QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES: 28 MAY 2008

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(18) Output 1.1: Migration and Temporary Entry

Senator Ellison (L&CA 43-44) asked:

On the question of queues, can the department provide details as to the waiting time for a person to gain a visa on a category by category basis for the half-dozen largest visa categories?

Answer: The Department of Immigration and Citizenship measures performance in processing times against a benchmark of 75 per cent processed within a set period (called the service standard). The time element of the service standard varies for each visa because different visas have different requirements and this affects the time it takes to process applications.

The processing times for the six biggest **temporary** visa sub-classes, by volume of applications, as at 30 April 2008, are set out in the table below, along with the proportion processed within their service standard.

Performance against Service Standards for top six temporary visas from 01 Juy 2007 to the 30 April 2008 (Persons)

Product Group	Sub Class	Sub Class Description	Service Standard		Due	Done in SS	% In Standard
			Onshore	Offshore			
Visitors	976	Visitor Electronic Travel Authority	low risk - 1 working day	low risk - 1 workig day	2,066,508	2,066,508	100.00
Visitors	676	Visitor Tourist Visa	low risk - 1 working day high risk - 1 week	low risk - 1 working day high risk - 1 month	507,526	463,082	91.24
Visitors	456	Business (short stay)	n/a	low risk - 1 working day high risk - 1 month	185,305	180,014	97.14
Visitors	977	Business Entrant - short validity Electronic Travel	low risk - 1 working day	low risk - 1 working day	158,695	158,695	100.00
WHM & W&H	417	Working Holiday	first WH visa - 6 days, second WH visa - 21 days		120,374	79,319	65.89
Students	573	Higher Education Sector	level* 1/2 - 14 days level* 3/4 - 30 days	level* 1 - 14 days level* 2 - 21 days level* 3/4 - 90 days	118,595	80,136	67.57

* Assessment level: Student visa applications are assessed, among other things, according to an assessment level, which is determined by the passport held and the visa subclass.

The processing times for the six biggest **permanent** visas, by volume of applications as at 30 April 2008, are set out in the table below, along with the proportion processed within their service standard.

Performance against Service Standards for top six permanent visas from 01 July 2007 to the 30 April 2008 (Persons)

Product Group	Sub Class	Sub Class Description	Service Standard		Due	Done in SS	% In Standard
			Onshore	Offshore			
Migration - Skill	136	Skilled - Independent	low risk - 6 months high risk - 6 months	low risk - 12 months high risk - 15 months	45,327	31,940	70.47
Migration Permanent/Provisional	100	Spouse	low risk - 6 months high risk - 6/8 months	Numbers statistically insignificant	27,330	15,688	57.40
Migration - Skill	880	Skilled - Independent Overseas Student	low risk - 6 months high risk - 6 months	low risk - 12 months high risk - 15 months	27,178	10,320	37.97 *
Migration - Family	309	Spouse (Provisional)	low risk - 6 months high risk - 6/8 months	low risk - 5 months high risk - 10 months	17,164	14,621	85.18
Migration Permanent/Provisional	801	Spouse	low risk - 6 months high risk - 6/8 months	Numbers statistically insignificant	13,527	9,145	67.61
Migration - Skill	856	Employer Nomination Scheme	low risk - 5 months high risk - 7 months	low risk - 5 months high risk - 7 months	11,460	8,538	74.50

* Processing times for applications for visa sub class 880 were affected by a large number of applications which were submitted before enactment, on 1 September 2007, of changes to eligibility criteria. This spike in applications impacted on processing times, which lowered the year to date average for applications processed within the service standard.