

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING : 08 February 2016

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(AE16/158) - Subclass 457 - Programme 2.3: Visas

Senator Carr, Kim (L&CA) written:

- Has the Collective Management System for processing 457 visa applicants been introduced to reduce the number of 457 visa grants?
- If not, what was the rationale for the Collective Management System?
- How many 457 case officers are there in the network?
- What is their average length of experience in the business processing area?
- What training are new 457 case officers provided with?

Answer:

No.

To support staff in managing the high volume Temporary Work (Skilled) visa (subclass 457) caseload, the Department developed procedures that provide flexibility to move resources to areas of high demand, while still enabling staff to go offline for training or leave with minimal impact on workflow and the quality of decision-making. These procedures aim to deliver organisational effectiveness and processing reliability through improved accountability, transparency and consistency across all business processes in the programme.

As at 1 March 2016, there were 125 actual (FTE 111.68) case officers managing the subclass 457 programme caseload. The average length of experience of these officers is not readily available in departmental systems and to obtain this information would require an unreasonable diversion of resources. New subclass 457 case officers receive training in: security requirements (physical and information management); integrity; fraud; good decision-making; privacy principles; migration legislation and regulations; and assessing subclass 457 sponsorships, nominations and visa applications.