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Department of Home Affairs

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Global Talent EOI Processing Guide

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1. Introduction

This processing guide details technical instructions for the consideration of Expressions of Interest (EOIs) in the Global Talent Visa Program (GTVP). Procedures are dynamic and subject to change.

2. Background

The Global Talent Visa program was officially launched (as the Global Talent Independent Program) on 4 November 2019 to identify, attract and invite the best and brightest skilled migrants in certain sectors from across the globe.

2.1. EOI and visa application process

Candidates may submit an EOI via the Global Talent EOI form to be considered for priority processing under Ministerial Direction no. 89. If a Global Talent visa application has not been lodged, successful candidates will receive a notification with a set of unique identifier and reference number for their Global Talent visa application. If a Global Talent visa application has already been lodged before an invitation is sent, S. 47E(d) event should be recorded in the permission request by Program Management so that the applicant receives priority processing.

EOIs are considered by officers within the Global Talent EOI sub-team in the Skilled and Migration Program (S&MP) section. Global Talent visa applications are assessed by Skilled Program Delivery SA.

2.2. Priority sectors

Ministerial Direction no. 89 was signed and commenced on 17 December 2020.
The current sectors under MD89 are:

- (a) Resources;
- (b) Agri-food and AgTech;
- (c) Energy;
- (d) Health industries;
- (e) Defence, advanced manufacturing and space;
- (f) Circular economy;
- (g) Digitech;
- (h) Infrastructure and tourism;
- (i) Financial services and FinTech; and
- (j) Education.

Sector guidelines are available at S. 47E(d) and published online at:

<https://immi.homeaffairs.gov.au/visas/working-in-australia/visas-for-innovation/global-talent-independent-program/eligibility>

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3. Reference materials

3.1. Global Talent management contacts

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3.2. Group mailboxes

Mailbox	Address	Overview
Global Talent	globaltalent@homeaffairs.gov.au	s. 47E(d)
Skilled Support	skilled.support@homeaffairs.gov.au	s. 47E(d)
s. 47E(d)	s. 22(1)(a)(ii)	s. 47E(d)

3.3. Legislation and policy

- [Ministerial Direction no. 89](#)
- Subclass 858 and 124 regulations in LEGEND
- Subclass 858 and 124 Procedural Instructions in LEGEND

3.4. Webpages

- [Global Talent Program overview \(Visas for Innovation\)](#)
- [Global Talent EOI form](#)

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- Global Talent (subclass 858) visa information
- Form 1000 - Nomination

3.5. Content Manager resources

All resources below can be found in Training Resources s. 47E(d) Officers are encouraged to save this file as a 'Favourite' in their Content Manager (CM).

Resource	Location
s. 47E(d)	

4. Promotion / Outreach stakeholders

Global Skills Attraction (GSA) officers (previously known as Global Talent Officers) and Business and Industry Regional Outreach officers (BIROs) are responsible for promotion of all skilled visas including the Global Talent program and escalation of EOI candidates in onshore and offshore territories.

GSA officers and the BIRO section may be contacted via below details.

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Officer title	Location	Serviced Region
Director GSA North Asia	Taiwan	North Asia and Africa
First Secretary GSA South East Asia	Singapore	South East Asia
Assistant Director GSA South Asia	Australia	South Asia and the Middle East
First Secretary GSA Europe	London	Europe
First Secretary GSA Americas West	San Francisco	Western halves of USA and Canada, and Mexico, Chile, Colombia and Peru
First Secretary GSA Americas East	Washington D.C	Eastern halves of USA and Canada, and Argentina and Brazil
Business and Industry Regional Outreach (BIRO) section	Australia	All metro and regional Australia.

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5. EOI registration and triage

5.1. Overview

Candidates submit an EOI online. EOIs are automatically uploaded to CRM, converted to email and sent to: globaltalent@homeaffairs.gov.au.

