

FOI Request FA 21/05/00157

Information requested

I would like to make a request for the following information for subclasses, 300, 309 and 820.

For applications finalised in 2021, by calendar month (i.e January, February, March & April 2021), for all processing offices:

- 1. The 25th, 50th, 75th and 90th percentile of processing times, in days, by processing office.*
- 2. Number of applications on-hand, by processing office*
- 3. Number of applications finalised, by processing office, by month, as above.*

Responses

1. Processing times* by office – January 2021

* The Department publishes processing times in months rather than calendar days. Processing times are not available where less than 30 visa finalisations have been completed at the specified location for the month.

- The Department has global workload management arrangements for the processing of partner visa applications, and caseloads may be transferred between offices for operational reasons.

PROCESSING OFFICE	PROCESSING TIMES - JANUARY 2021			
	25th Percentile	50th Percentile	75th Percentile	90th Percentile
Amman	13 Months	17 Months	19 Months	28 Months
Ankara	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Bangkok	11 Months	14 Months	21 Months	24 Months
Beirut	No Visa Decisions	No Visa Decisions	No Visa Decisions	No Visa Decisions
Belgrade	6 Months	10 Months	12 Months	16 Months
Berlin	4 Months	6 Months	9 Months	22 Months
Brasilia	6 Months	9 Months	13 Months	21 Months
Brisbane	10 Months	16 Months	21 Months	28 Months
Colombo	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Dili	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Dubai	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Guangzhou	14 Months	19 Months	21 Months	24 Months
Ho Chi Minh City	9 Months	18 Months	22 Months	27 Months
Hong Kong	13 Months	13 Months	14 Months	21 Months
Jakarta	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Kuala Lumpur	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
London	11 Months	17 Months	20 Months	23 Months
Manila	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Melbourne	17 Months	21 Months	24 Months	30 Months
Nairobi	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
National Office	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
New Delhi	13 Months	16 Months	19 Months	20 Months
Ottawa	4 Months	7 Months	10 Months	21 Months
Perth	11 Months	17 Months	24 Months	26 Months
Phnom Penh	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Pretoria	12 Months	16 Months	21 Months	24 Months
Santiago	7 Months	8 Months	19 Months	21 Months
Seoul	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Shanghai	10 Months	10 Months	22 Months	24 Months
Singapore	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Suva	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Sydney	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Tel Aviv	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Washington	72.25 Days	4 Months	9 Months	11 Months

1 (continued). Processing times* by office – February 2021

PROCESSING OFFICE	PROCESSING TIMES - FEBRUARY 2021			
	25th Percentile	50th Percentile	75th Percentile	90th Percentile
Amman	11 Months	17 Months	19 Months	23 Months
Ankara	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Bangkok	7 Months	17 Months	22 Months	25 Months
Beirut	No Visa Decisions	No Visa Decisions	No Visa Decisions	No Visa Decisions
Belgrade	5 Months	11 Months	23 Months	25 Months
Berlin	5 Months	8 Months	23 Months	24 Months
Brasilia	6 Months	10 Months	22 Months	22 Months
Brisbane	13 Months	18 Months	23 Months	29 Months
Colombo	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Dili	No Visa Decisions	No Visa Decisions	No Visa Decisions	No Visa Decisions
Dubai	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Guangzhou	7 Months	13 Months	19 Months	22 Months
Ho Chi Minh City	21 Months	22 Months	24 Months	29 Months
Hong Kong	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Jakarta	11 Months	11 Months	12 Months	12 Months
Kuala Lumpur	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
London	12 Months	21 Months	25 Months	25 Months
Manila	11 Months	13 Months	24 Months	31 Months
Melbourne	12 Months	17 Months	21 Months	26 Months
Nairobi	18 Months	21 Months	24 Months	26 Months
National Office	No Visa Decisions	No Visa Decisions	No Visa Decisions	No Visa Decisions
New Delhi	11 Months	15 Months	18 Months	20 Months
Ottawa	10 Months	21 Months	22 Months	23 Months
Perth	11 Months	17 Months	24 Months	28 Months
Phnom Penh	No Visa Decisions	No Visa Decisions	No Visa Decisions	No Visa Decisions
Pretoria	9 Months	17 Months	23 Months	27 Months
Santiago	8 Months	13 Months	20 Months	21 Months
Seoul	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Shanghai	9 Months	10 Months	12 Months	24 Months
Singapore	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Suva	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Sydney	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Tel Aviv	Processing times are not available	Processing times are not available	Processing times are not available	Processing times are not available
Washington	3 Months	4 Months	7 Months	9 Months

