

QUESTION TAKEN ON NOTICE

ADDITIONAL BUDGET ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0277) Program 3.1: Border Management

Senator Cash asked:

How many Service Delivery Partners (SDPs) are affiliated with VFS Global and WorldBridge Service. Has the department received any complaints about these companies? If so, what has been the nature of those complaints?

Answer:

VFS Global operates Visa Application Centres for the Department of Immigration and Citizenship (DIAC) in sixteen locations. Since the first Biometric Visa Application Centre opened in December 2010, DIAC has received (3) three complaints. The first was a complaint about VFS staff. The second was a complaint about paying the VFS service fee for each family member. The third complaint was about VFS' Privacy Policy.

WorldBridge Services has been operating (3) three Visa Application Centres since May 2011, and biometrics are collected in all three locations. DIAC has received only one complaint to date, which was about the usability of the WorldBridge website.

A total of 57 500 applications have been collected on DIAC's behalf by VFS and WorldBridge since December 2010.