

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARINGS: 11 February 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE13/0157) PROGRAM – Migration Review Tribunal and Refugee Review Tribunal

Senator Cash (Written) asked:

With reference to Recommendation 5 of the Lavarch Review – “That the case management process and Registries be restructured on a nationally consistent basis and to facilitate greater specialisation of Members and support staff into dedicated caseload streams based upon visa categories. A six month pilot should be commenced immediately”. Evidence given at the October 2012 Estimates was that the advice from the Tribunals was that this recommendation had been “taken on internally and was substantially complete”. Has it been finally completed? If so, when? Has any feedback been received on the pilot to date? If so, what is the nature of the feedback?

Answer:

The Victorian Registry restructured its operating model in July 2012, moving to an end-to-end processing model with registry staff divided into four specialist visa teams that mirror member specialist team structures.

Staff within those teams provide end-to-end case management services for members and applicants in the particular visa categories in which their particular team specialises.

Support for members in South Australia and Western Australia, where a member specialist team structure has not yet been implemented, comes from whichever team would normally provide services for the visa type the member is working on.

The NSW Registry has moved to an end-to-end case management model based on visa streams, with a structure similar to Victoria’s and also mirroring the member specialist team structure in NSW and Queensland. Final implementation of the model in NSW occurred in March 2013.

Feedback to date has been positive.