1 (continued). Processing times* by office – March 2021

PROCESSING OFFICE	PROCESSING TIMES - MARCH 2021			
	25th Percentile	50th Percentile	75th Percentile	90th Percentile
Amman	12 Months	17 Months	21 Months	29 Months
Ankara	9 Months	13 Months	15 Months	17 Months
Bangkok	14 Months	20 Months	24 Months	30 Months
Beirut	No Visa Decisions	No Visa Decisions	No Visa Decisions	No Visa Decisions
Belgrade	13 Months	17 Months	19 Months	25 Months
Berlin	8 Months	18 Months	24 Months	25 Months
Brasilia	10 Months	11 Months	23 Months	26 Months
Brisbane	13 Months	19 Months	22 Months	28 Months
Colombo	10 Months	19 Months	23 Months	24 Months
Dili	Processing times are not available	Processing times are not available	Processing times are not available	17 Months
Dubai	Processing times are not available	Processing times are not available	Processing times are not available	81 Months
Guangzhou	11 Months	15 Months	20 Months	23 Months
Ho Chi Minh City	17 Months	21 Months	23 Months	25 Months
Hong Kong	13 Months	13 Months	16 Months	22 Months
Jakarta	12 Months	12 Months	17 Months	24 Months
Kuala Lumpur	8 Months	12 Months	18 Months	27 Months
London	14 Months	24 Months	25 Months	26 Months
Manila	11 Months	13 Months	25 Months	32 Months
Melbourne	13 Months	18 Months	23 Months	30 Months
Nairobi	Processing times are not available	Processing times are not available	Processing times are not available	25 Months
National Office	No Visa Decisions	No Visa Decisions	No Visa Decisions	No Visa Decisions
New Delhi	14 Months	20 Months	23 Months	24 Months
Ottawa	10 Months	11 Months	21 Months	24 Months
Perth	10 Months	16 Months	23 Months	28 Months
Phnom Penh	Processing times are not available	Processing times are not available	Processing times are not available	33 Months
Pretoria	10 Months	19 Months	25 Months	29 Months
Santiago	10 Months	15 Months	22 Months	23 Months
Seoul	7 Months	15 Months	21 Months	22 Months
Shanghai	8 Months	11 Months	24 Months	25 Months
Singapore	10 Months	12 Months	12 Months	14 Months
Suva	11 Months	17 Months	21 Months	24 Months
Sydney	6 Months	14 Months	21 Months	21 Months
Tel Aviv	Processing times are not available	Processing times are not available	Processing times are not available	24 Months
Washington	4 Months	7 Months	11 Months	13 Months

