first visit to Australia
www.china.embassy.gov.au/files/bjng/676%20checklist%20for%201st%20visit.pdf
- Tourist Visa Checklist - for Repeat Visits to Australia
www.china.embassy.gov.au/files/bjng/676%20checklist%20for%20repeat%20visits.pdf

A Crown China Visa Application Checklist has also been provided to Crown representatives (attachment A). The Checklist provides the types of verification steps that Crown could undertake in relation to their clients. When these checks are completed they will contribute to increased DIAC confidence in both these applicants and others presented by Crown. DIAC will however independently verify an applicant claims as an integrity check.

2. SPECIAL ARRANGEMENTS CROWN CLIENTS

In 2003, a special arrangement was put in place between the Department and Crown for the lodgment of visa applications for "high roller" clients.

In 2006, this arrangement was extended to allow for Crown representatives to lodge applications on behalf of Chinese Nationals directly at the Australian Consulate General in Guangzhou, regardless of which consular catchment area in which the client lives.

This provides benefits to Crown; applications by members traveling as a group can be processed together, general enquiries relating to the group can be dealt with efficiently through the single contact point within DIAC Guangzhou.

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Contact Point with DIAC Guangzhou

A single point of contact is provided for Crown representatives in the Guangzhou office to assist with any issues with applications that arise.

This contact is currently s22(1)(a)(ii)

This officer liaises with Crown representatives on issues with applications as they arise, providing an opportunity for representatives to respond and/or clarify any concerns.

The officer also informs the Crown representative directly when applications are refused. This allows Crown the opportunity to assist in explaining to applicants the reasons for refusal.

Crown representatives are aware that calls are often made to clients to verify claims made in the application and representatives should advise their clients that they might expect a call following lodgment of the application.

Meetings are also held between Departmental officers and Crown representatives to discuss specific issues of concern as well as broader issues around the arrangements. These meetings occur approximately every 3 - 6 months.

The last meeting was held in May between s22(1)(a)(ii)

DIAC met with s22(1)(a)(ii) in March.

Checklists

In 2010 checklists were introduced that are completed by Crown representatives and attached to applications to provide case officers with a better understanding of the origin and level of support Crown is offering with a given application. The checklist will indicate the sort of vetting (if any) that the Crown representative has undertaken as well as whether they are directly known to Crown as a client.

3. POSSIBLE ISSUES AND SUGGESTIONS

It is understood that Crown has approximately 40 representatives in China. These representatives may put together and submit application packs on behalf of clients as well as liaise with tour operators regarding applications that they then submit on behalf of the tour operators.

It is further understood that these 40 representatives submit applications / work through a small number of representatives in Guangzhou who then liaise with the DIAC contact.

It has been DIAC's expectation that Crown representatives 'vet' applications to ensure that applications are only presented for bona fide visitors and that the supporting documentation provided with applications is accurate and genuine. These representatives may also attest that they know the applicants personally. DIAC has also assumed that Crown representatives liaise closely with clients regarding visa requirements, the processing of their visas and if visas are refused, ensure that the reasons for this are clearly explained to clients.

