

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 26 MAY 2010

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(10) Program: Internal Product

Senator Humphries (L&C 39) asked:

Provide efficiency specifics for processing visa applications for each individual product line.

Answer:

In the 2009-10 financial year, in the areas of visa and citizenship processing, the onshore service delivery network has improved productivity by approximately 52 staff. This improvement has been achieved through a greater focus on performance and process redesign which has reduced handoffs, re-work, and low value client contact.

Due to the way in which processing of visas and citizenship services is organised, where various locations or teams may be responsible for processing a number of products, productivity is measured at a network level, based on total outputs against total actual staffing levels. For this reason, the response to this question is limited to a network view rather than by product lines.