1 (continued). Processing times* by office – April 2021

PROCESSING OFFICE	PROCESSING TIMES - APRIL 2021			
	25th Percentile	50th Percentile	75th Percentile	90th Percentile
Amman	13 Months	16 Months	20 Months	24 Months
Ankara	7 Months	12 Months	17 Months	18 Months
Bangkok	11 Months	14 Months	20 Months	25 Months
Beirut	14 Months	17 Months	21 Months	22 Months
Belgrade	11 Months	16 Months	25 Months	26 Months
Berlin	7 Months	24 Months	25 Months	26 Months
Brasilia	12 Months	12 Months	12 Months	24 Months
Brisbane	8 Months	15 Months	22 Months	27 Months
Colombo	17 Months	21 Months	24 Months	28 Months
Dili	No Visa Decisions	No Visa Decisions	No Visa Decisions	No Visa Decisions
Dubai	No Visa Decisions	No Visa Decisions	No Visa Decisions	No Visa Decisions
Guangzhou	10 Months	14 Months	19 Months	23 Months
Ho Chi Minh City	11 Months	16 Months	21 Months	24 Months
Hong Kong	8 Months	9 Months	10 Months	14 Months
Jakarta	8 Months	12 Months	13 Months	14 Months
Kuala Lumpur	8 Months	14 Months	14 Months	22 Months
London	4 Months	16 Months	25 Months	26 Months
Manila	12 Months	14 Months	22 Months	29 Months
Melbourne	10 Months	14 Months	22 Months	27 Months
Nairobi	21 Months	23 Months	25 Months	29 Months
National Office	No Visa Decisions	No Visa Decisions	No Visa Decisions	No Visa Decisions
New Delhi	10 Months	14 Months	17 Months	20 Months
Ottawa	5 Months	12 Months	18 Months	24 Months
Perth	6 Months	13 Months	22 Months	27 Months
Phnom Penh	32 Months	32 Months	32 Months	32 Months
Pretoria	7 Months	17 Months	23 Months	27 Months
Santiago	11 Months	12 Months	21 Months	24 Months
Seoul	6 Months	8 Months	11 Months	13 Months
Shanghai	6 Months	10 Months	16 Months	26 Months
Singapore	6 Months	13 Months	13 Months	14 Months
Suva	7 Months	12 Months	22 Months	32 Months
Sydney	86 Days	13 Months	15 Months	22 Months
Tel Aviv	9 Months	16 Months	25 Months	26 Months
Washington	5 Months	10 Months	12 Months	14 Months

2. First stage partner visa applications onhand by processing office

First stage Partner (subclasses 309 and 820) and Prospective Marriage (subclass 300) visa applications onhand