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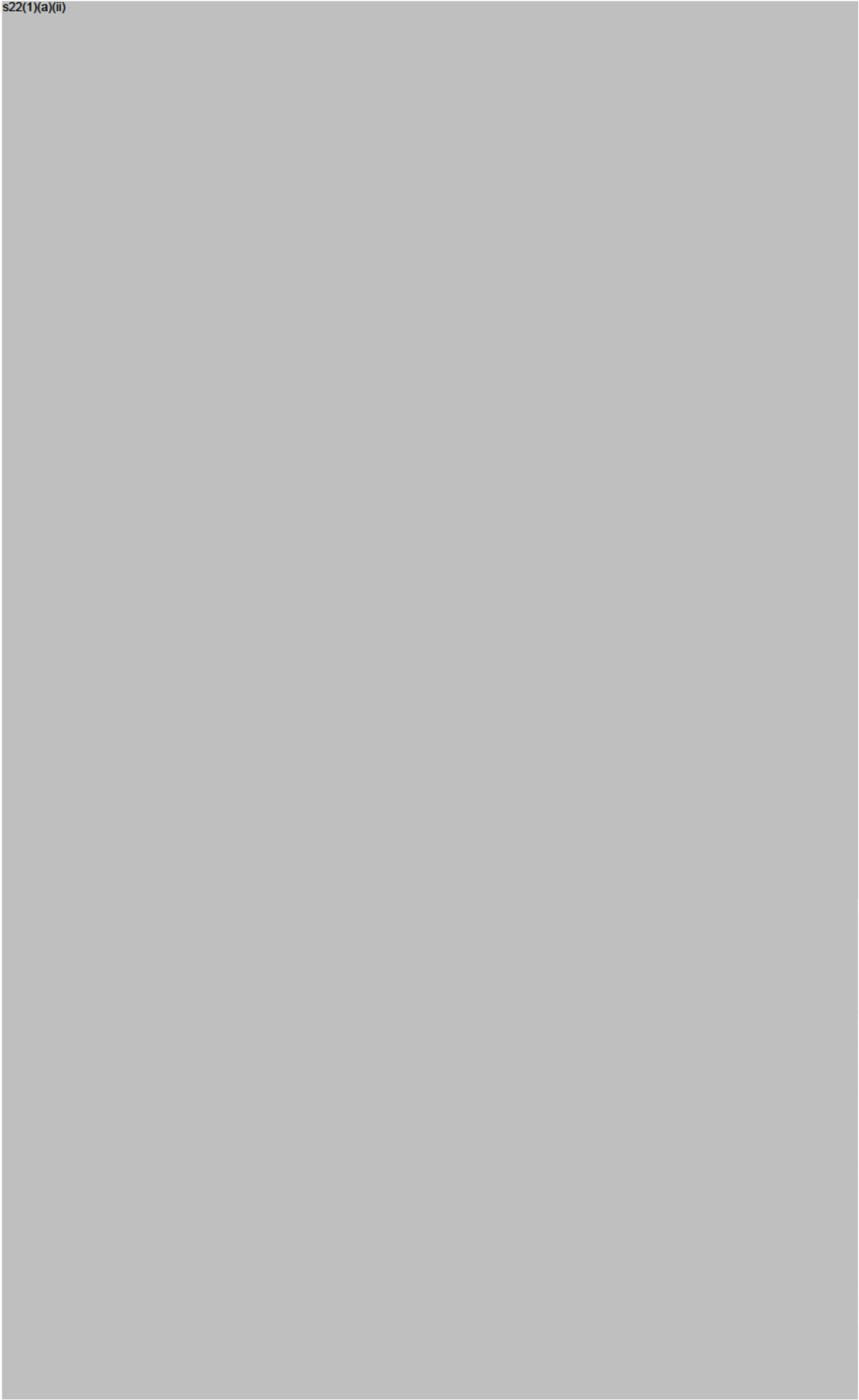


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CROWN RESORT AUSTRALIA

China Visa Application Check List

The following checks have been completed through research performed by Crown personnel. This has been completed in an effort to give the processing officer greater insight into Crowns' level of support and knowledge behind the applicant.

Passport Name: _____

Passport Number: _____

Employment Details:

- Employment confirmed by our staff name _____ through onsite visit to applicant office in ____ / ____ / _____. Take the photo by date of _____
- Internet search (legitimate)
- Company owner or Legal representative
- Employment confirmed through successfully contacting applicant at his office using telephone directory for ascertaining companies phone number.
- Position held at the company confirmed as a result of contacting applicant at the company using title only through company directory.
- Staff at company confirmed employment, however, applicant was not in the office at time of call.
- Not employed, as applicant is financially dependant on spouse or de-facto partner.
- Unable to confirm employment details.
- Others : _____

ROOM 2802,28/F WEST TOWER, SHUN TAK CENTRE 168-200 CONNAUGHT ROAD CENTRAL,
SHENG WAN, HONG KONG

PHONE: 852- 2918 9966 FAX: 852-2918 1033



Financial Details:

Bank Accounts:

- Original / Copy Bank statement sighted to confirm accuracy and authenticity.
- Original / Copy property ownership certificate sighted to confirm authenticity.
- Original / Copy financial documents sighted to confirm authenticity.

Bank statement: _____

Fixed Deposit: _____

Credit card statement: _____

Others: _____

- Motor Vehicle Receipt

Company Accounts:

- Search company information from Administrator for Industry and Commerce government website to confirm authenticity.
- Employment contract or tax return sighted to confirm authenticity.
- Original Company registration documents sighted to confirm authenticity.
- Other / All documents were copies only, as submitted in his/her application.

Family Details:

- Spouse is to remain in China.
- Child/children are to remain in China.
- Applicant has child currently studying or immigrated to Australia. It is one of the purposes to visit Australia.
- Spouse and/or children live overseas in _____.



