

## **QUESTION TAKEN ON NOTICE**

**ADDITIONAL ESTIMATES HEARINGS: 11 February 2013**

IMMIGRATION AND CITIZENSHIP PORTFOLIO

**(AE13/0227) PROGRAM – 1.1: Visa and Migration**

Senator Cash (Written) asked:

What plans are there to increase electronic lodgement?

*Answer:*

The department is targeting electronic lodgement as a key component of client service improvement. The ultimate goal is for electronic lodgement to be the 'norm' for most of our clients. To this end, considerable activity is taking place across a number of projects, including:

- a redeveloped website with plain English content and a Visa Finder that is integrated with visa pricing information;
- online accounts with easy access to lodge, pay for and track applications, on a 24/7 basis and
- improvements to Visa Evidence Verification Online, a free online service that delivers quick access to visa entitlements and status information, 24/7.

Through a range of measures, clients are being encouraged to use online services. Some paper based services, may attract a fee where there is an online self-service option available and not used by the client.