QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 22 May 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(4) Output: Internal Product

Senator Ludwig (L&C 27) asked:

Provide the details of the evaluation of the cost and benefit of the document readers.

Answer:

A Proof of Concept (POC) was undertaken in the Perth office to test whether passport readers could be integrated into departmental systems and whether they could provide significant efficiency benefits. Data collected during the POC suggests an average decrease in processing time of 20 to 30 seconds. However, users felt that the overall time saving per case could be significantly more than that depending on the complexity of the client's details, such as long complex names.

The outcome of the POC suggests an increase of up to 150% in case load processing is possible. However, in some circumstances a decrease may occur. This is due to the wide range of cases processed each day.

The most significant benefit from the passport readers will be improved data integrity. As information will be captured directly from a client's passport there is less room for data entry errors.

Passport Readers will assist client service staff grant and evidence visas more rapidly. The considerable efficiencies likely to be gained will be passed on to clients with shorter waiting times and improved client service.