Relationship to Crown:

- Applicant has been known to Crown personal in some form for ____ Years.
- Applicant has been to Crown Melbourne / Perth Burswood _____ times.
- Applicant is traveling to Crown for the first time, however, is traveling with a group of friends who have previously been to Crown and shown that they are genuine tourists. This is a reliable group traveling with strong credentials.
- Applicant has been introduced to Crown by a third party and is unknown to Crown.
- Passport landing records show that applicant went to the country which has casino.
- Background checks completed with other casino properties that would indicate that the applicants intended visit to Australia is genuine.

Summary:

- Crown believes that the applicants intended visit to Australia is genuine and that the application is bona-fide.
- Crown was not in a position to make necessary application checks or research the applicants' background to a reasonable extent. Process as normal.
- Applicant is unknown to Crown, therefore Crown is acting in the capacity of been a courier only for the application.

Level of Crown Support:

- Crown fully supports this application, and an e-mail will be sent from s. 47F(1) [REDACTED] to the consulate stipulating such.
- Through Crowns research on the applicant it is considered reasonable to conclude that there is justification to offer support for the application to a comfortable degree.
- Crown does not support this application in any manner and it should be processed at the consulates discretion only.

s22(1)(a)(ii)



s22(1)(a)(ii)



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On Oct 28, 2016, at 10:45 AM, s22(1)(a)(ii) wrote:

UNCLASSIFIED

Dear s22(1)(a)(ii)

s22(1)(a)(ii)

I note your advice regarding the suspension of Crown's visa assistance to mainland Chinese applicants. s22(1)(a)(ii)

s22(1)(a)(ii)

Kind regards

s22(1)(a)(ii)

From: s47F
Sent: Saturday, 22 October 2016 11:13 PM
To: s47F
Cc: s47F
Subject: FW: Current visa applications lodged through Crown

Dear s47F

I hope this email finds you well.

s. 22(1)(a)(ii)

Given the current situation, we have decided to suspend the visa assistance we have historically offered mainland Chinese visitors to Australia.

