

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0030 and AE12/0031) Program: Internal Product

Senator Cash asked:

AE12/0030 - With reference to the Incoming Government Brief ("The Red Book") concerning "DIAC Client Service Standards (Visa Services)" which provides details of visa categories, risk level, and turnaround time for various visa subclasses. Please provide an updated copy of the information.

AE12/0031 - With reference to the Incoming Government Brief ("The Red Book"), please provide an updated version of the "DIAC Client Service Standards (Other Services)" which follows from the previous document – and details services such as immigration clearance, telephone interpreting service and immigration detention service standards.

Answer:

Information that has been updated can be found at [Attachment A](#).