1. Open the oldest new EOI email from the mailbox subfolder 01.
2. Search CRM for each new candidate's passport number or client name for duplicates/subsequent EOIs:

Scenarios	Action
If it is the first EOI	<u>Create a BCC Content Manager (CM) file.</u> Save the EOI into this BCC. Email subject line: "Global Talent Expression of Interest – Firstname Surname – BCCXXXX"
If the candidate submitted a previous EOI that has not been finalised	Change the EOI email subject line to "Duplicate EOI", update any relevant information (such as contact email or nominator), save the email in the previous BCC file in CM. Email subject line: "Global Talent Expression of Interest – Firstname Surname – BCCXXXX – Duplicate EOI"
If the candidate had a previous EOI which has been finalised (not invited)	<u>Create a BCC Content Manager (CM) file.</u> Change the EOI email subject line to reflect the EOI count, such as 'Second/Third EOI'. Right click the new BCC → 'Properties' → 'Related Records' tab. Email subject line: e.g. "Global Talent Expression of Interest – Firstname Surname – BCCXXXX – 2nd EOI" Then in the blank space, right-click to 'Add Related Record'. Add the BCC of the previous EOI to relate record. See screenshot below.

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3. In CRM, review client's submission and activate *Assessment* stage for allocation. See S. 47E(d) [redacted] for details on how to activate *Assessment* stage.
 - a. Under **BCC** field: enter BCC file number created above
 - b. Under **Referral source** field: Record referral source in accordance with the EOI submission, such as 'GSA O Network' of a GSA's name has been provided. Otherwise, record 'Self referral' for all other EOIs.

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5.2. Record keeping

5.2.1. Creating a Business Context Container (BCC)

1. Open Content Manager (CM)
2. Select New (Record), then Business Context Container (BCC) (the very last option) and click *OK*
3. Expand the record box and complete the following mandatory fields, and select *OK*.
 - Classification: VISA AND MIGRATION MANAGEMENT - Visa Processing - (for the first time, you need to select the folder icon on the right side – scroll down to VISA AND MIGRATION MANAGEMENT, select Visa Processing and click *OK*).
 - File Title: First Names SURNAME/s - XX/XX/XXXX – Global Talent Visa program – Expression of Interest
 - Current Location: SKILLED AND MIGRATION PROGRAM Management (search for this by clicking on the folder icon)
 - Set security classification to **Official: Sensitive** unless information contained requires a higher classification
 - Business Context ID is free text – type Global Talent
 - Business Context: Select the folder icon and choose – VISA
 - Business Context Subtype: Select folder icon and choose – ASSESSMENT

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5.2.2. Creation of multiple BCC files

This is an advanced alternative method to create CM files for EOIs in bulk.

1. Create a new BCC as per previous section.
2. Right click the file you created, choose New > Copy Record.
3. Enter the number of copies you require and make sure the tick box to relate the files and 'Date fields' are left un-ticked (see image). Also leave the tick box 'Relate the new records to the original using the relationship type' un-ticked.
4. When CM has created your file copies, you will see them all on one screen.
5. Go into CM and update each file title with the applicant's name and DOB.

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5.2.3. 'Override' profile ranking

Override of profile ranking should be used for the following scenarios only:

Scenario	Standardised note for 'Other – Profile ranking'
Used by manager only: EOIs triaged for priority processing such as s. 47E(d)	s. 47E(d)

To override:

1. In Submission page, select 'yes' in the **Override Profile ranking** field. Profile ranking will automatically be updated to 'Triage'.
2. In **Other – Profile ranking** field, record standardised note for the relevant scenario as outlined in above table.
3. Save

This will enable the manager to view escalated cases for consideration of allocation.

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6. EOI allocation (for managers only)

6.1. Overview

Managers allocate EOIs in accordance with operational needs, usually on a weekly basis. Officers should request additional cases if they complete their caseload ahead of time.