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Thank you

s47F



s47F

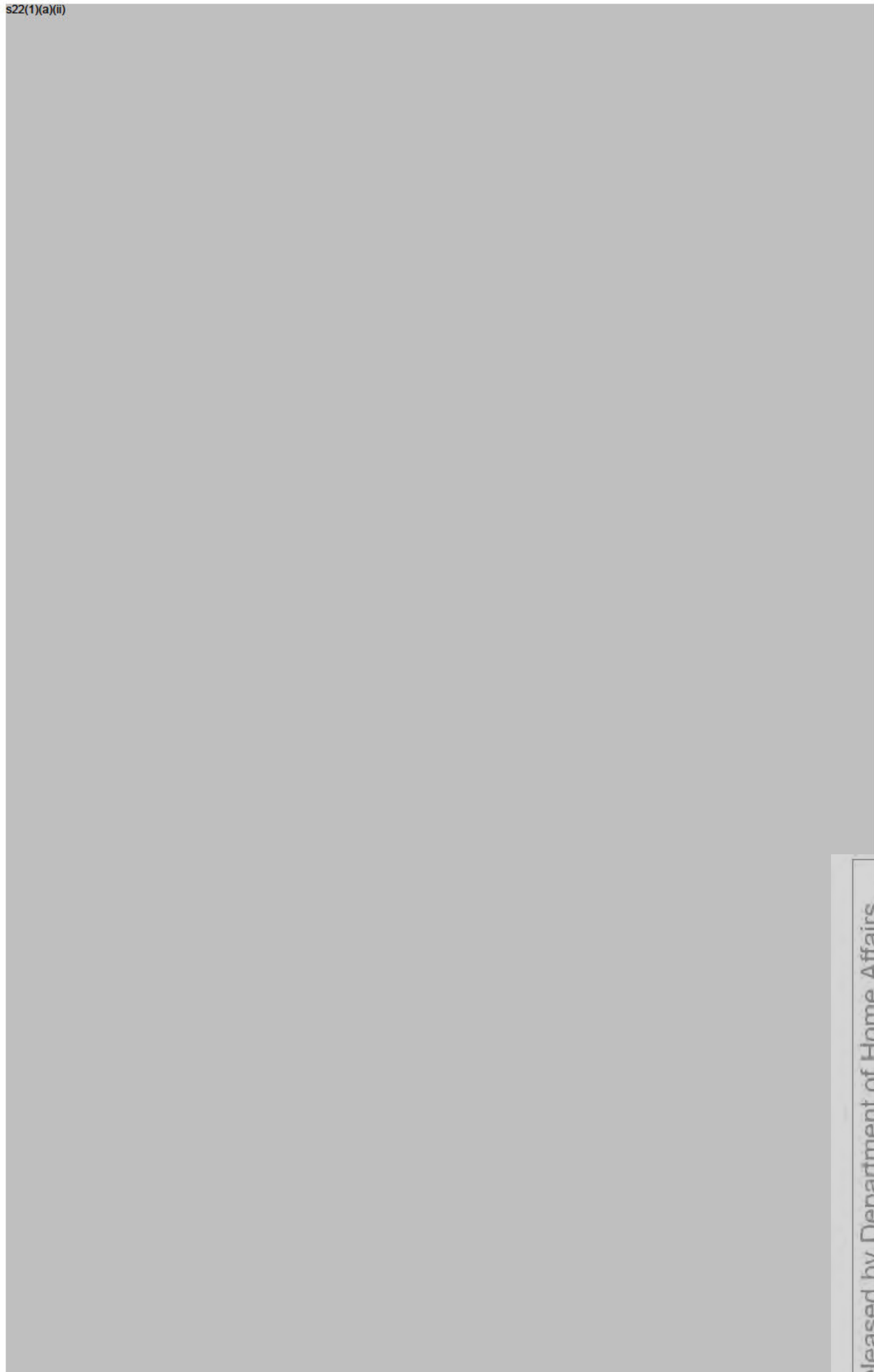


**President International Marketing
Crown Resorts Limited**

s47F



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From: Peta DUNN <[redacted]@homeaffairs.gov.au>
Sent: Friday, 26 July 2019 5:20 PM
To: [redacted]@HOMEAFFAIRS.GOV.AU>
Cc: Michael PEZZULLO <[redacted]@homeaffairs.gov.au>; Malisa GOLIGHTLY <[redacted]@homeaffairs.gov.au>; Chris TEAL <[redacted]@homeaffairs.gov.au>; Cameron ASHE <[redacted]@homeaffairs.gov.au>; Kylie SCHOLTEN <[redacted]@homeaffairs.gov.au>; [redacted]

Subject: URGENT: Follow-up question responses [~~SEC-PROTECTED, DLM-Sensitive~~]

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- o Ceased arrangements include those with:

s. 22(1)(a)(ii)



- Crown Casino – ceased in 2016

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- The casino arrangements were established in discussion between Ministers' offices at the time, departmental headquarters and offices in China.

- **Full details on how and when the arrangement with Australian casinos in China started/ended/etc.**

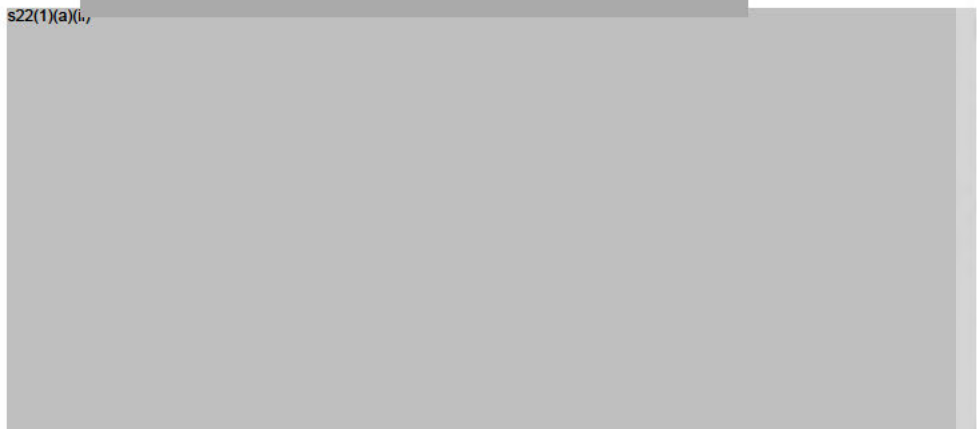
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- A number of documents dated in 2011 reflect that arrangements for Chinese 'high rollers' had been in place between the Department and Crown Casino from 2003.

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s22(1)(a)(i),



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s22(1)(a)(ii)

Regards

Peta

Peta Dunn

First Assistant Secretary, Immigration Programs Division
Immigration and Settlement Services Group

Department of Home Affairs

P: (02) s22(1)(a)(ii) M: s22(1)(a)(ii)

E: s22(1)(a)(ii) [omeaffairs.gov.au](mailto:petadunn@homeaffairs.gov.au)

~~PROTECTED, Sensitive~~

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