

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 19 OCTOBER 2010

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(218) Program: Internal Product

Senator Cash asked:

What are the KPIs for the processing by visas? Please provide an analysis of whether targets have been met according to visa category for the last 2 financial years.

Answer:

The table below provides processing time service standards for the various visa caseloads for the last two financial years, showing the percentage of applications processed within the service standard time.

The Department aims to process 75 per cent of cases within the service standards. However, actual processing times may vary from these standards as the following notes explain:

- The service standards are indicative only. Individual cases may be decided in longer or shorter periods than the service standard, depending on a range of factors, individual circumstances, program integrity and the complexity of each case.
- The service standards apply to visa applications lodged with complete documentation. Applications can take longer than the processing time service standard if lodged without all the required documentation.
- The service standards do not include the time taken to process nominations and/or sponsorship applications.
- Processing times can vary by location, reflecting the differing circumstances of national and regional caseloads.
- For applications submitted for a visa online through the Department's website, the processing times may be different from those shown below. Information is provided in the "general information" in the e-visa online services.

In the following table:

- 'Onshore' means the applicant is in Australia at the time the application is lodged.
- Low risk applies to nationals from countries which issue Electronic Travel Authority (ETA) or eVisitor eligible passports. High risk countries are those which are not ETA or eVisitor eligible.
- 'Group' refers to processing priority groups. Group 1 is the highest priority.

Business Type/Visa Class	2008/09 Service Standard	2009/10 Service Standard	Service Standard	Onshore	Offshore
Business (LS) 457	82.78%	82.26%	75%	Low Risk: 2 months High Risk: 3 months	Low Risk: 2 months High Risk: 3 months
Business Skills	62.36%	57.25%	75%	Low Risk: 9 months High Risk: 15 months	Low Risk: 9 months High Risk: 15 months
Employer Sponsored	82.28%	88.28%	75%	Low Risk: 5 months High Risk: 7 months	Low Risk: 5 months High Risk: 7 months
Skilled Australian Sponsored	25.27%	23.18%*	75%	Group 1 – 5 months (L), 7 months (H). Group 2 – 6 months Group 3 – 18 months	Group 1 – 5 months (L), 7 months (H). Group 2 – 12 months Group 3 – 24 months
Skilled Independent	42.08%	48.67%*	75%	Group 1 – 5 months (L), 7 months (H). Group 2 – 6 months Group 3 – 18 months	Group 1 – 5 months (L), 7 months (H). Group 2 – 12 months Group 3 – 24 months
State/Territory Sponsored	30.08%	64.64%*	75%	Group 1 – 5 months (L), 7 months (H). Group 2 – 6 months Group 3 – 18 months	Group 1 – 5 months (L), 7 months (H). Group 2 – 12 months Group 3 – 24 months
Skilled regional	43.71%	83.69%	75%	5 months	N/A
Temporary Residence - GSM	3.76%	29.87%	75%	s/c 485: 5 months	s/c 476: 7 months
Child	76.22%	76.03%	75%	Low risk: 6 months High risk: 7 months	Low risk: 3 months High risk: 10 months
Prospective Spouse	89.86%	89.30%	75%	Low risk: 5 months High risk: 10 months	N/A
1 st Stage Spouse	81.28%	82.03%	75%	6 months	Low risk: 5 months High risk: 10 months
2 nd Stage Spouse	72.01%	77.99%	75%	Low risk: 6 months High risk: 8 months	N/A
Special Eligibility	84.87%	84.82%	75%	Low risk: 6 months High risk: 9 months	Low risk: 9 months High risk: 12 months

Business Type/Visa Class	2008/09 Service Standard	2009/10 Service Standard	Service Standard	Onshore	Offshore
Working Holiday – Initial	75.96%	79.94%	75%	6 days	6 days
Working Holiday – Extension	74.76%	75.01%	75%	21 days	N/A
Visitors – Non Sponsored Long Stay	34.80%	47.97%	75%	Low Risk: 1 week High Risk: 1 month	Low Risk: 1 week High Risk: 1 month
Visitors Non Sponsored Short Stay	97.08%	97.45%	75%	Low risk:1 week High risk: 1 month	Low risk:1 week High risk: 1 month
Non Sponsored Business	97.52%	97.71%	75%	Low risk: 1 day High risk: 1 week	Low risk: 1 day High risk: 1 month
Sponsored Business	62.78%	78.64%	75%	N/A	Low risk: 1 day High risk: 1 month
Sponsored Family	59.39%	67.71%	75%	N/A	1 month
Students	64.30%	66.15%	75%	1.5 months	N/A
Resident Return Visas	88.45%	92.40%	75%	AL1+2: 14 days AL3+4: 30 Days	AL1: 14 days AL2: 21 days AL3+4: 90 days