

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0272) Program 3.1: Border Management

Senator Cash asked:

Do Service Delivery Partners (SDPs) charge clients a fee in addition to the visa fee and if so, can you provide a list of the charges?

Answer:

Service Delivery Partners other than those operating in partnership with the Department of Immigration and Citizenship (DIAC) and the United Kingdom Border Agency (UKBA), charge clients a fee in addition to the visa fee. These fees are for application lodgement and courier services. The location of the SDP and the fee structure for services are in the table below.

SDP Location	Application Lodgement Fee \$AUD	Courier Fee \$AUD
Thailand	\$18.00	\$24.00 to \$45.00
Vietnam	\$17.00	N/A
Indonesia	\$17.50	\$5.50 to \$16.00
Philippines	\$14.00 to \$19.00	N/A
India	\$11.00	N/A
Nepal	\$40.50	N/A
South Africa	\$28.00 to \$29.00	\$19.00 to \$39.00
Nigeria	\$28.00 to \$29.00	\$19.00 to \$39.00
South Pacific Region	\$21.80	N/A

The variation in the fees is due to a range of location specific features such as:

- Client volumes;
- Property costs; and
- Security.