6.2. Allocation from CRM

1. Open CRM and navigate to **Cases** view.
2. Select EOIs to be allocated or an allocation view of your choice. Views may be filtered by *Date received* to allocate.
3. Click the check box against each of the EOI(s) to be allocated then click *Assign*.

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7. EOI consideration

7.1. Overview

EOI officers consider whether a candidate, based on available information, fits the government guidelines for priority processing as per Ministerial Direction no. 89 and notify candidates accordingly.

Global Talent visa applications are prioritised if the applicant has demonstrated an ability to earn at the Fair Work High Income Threshold (FWHIT) in a specified sector in Australia, as outlined in MD no. 89. Candidates seeking to have their applications prioritised under MD no. 89 are advised to submit an EOI. Successful candidates are provided with a unique reference and code to lodge a priority Global Talent visa application, and are identified via S. 47E(d) in the ICSE permission request.

Officers do not consider against visa criteria, but discuss with manager if minded to invite and if observations indicate that the candidate may be ineligible to meet any visa criteria. E.g. If the candidate does not appear to meet internationally recognised record of exceptional and outstanding achievement.

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7.2. Processing tools

Officers will need to access the following resources:

- Stationery emails in the Global Talent mailbox

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- ICSE
- Content Manager

More EOI processing resources are available at section **3.5 CM Resources**.

7.3. EOI assessment consideration

For all EOIs, officers must consider the EOI email and priority sector, and check the BCC file and the Global Talent mailbox for new information before finalising. If it is a repeated/subsequent EOI, and you were the previous EOI officer, request reallocation.

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7.4. Fair Work high income threshold

The FWHIT is indexed every financial year effective from 1 July to 30 June of the next year. For the purposes of assessing whether the applicant earns at or above the FWHIT, earnings should be assessed on the same basis as the FWHIT, which is by reference to 'earnings' as defined in section 332 of the *Fair Work Act 2009*. For further information regarding the FWHIT go to the Fair Work Ombudsman website at <http://www.fairwork.gov.au>.

In the context of assessing whether an applicant currently earns, or is to likely attract earnings, at or above the FWHIT, only earnings made within a priority sector are considered.

Officers may be satisfied that an applicant currently earns at or above FWHIT on the basis of a document or documents that demonstrate that the applicant's current earnings and area of employment. Examples of evidence include:

- Employment contract detailing earnings
- Letter from employer detailing earnings
- Combination of payslips covering a 12 month period
- Income taxation documentation that clearly provides details on earnings

Officers may be satisfied that an applicant is to likely earn at or above FWHIT on the basis of information that demonstrates earning capacity upon migration to Australia. Examples of evidence may include a combination of:

- Letter of offer of employment from Australian employer detailing earnings

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- Past or current earnings of an amount not significantly less than FWHIT and evidence of exceptional achievements in a priority sector indicating the applicant's imminent progress towards earning at or above the FWHIT in the near future.

The term *earnings* includes:

- wages (including allowances such as a living away from home allowance (LAFHA) and other allowances packaged under salary packaging arrangements);
- any amounts applied or dealt with in any way on the employee's behalf or as the employee directs; and
- the agreed money value of non-monetary benefits (for example, the value agreed between the employer and the employee of a motor vehicle provided for private use).

The following are not to be considered for the purposes of determining earning capacity in relation to FWHIT:

- payments where the amount cannot be determined in advance (such as commissions, incentive-based payments, shares, dividends, bonuses, and overtime (except guaranteed overtime));
- reimbursements of expenses incurred;
- the employer's statutorily required contribution to superannuation and social allowances.

Under policy, financial aids awarded to students not for employment, but principally to further their research or studies are not considered to be a form of 'earnings' that may be considered towards the calculation of FWHIT. These may include scholarships, bursaries, educational allowances or assistance to cover living and travel costs, and awarded by organisations such as education institutions, government and businesses.

