QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 27-28 MAY 2009

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(81) Program 2.1: Refugee and Humanitarian Assistance

Senator Joyce asked:

Is it true that DIAC has two separate systems for tracking refugee applications – one for those applications received in Australia and one for applications received offshore – and that the two systems are not integrated and are in fact on separate computer systems which cannot be integrated?

Answer:

There are two visa processing systems currently being used in the Department. The Immigration Records Information System (IRIS) is the primary offshore visa processing system, while Integrated Client Services Environment (ICSE) is the primary visa processing system for onshore visa processing.

The two processing systems are used for the processing of all Family, Skilled and Humanitarian visa subclasses that are processed by the Department. The choice of processing system is primarily determined by where a visa application is lodged – in Australia or overseas.

At present data from both systems is integrated through mainframe systems on a daily basis, and client data from both systems is viewable through a system known as ICSE Offspring.

Following the Palmer and Comrie reviews, the Department has embarked on an enhancement of IT systems, *Systems for People*, an ambitious business transformation program.

The program is progressively introducing a range of systems and updated business processes to address the Palmer and Comrie recommendations. One such initiative is the provision of a Single Client View. This capability will provide staff with access to all relevant client data regardless of whether it is lodged onshore or offshore.