

Committee Secretary
Joint Standing Committee on Migration
PO Box 6021
Parliament House
Canberra ACT 2600
Australia

Dear Secretary

My submission is in relation to our embassy's and overseas posts abroad. For some reason there appears to be no independent review of the services they provide to both offshore Australians and new potential immigrants wanting to either visit or migrate to Australia. Ideally just like many companies use the services of a mystery shopper, our overseas posts should similarly be audited and where found lacking improvements are made. On nearly every occasion when I have raised numerous issues with former overseas consular staff now working in DIAC the response has literally been that the problem is with the locals and not the Australian employed staff whether they be deputed from Australia or locally hired.

How does this effect multiculturalism? A number of excellent professional abroad who could contribute greatly to our country and also maybe one day become active citizens. Just to give you a simple example I suggest you try ringing enormously the following posts

- * Auckland, New Zealand
- * Bangkok, Thailand
- * New Delhi, India

In each case you are trying to obtain specific information about either student or migration visas for professionals. What you will find is that they will either put you on hold or tell you that you are not to ring this number or simply give an engaged signal or tell you that you should visit the DIAC website.

Some of the classic responses I have received over the phone over the years and quite recently

1. If you need help with student visas please ring IDP, Bangladesh. Great to know the local post is supporting Jamie Packer. Bangladesh post.
2. What is your company name, sorry sir it is not possible to take your enquiry if your do not have a company name. Delhi post.
3. Please ring the Bangkok post they handle spouse visas, Burma post. Please ring the Burma post, they handle spouse visas.
4. Sorry never visited to Australia sir, what is bigpond?
5. Please send us an email enquiry. Every time you use this service the same answer is given, which begs the question why even bother asking for

someone to make an email enquiry.

6. Potential student enrolls in an Australian institution. Visa granted after the enrolment date completely messing up the potential students study opportunities.

We cannot simply have it only one way, make an application and maybe just maybe you visa will be granted in time. Does not matter that the student is trying to enrol so not to miss the next years enrolment date. Delhi post.

7. All phones are working at the overseas post except the visa enquiry line. Delhi, Bangkok & Auckland.

These are just simple examples but the list goes on and on. How is it the US and others can have systems that grant say students visas extremely quickly and we have absolutely not a care in the world about the applicant's priorities and an application can take 12 weeks plus.

Why is it that we are determine to remove under all costs visa stamps from passports and lecture the world on how visa should be issued. Let their be a fee if an applicant wants a visa label. Why can't we have visa labels that are in plain english and not number coded.

Kind regards