Processing Zone	Processing Office	31/01/2021	Processing Office	28/02/2021	Processing Office	31/03/2021	Processing Office	30/04/2021
Outside Australia	Amman	4,475	Amman	4,328	Amman	8,540	Amman	8,157
	Ankara	427	Ankara	414	Ankara	979	Ankara	930
	Bangkok	4,349	Bangkok	6,586	Bangkok	6,348	Bangkok	4,785
	Beirut	24	Beirut	24	Beirut	25	Beirut	24
	Belgrade	730	Belgrade	672	Belgrade	615	Belgrade	506
	Berlin	2,007	Berlin	1,990	Berlin	2,421	Berlin	2,104
	Brasilia	393	Brasilia	373	Brasilia	336	Brasilia	537
	Cairo	12	Cairo	12	Cairo	10	Cairo	<5
	Colombo	744	Colombo	738	Colombo	698	Colombo	628
	Dili	6	Dili	6	Dili	<5	Dili	<5
	Dubai	6,728	Dubai	6,156	Dubai	133	Dubai	62
	Guangzhou	3,458	Guangzhou	3,392	Guangzhou	2,767	Guangzhou	2,854
	Ho Chi Minh City	7,039	Ho Chi Minh City	6,188	Ho Chi Minh City	6,211	Ho Chi Minh City	5,512
	Hong Kong	802	Hong Kong	830	Hong Kong	755	Hong Kong	683
	Islamabad	37	Islamabad	34	Islamabad	22	Islamabad	22
	Jakarta	940	Jakarta	910	Jakarta	1,139	Jakarta	1,079
	Kuala Lumpur	661	Kuala Lumpur	655	Kuala Lumpur	728	Kuala Lumpur	638
	London	1,659	London	1,563	London	1,603	London	1,495
	Manila	1,640	Manila	2,095	Manila	2,331	Manila	2,105
	Nairobi	1,355	Nairobi	1,360	Nairobi	1,356	Nairobi	1,335
	New Delhi	3,523	New Delhi	3,292	New Delhi	2,434	New Delhi	1,921
	Ottawa	585	Ottawa	569	Ottawa	550	Ottawa	703
	Phnom Penh	366	Phnom Penh	365	Phnom Penh	357	Phnom Penh	354
	Pretoria	882	Pretoria	902	Pretoria	788	Pretoria	725
	Santiago	607	Santiago	675	Santiago	575	Santiago	557
	Seoul	212	Seoul	255	Seoul	196	Seoul	177
	Shanghai	2,162	Shanghai	3,516	Shanghai	3,048	Shanghai	2,649
	Singapore	315	Singapore	308	Singapore	292	Singapore	224
	Suva	891	Suva	897	Suva	869	Suva	843
	Tel Aviv	58	Tel Aviv	54	Tel Aviv	105	Tel Aviv	95
Washington	809	Washington	924	Washington	884	Washington	748	
Other	121	Other	121	Other	110	Other	115	
In Australia	ACT and Regions	190	ACT and Regions	148	ACT and Regions	101	ACT and Regions	42
	Adelaide	442	Adelaide	326	Adelaide	201	Adelaide	88
	Brisbane	12,532	Brisbane	12,145	Brisbane	12,633	Brisbane	11,847
	Darwin	95	Darwin	87	Darwin	53	Darwin	16
	Hobart	107	Hobart	76	Hobart	57	Hobart	16
	Melbourne	15,752	Melbourne	14,711	Melbourne	13,274	Melbourne	14,276
	Parramatta	11	Parramatta	11	Parramatta	11	Parramatta	11
	Perth	9,775	Perth	8,722	Perth	7,612	Perth	6,369
	Sydney	7,254	Sydney	5,684	Sydney	3,827	Sydney	1,863
	Other	37	Other	36	Other	34	Other	31

3. First stage Partner visa applications finalised by processing office

First stage Partner (subclasses 309 and 820) and Prospective Marriage (subclass 300) visa applications finalised¹ in 2021

Processing Zone	Processing Office	Jan 2021	Feb 2021	Mar 2021	Apr 2021
Outside Australia	Amman	125	104	143	89
	Ankara	22	23	81	75
	Bangkok	575	557	893	1,145
	Beirut	0	0	0	5
	Belgrade	89	67	140	121
	Berlin	223	190	513	352
	Brasilia	33	31	48	74
	Colombo	9	23	158	75
	Dili	<5	0	<5	0
	Dubai	36	65	36	0
	Guangzhou	187	345	784	566
	Ho Chi Minh City	562	418	1,089	1,416
	Hong Kong	66	33	118	144
	Jakarta	12	48	246	239
	Kuala Lumpur	13	30	78	108
	London	84	106	354	282
	Manila	40	70	355	332
	Nairobi	28	49	46	62
	New Delhi	76	181	771	489
	Ottawa	71	51	106	103
	Phnom Penh	<5	0	7	<5
	Pretoria	49	48	142	96
	Santiago	38	40	113	33
	Seoul	18	26	94	41
	Shanghai	41	170	468	366
	Singapore	20	21	88	79
Suva	16	7	47	40	
Tel Aviv	<5	20	25	37	
Washington	92	42	163	190	
In Australia	Brisbane	1,412	1,092	1,513	1,741
	Melbourne	573	1,042	2,044	2,030
	Perth	786	737	892	837
	Sydney	<5	22	91	130
	Other	<5	0	0	0

¹ Finalisations include visa grants, visa refusals, and visa application withdrawals. To protect the privacy of applicants, finalisation figures are masked where finalisation totals for the specified period are less than 5.

• The Department has global workload management arrangements for the processing of partner visa applications, and caseloads may be transferred between offices for operational reasons.