

Freedom of Information Request FA 21/07/00448

1. Processing time for 887 visa application for 489 visa holders from start of the 489 visa category to 2021
2. Any direction by the Home Affairs Minister to prioritise other visas or to slow the processing of 887 visa applications
3. Any internal communication, formal mail, message, memo or meeting notes outlining the allocation of resources or reduction of resources to increase or decrease the processing time for 887 visa applications
4. Number of complaints received by the Department and/or the Home Affairs Minister regarding the processing time of the 887 visa, and any action taken by the Department and/or the Home Affairs Minister

Response:

1. Under s17 of the FOI Act, the Department is unable to provide this data due to the need to develop new code
2. Skilled visa application priorities are determined by a section 499 direction which was signed by the Hon. Alex Hawke MP. Subclass 887 is not covered by this direction. Refer to <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-processing-times/skilled-visa-processing-priorities> for further information on skilled visa processing priorities
3. There is no communication or document held by the Department for this question.
4. The below table provides the number of complaints received by the Global Feedback Unit from 1 July 2012. The current standard for the Department is to respond to all complaints where a response was requested within 10 business days. There may be other complaints received via different sources but under s17 of the FOI Act the Department is unable to provide this information due to the need to develop new code.

Number of processing time complaints for subclass 887 from 1 July 2012 to 30 June 2021												
Visa subclass	Issue level 1	Issue level 2	Issue level 3	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
887 Skilled - Regional	Visa	Processing times	Application within average processing times	5	9	<5	9	8	9	170	670	481
			Application outside average processing times	6	15	19	9	47	24	73	215	140
			Average processing times not specified	8	18	6	<5	6	<5	55	16	6

Notes for table:

Source: Department of Home Affairs, 2021 (internal spreadsheet)

With regards to Immigration data, the Department's current policy is to mask numbers which are less than five as <5, noting we are reviewing the confidentiality method for the future.