

## **QUESTION TAKEN ON NOTICE**

**ADDITIONAL ESTIMATES HEARINGS: 11 February 2013**

IMMIGRATION AND CITIZENSHIP PORTFOLIO

**(AE13/0029) PROGRAM – 1.1: Visa and Migration**

Senator Cash (L&CA 39) asked:

Please provide which Visa and subclasses are tracking red and which are tracking amber and the time periods by which they are outside the service delivery standard?

*Answer:*

The attached table provides processing times for all visa subclasses and the relevant service standards for the period 1 July to 31 December 2012.

Service standards may be affected by a range of factors including planning levels for specific visa subclasses, seasonal peaks and, the completeness of applications and the need to undertake additional checks.

A number of Family Migration program subclasses are not meeting service standards, due primarily to demand for places exceeding annual planning levels. Some applicants do, therefore, need to wait for places to become available.

Student visa categories are not meeting service standards due to a number of factors, including the large number of incomplete applications being lodged and the high seasonal workload which places significant strain on available resources.

The Working Holiday category is not meeting service standards due to the time taken for increased integrity checking of the second Working Holiday Visa applications.

## Performance against service standards for temporary and permanent visas decided from 1 July to 31 December 2012 by visa subclass

Visa Category	Visa Subclass	Processing times service standards	% Decided within service standard	75th Percentile Processing Times (days)
Working Holiday Maker	417 Working Holiday	<b>Initial:</b> 6 days <b>Extension:</b> 21 days	73.0%	9
Skilled Migration Program	121 Employee Nomination Scheme**	<b>Low risk:</b> 5 months <b>High risk:</b> 8 months	72.8%	195
	856 Employee Nomination Scheme**	<b>Low risk:</b> 5 months <b>High risk:</b> 8 months	72.8%	183
Student Visa	571 Schools Sector		70.3%	32
	570 Independent ELICOS	<b>Onshore:</b> Assessment Level 1/2 - 14 days	63.7%	26
	572 Vocational Education and Training Sector	<b>Onshore:</b> Assessment Level 3/4 - 1 month	55.3%	43
	573 Higher Education Sector	<b>Offshore:</b> Assessment Level 1 - 14 days	56.6%	25
	574 Postgraduate Research Sector	<b>Offshore:</b> Assessment Level 2 - 21 days	37.7%	32
	575 Non-Award Sector	<b>Offshore:</b> Assessment Level 3/4 - 3 months	66.4%	10
Temporary Resident Visa	576 AusAID or Defence Sponsored		60.0%	32
	405 Investor Retirement	<b>Low risk:</b> 2 months <b>High risk:</b> 3 months	3.6%	190
	415 Foreign Government Agency**	<b>Low risk:</b> 2 months <b>High risk:</b> 3 months	66.2%	77
	426 Domestic Worker (Temporary) - Diplomatic or Consular**	<b>Low risk:</b> 2 months <b>High risk:</b> 3 months	68.6%	111
Visitor Visa	427 Domestic Worker (Temporary) - Executive**	<b>Low risk:</b> 2 months <b>High risk:</b> 3 months	20.0%	325
	685 Medical Treatment (Long Stay)	<b>Onshore:</b> Low risk: 1 day High risk: 1 week <b>Offshore:</b> Low risk 1 day High risk: 1.5 months	40.4%	48
Skilled Migration Program	857 Regional Sponsored Migration Scheme**	<b>Low risk:</b> 5 months <b>High risk:</b> 8 months	69.7%	221
Family Migration Program	102 Child- Adoption (Permanent)	<b>Onshore:</b> Low risk: 7 months High risk: 8 months <b>Offshore:</b> Low risk:3 months High risk: 14 months	67.3%	206
	117 Orphan Relative (Permanent)	<b>Onshore:</b> Low risk: 7 months High risk: 8 months <b>Offshore:</b> Low risk:3 months High risk: 14 months	53.5%	623
	802 Child Permanent	<b>Onshore:</b> Low risk: 7 months High risk: 8 months <b>Offshore:</b> Low risk:3 months High risk: 14 months	51.7%	384
	820 Partner Temporary	<b>Onshore:</b> Low risk: 6 months High risk: 8 months <b>Offshore:</b> Low risk: 5 months High risk: 12 months	49.5%	453
	461 New Zealand Citizen Family Relationship (Temporary)	<b>Low risk:</b> 2 months <b>High risk:</b> 3 months	41.5%	121

\*\* Visa subclass repealed due to legislative changes in 2012.