

**QUESTION TAKEN ON NOTICE**

**BUDGET ESTIMATES HEARING: 27-28 May 2013**

IMMIGRATION AND CITIZENSHIP PORTFOLIO

**(BE13/0266) PROGRAM – 1.1: Visa and Migration**

Senator Cash (Written) asked:

With reference to the answer given to AE13/0029 which includes a table as an attachment. What is meant by the 'high seasonal workload which places significant strain on available resources'? If the workload is seasonal, why aren't additional resources brought on board each season to cope with the demand?

*Answer:*

The Student visa and Visitor caseloads have significant seasonal peaks relating to academic semester intakes and holiday patterns respectively. The Department puts various strategies in place to manage these peaks, which include engaging additional staff on a short-term basis as well as shifting resources between business lines.