

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0278) Program 2.1: Visa and Migration

Senator Cash (Written) asked:

165. Is it possible to increase the percentage of visas issues [so scribed] electronically? What would be required for example to increase the number of electronic lodgements to 75% or even 95%? Is the technological infrastructure in place to do that now? What is preventing the department from increasing the number of electronic lodgements?

Answer:

The department is changing the way it operates to do more of its business online including increasing the percentage of visas lodged electronically.

To increase the number of electronic lodgements to 75% or even 95% will require the establishment of new forms for those subclasses where an online option is not currently available and the extension of existing online forms to all clients rather than to a select group of eligible passport holders.

As a part of Visa Pricing Transformation (VPT) the Department has established a number of technology enabling projects, one of which is the eBusiness Capacity Project. This project will assess the capacity of eBusiness infrastructure and implement associated changes required to support the predicted growth in online transactions resulting from the VPT Program.

The Department is committed to increasing the number of visas and visa subclasses able to be lodged electronically and is actively planning to roll out additional online forms during 2012-13 to support VPT and the introduction of a paper application surcharge.