

## QUESTION TAKEN ON NOTICE

### ADDITIONAL BUDGET ESTIMATES HEARING: 21 FEBRUARY 2011

#### IMMIGRATION AND CITIZENSHIP PORTFOLIO

#### **(63) Program 1.1: Visa and Migration**

Senator Cash asked:

What is the average time taken to process a Working Holiday Maker (WHM) Visa?  
How does this compare with 12 months ago?

*Answer:*

#### Terminology

The Department uses the term "Working Holiday Maker" (WHM) to refer collectively to both the Working Holiday (subclass 417) visa and the Work and Holiday (subclass 462) visa programs.

#### First Working Holiday (Subclass 417) visa

Service standard is that 75% of applications are processed within six days. To 28 February 2011 of the 2010-11 program year, 81.61% of applications were finalised within six days. This compares with 80.53% at 28 February 2010.

#### Second Working Holiday (Subclass 417) visa

Service standard is that 75% of applications are processed within 21 days. To 28 February 2011 of the 2010-11 program year, 72.94% of applications were finalised within 21 days. This compares with 75.28% at 28 February 2010. The slight increase in processing time reflects increased integrity work in 2010-11.

#### Work and Holiday (Subclass 462) visa

Service standard is that 75% of applications are processed within six days. To 28 February 2011 of the 2010-11 program year, 80.95% of applications were finalised within six days. This compares with 80.05% at 28 February 2010.