QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0275) Program 3.1: Border Management

Senator Cash asked:

How can the department be sure that all applications handled by Service Delivery Partners (SDPs) are delivered to the department?

Answer:

The Department of Immigration and Citizenship (DIAC) provides the SDPs with procedures for the correct handling of applications. These include:

- For each application lodged, the applicant receives a receipt which includes the following details:
    - Time and date of receipt issue
    - Applicant name
    - Visa lodgement number (VLN)
    - Visa class and subclass
    - Person making payment
    - Passport number
    - Visa fees
    - Signature of submissions officer

- From this point, the applicant is able to track their application through a website and it will show details such as delivery to the Department, processing commencement and delivery of notification letter to the visa application centre.

- The VLN is unique to each applicant and if an applicant escalated to the Department due to a lack of progress in their application and DIAC could not find the applicant in DIAC systems, DIAC request a copy of their receipt and then check if the application arrived at the department through the submissions report for the delivery date.

- The SDP must, in accordance with the DIAC safety and security requirements, ensure that all applications that are to be delivered to the overseas posts are packaged in a manner that ensures that the application form and supporting documents are physically placed together along with a return envelope, with a safe and strong mechanism to prevent tampering.

- The SDP must ensure that the package is clearly marked with a Unique Application Identifier. This identifier will be used for tracking and reconciliation purposes.

- The SDP must log the delivery of all applications.

- The SDP must provide a submissions report of all applications being delivered as part of every delivery – this must be signed by and agreed to by DIAC Personnel at the Post on delivery. The SDP must be able to, using the log, reconcile the list of applications delivered with the supporting documentation received for each application.