

## QUESTION TAKEN ON NOTICE

**ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012**

IMMIGRATION AND CITIZENSHIP PORTFOLIO

**(AE12/0271) Program 3.1: Border Management**

Senator Cash asked:

Does DIAC pay these Service Delivery Partners (SDPs) and if so how much and how are payments structured.

*Answer:*

In most cases the Department of Immigration and Citizenship (DIAC) has arrangements with SDPs which are user pays. On 23 February 2010, the department entered into shared arrangements with the UK Border Agency (UKBA) for the purpose of collecting biometrics.

The government funds the cost of biometric collection at the SDPs so that clients included in the program are not disadvantaged compared to other visa applicants.

DIAC has two service delivery partner arrangements where DIAC pays for services. These are with VFS and CSC in select locations and operate in partnership with the United Kingdom Border Agency.

The total value of the VFS contract is £6 008 612 Pound Sterling and the CSC contract is \$2 995 225 Australian Dollars over four years. The payment structure for both of these providers is based on the following one-off and recurrent services:

- Transition;
- Management;
- Infrastructure;
- Set-up;
- Application Processing; and
- Information Services