

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 27-28 May 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(BE13/0494) PROGRAM – 6.1: Multicultural and Citizenship Services

Senator Cash (Written) asked:

What is the average time taken to process citizenship application? How does this compare with the department's advised processing times? If the standard times are not being met, what is the reason for this delay?

Answer:

The average time taken to process a citizenship conferral application during the period 1 July 2012 to 28 May 2013 was 58 days. This was within the service standard for processing of conferral applications, which stipulates that applications be decided by the Department within 60 calendar days of lodgement. The Department aims to decide 80 per cent of applications within this service standard. 63.4 per cent of applications were decided within the service standard in the 2012-13 financial year to 28 May, due to a sustained increase in the number of applications received.