

## QUESTION TAKEN ON NOTICE

### SUPPLEMENTARY BUDGET ESTIMATES HEARING: 15 October 2012

#### IMMIGRATION AND CITIZENSHIP PORTFOLIO

#### **(SE12/0244) PROGRAM – 1.1: Visa and Migration**

Senator Cash (written) asked:

SkillSelect: I refer to the reported technical issues surrounding adding attachments and logging out of applications for SkillSelect subclasses – what were those issues, how did they come to the Department's attention, how long did they take to rectify? How many EOIs were affected by the technical issues? Have there been any other technical issues with respect to lodging expression of interest applications?

*Answer:*

Technical issues surrounding adding attachments and logging out of applications for SkillSelect subclasses relate to the general online eLodgement system used by clients who have been invited to apply after expressing interest through the SkillSelect system. Clients have been experiencing the following problems with the eLodgement service:

- slow performance when attaching numerous documents to a lodged application
- attachments failing to appear after they have been submitted
- complex and irrelevant documentation lists causing confusion to clients
- screens freezing at assorted points throughout the application
- timeout errors when transitioning from page to page
- blank pages intermittently rendering.

These issues are being progressively addressed following feedback from clients and agents. A number of eLodgement system fixes have been implemented following the online lodgement rollout in July and August with a number of further fixes put in place through the recent system change release on 24 November 2012. Administrative arrangements were put in place to ensure that relevant clients received support through this period.

Technical issues with respect to Expressions of Interest (EOIs) in SkillSelect have been in relation to clients using unsupported old versions of internet browsers, and with some clients' overseas internet service providers. No known clients have been prevented from submitting EOIs due to technical issues in DIAC systems.