7.5. Assessing duplicate EOIs by same candidate

When candidates submit repeated EOIs before they receive an outcome, those EOI submissions are trimmed to the same BCC file in Content Manager by the Triage Officer. The repeated EOI will be saved in the BCC file with a subject line "Duplicate EOI".

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The EOI Assessor is required to:

1. Identify the duplicate EOI that is unfinalised by doing a search with the candidate's passport number or name. On the **Assessment** page of the duplicate EOI.
2. Assess the candidate's claims by considering all information provided on both of these submissions and note any differences in their claims or evidence provided. All relevant information should be contained in the same BCC file.
3. In the first (older) EOI in CRM, record the actual EOI outcome (i.e. Invite or DNI) and assessment notes as per usual procedure and include an additional note "**Duplicate EOI has been taken into consideration**".
4. In the duplicate EOI in CRM, record the EOI status as s. 47E(d) and a note "**Duplicate EOI, assessed concurrently with EOI submitted on (insert date)**".

7.6. EOI outcome notification

Notify the client or authorised recipient of the outcome using approved templates (amend as appropriate). Send from the Global Talent mailbox (not your email account).

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- Follow case management protocols, (notifying/bcc the GSA regional mailbox responsible for the region in which the candidate resides).
- Remove highlights and red text.
- Check that signature block includes your first name.
- Check that email subject line contains client name and BCC reference.

Locate the sent email in the 'Sent Items' folder and click the 'TRIM Sent Items' quickstep to automatically save the email into the CM BCC file.

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7.7. Escalating an EOI to manager

Assessors are to escalate EOIs to their manager for discussion or for further advice from other areas if they identify complex issues, high profile clients (nominator/candidate) or sensitivities. Examples of where an EOI may require escalation to a manager are listed in the Case Management Protocol.

When an EOI is escalated and pending response from the manager, the assessor should ensure the following is recorded in CRM:

EOI status: s. 47E(d) – Outcome date does NOT need to be recorded.

Post note: 'Escalated to manager/EL1/EL2 for advice. Do not finalise until discussed with manager'

Risk flag: If applicable, update this field as per usual procedures.

This follows that assessors should pay attention to the assessment notes in the post to ensure a complex/sensitive EOI is not finalised prematurely without discussion with a manager, particularly if the EOI was previously assessed by another officer.

8. Case management protocol

All EOI officers and managers must ensure they are familiar with, and follow, approved protocols.

Case escalations should include relevant BCC file number, and case notes should be completed for manager review.

Scenario	Officer	Action
Registration /Mailbox		
s. 47E(d)	Triage officer	Escalate to manager for consideration of risk factors and need for priority allocation.

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Scenario	Officer	Action
s. 47E(d)		
EOI assessment consideration		
Minded to DNI a GSA supported case (legacy)	EOI	1. Advise GSA via their regional mailbox about intention to DNI at least two days prior to the unsuccessful outcome, using stationery email. 2. Send standard DNI notification to client bcc'ing GSA regional mailbox after two days.
Candidate already granted a permanent visa.	EOI	Finalise EOI as 'closed' and send corresponding notification using stationery email.
s. 47E(d)	EOI	Escalate to manager for consideration of risk factors.
Minded to invite an EOI candidate who has already lodged a Global Talent visa application.	EOI	Use the outlook stationery template "zInvite Template - visa lodged" to notify the candidate. Escalate to manager (by bcc'ing the Global Talent mailbox) for s. 47E(d) ICSE permission request and redirection to appropriate visa processing team.
Minded to DNI an EOI candidate who has already lodged a Global Talent visa application.	EOI	Notify candidate with regular DNI template. Record the following within the s. 47E(d) in the visa permission request: s. 47E(d)

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9. Version Control

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National Innovation Visa (NIV)

EOI Processing Guide

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1. Introduction

This processing guide details technical instructions for the consideration of Expressions of Interest (EOIs) for the National Innovation visa (NIV). Procedures are dynamic and subject to change.

