

## **QUESTION TAKEN ON NOTICE**

**BUDGET ESTIMATES HEARING: 24 MAY 2011**

IMMIGRATION AND CITIZENSHIP PORTFOLIO

**(BE11/0206) Program 2.1: Refugee and Humanitarian Assistance**

Senator Boyce asked:

On the 22nd of March 2011 a document was tabled entitled, "Protection Visa Processing taking more than 90 days for the reporting period 1/7/10 to 31/10/10".

Are 'DIAC processing delays' due to a lack of resources being applied to the resolution of these matters?

*Answer:*

DIAC processing delay means that the cause was substantially attributable to administrative delays within the Department rather than to factors attributable to visa applicants, external agencies/third parties or the complexity of a case. The reason is specific to the circumstances of a case.

Cases may be delayed for a range of reasons. The complexity of certain cases may require, for example, legal advice, consideration of serious criminal convictions or other character related issues, confirmation of identity, or investigation of specific matters requiring follow up and research on country of origin information relating to a case-specific issue.