

**APPENDIX 14**

**NON-HUMANITARIAN ENTRY AND STAY PERFORMANCE INFORMATION**

<b>OUTPUT 1.1.1: ECONOMIC ENTRY (Permanent)</b>				
	<b>Onshore</b>		<b>Offshore</b>	
	<b>Low Risk</b>	<b>High Risk<sup>(1)</sup></b>	<b>Low Risk</b>	<b>High Risk<sup>(1)</sup></b>
<b><i>Labour Agreement / Employer Nomination</i></b> - Service Standard	3.9 months	4.8 months	3 months	4.7 months
Percentage of applications finalised within Service Standard	61%	64%	71%	68%
Percentage of <b>on-hand</b> applications 1.5 times older than the Service Standard	31%	32%	19%	27%
<b><i>Business Skills</i></b> - Service Standard	7 months	9.7 months	6 months	13.8 months
Percentage of applications finalised within Service Standard	72%	77%	34%	50%
Percentage of <b>on-hand</b> applications 1.5 times older than the Service Standard	10%	14%	21%	8%
<b><i>New Independent / Skilled Australian Linked</i></b> - Service Standard	6 months	8 months	9 months	12 months
Percentage of applications finalised within Service Standard	93%	97%	24%	49%
Percentage of <b>on-hand</b> applications 1.5 times older than the Service Standard	1%	1%	18%	8%
<b>OUTPUT 1.1.4: VISITORS</b>				
	<b>Onshore</b>		<b>Offshore</b>	
	<b>Low Risk</b>	<b>High Risk<sup>(1)</sup></b>	<b>Low Risk</b>	<b>High Risk<sup>(1)</sup></b>
<b><i>Long Stay</i></b> - Service Standard	5 days	7 days	3 days	4.8 weeks
Percentage of applications finalised within Service Standard	76%	58%	91%	71%
Percentage of <b>on-hand</b> applications 1.5 times older than the Service Standard	Refer <sup>(2)</sup>	Refer <sup>(2)</sup>	Refer <sup>(2)</sup>	45%
<b><i>Short Stay</i></b> - Service Standard	5 days	8 days	Same day	2 weeks
Percentage of applications finalised within Service Standard	80%	74%	99%	84%
Percentage of <b>on-hand</b> applications 1.5 times older than the Service Standard	Refer <sup>(2)</sup>	Refer <sup>(2)</sup>	Refer <sup>(2)</sup>	38%
<b><i>Business Visitor</i></b> - Service Standard	N/A	N/A	Same day	2 weeks

<b>OUTPUT 1.1.4: VISITORS</b>				
	<b>Onshore</b>		<b>Offshore</b>	
	<b>Low Risk</b>	<b>High Risk<sup>(1)</sup></b>	<b>Low Risk</b>	<b>High Risk<sup>(1)</sup></b>
Percentage of applications finalised within Service Standard	N/A	N/A	79%	89%
Percentage of <b>on-hand</b> applications 1.5 times older than the Service Standard	N/A	N/A	Refer <sup>(2)</sup>	36%

<b>OUTPUT 1.1.5: STUDENTS AND WORKING HOLIDAY MAKERS</b>				
	<b>Onshore</b>		<b>Offshore</b>	
	<b>Low Risk</b>	<b>High Risk<sup>(1)</sup></b>	<b>Low Risk</b>	<b>High Risk<sup>(1)</sup></b>
<b>Students<sup>(3)</sup></b> - Service Standard				
Percentage of applications finalised within Service Standard	4.1 weeks	4.8 weeks	7.5 days	17.8 weeks
Percentage of <b>on-hand</b> applications 1.5 times older than the Service Standard	83%	80%	72%	72%
	74%	84%	55%	11%
<b>Working Holiday Makers</b> - Service Standard				
Percentage of applications finalised within Service Standard	Not applied for in Australia	Not applied for in Australia	5 weeks	N/A
Percentage of <b>on-hand</b> applications 1.5 times older than the Service Standard	N/A	N/A	95%	N/A
	N/A	N/A	57%	N/A

<b>OUTPUT 1.1.6: TEMPORARY RESIDENCE</b>				
	<b>Onshore</b>		<b>Offshore</b>	
	<b>Low Risk</b>	<b>High Risk<sup>(1)</sup></b>	<b>Low Risk</b>	<b>High Risk<sup>(1)</sup></b>
<b>Long Stay Business</b> - Service Standard				
Percentage of applications finalised within Service Standard	5 weeks	9 weeks	1.7 weeks	9 weeks
Percentage of <b>on-hand</b> applications 1.5 times older than the Service Standard	66%	66%	36%	56%
	52%	54%	77%	54%

**Notes:**

(1) High Risk is defined as those nations for whom (ETA) is not available.

(2) The percentage of **on-hand** applications 1.5 times older than the Service Standard for output components with a Service Standard of one (1) week or less, is not reported.

DIMIA's systems count processing times in calendar days because global differences in the "working week" and public holidays make it impossible to calculate processing times

in working days. Consequently, figures for output components with a short Service Standard will be distorted.

- (3) The Student caseload is subject to significant peaks and troughs, which may affect processing times.

