

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 15 October 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(SE12/0259) PROGRAM – 1.1: Visa and Migration

Senator McKenzie (written) asked:

My office received advice from Departmental officers that due to the unprecedented volume of applications received in the ENS/RSMS processing centres prior to legislative change on July 1, clients might expect to wait for nine months for their case to be allocated. Was the volume of applications anticipated by the Department? If not, why not?

Answer:

A spike in applications was anticipated. The processing network did employ additional case officers in anticipation of the increase in applications. As the department has an annual planning level to meet, applications will be allocated and assessed over the program year to ensure that Department continues to meet the published processing standards with 75 % of applications lodged.