2. Background

The National Innovation (subclass 858) visa replaced the Global Talent visa on 6 December 2024. The NIV seeks to attract exceptionally talented migrants who will help create jobs and drive productivity growth in key sectors of the Australian economy. This includes: global researchers, entrepreneurs, innovative investors, athletes and creatives who can make significant contributions that will benefit Australia's future prosperity.

2.1. EOI and visa application process

Ministerial Direction 112 was signed and commenced on 6 December 2024. It contains the order for priority processing (NIV priorities) for the Subclass 858 visa and provides guidance to decision makers on what factors to consider when assessing an applicant's exceptional and outstanding achievements.

In order to lodge a valid National Innovation (subclass 858) visa application, applicants must first be invited by the Department to apply. To be considered for an invitation to apply for the NIV, applicants need to submit a NIV Expression of Interest (EOI) online via the Department's webform (available from 7 Dec 2024).

Invitations are subject to the planning levels of the NIV and are extended in line with the NIV priority order, with priority one being the highest.

Priority one	Exceptional candidates from any sector who are global experts and recipients of international 'top of field' level awards.
Priority two	Candidates from any sector nominated on the approved Form 1000 by an expert Australian Commonwealth, State or Territory Government agency.
Priority three	Candidates with exceptional and outstanding achievements in a Tier One sector: • Critical Technologies • Health Industries • Renewables and low emission technologies
Priority four	Candidates with exceptional and outstanding achievements in a Tier Two sector: • Agri-food and AgTech • Defence Capabilities and Space • Education • Financial Services and FinTech • Infrastructure and Transport • Resources

Sector guides are available online at: <https://immi.homeaffairs.gov.au/visas/working-in-australia/visas-for-innovation/national-innovation-visa/priorities>

EOIs are valid for two years. If a candidate does not receive an invitation within two years of submitting their EOI, their EOI will expire and they will receive an auto-notification of its expiry. Expired EOIs are not actively considered for an invitation and a new EOI must be lodged if the candidate wishes to be considered for an invitation again.

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If invited, candidates will receive a notification via email containing their unique reference, identifier, basis for invitation and invitation code to use when lodging their National Innovation visa (subclass 858) application. Candidates will have 60 calendar days to lodge a valid NIV application from time of invitation.

An EOI is not a pre-assessment of a candidate’s eligibility to be granted a visa. Each visa applicant will be assessed on the merits of their application and supporting evidence. In addition to requirement that applicants must satisfy all visa requirements for grant of a NIV, they must also demonstrate that their achievements are consistent with those stated in the ‘basis for invitation’ of their invitation notification.

EOIs are considered by officers in the National Innovation Program Management team in the Skilled and Migration Program (S&MP) section. National Innovation visa applications are assessed by Skilled Program Delivery SA.

3. Reference materials

3.1. National Innovation visa management contacts

s. 22(1)(a)(ii)

3.2. Group mailboxes

Mailbox	Address	Overview
National Innovation	national.innovation@homeaffairs.gov.au	s. 47E(d)
Skilled Support	skilled.support@homeaffairs.gov.au	s. 47E(d)
Skilled Business Support (For internal use only)	s. 22(1)(a)(ii)	s. 47E(d)

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Mailbox	Address	Overview
NIV Delivery	NIV.Delivery@homeaffairs.gov.au	s. 47E(d)

3.3. Legislation and policy

- [Ministerial Direction 112](#)
- Subclass 858 and 124 regulations in LEGEND
- Subclass 858 and 124 Procedural Instructions in LEGEND

3.4. Webpages

- [National Innovation Visa overview](#)
- [National Innovation visa - Expression of Interest form](#)
- [National Innovation Subclass 858 visa information](#)
- [Form 1000 – Nomination for National Innovation visa](#)

3.5. Content Manager resources

All resources below can be found in s. 47E(d) 'Favourite' in their Content Manager (CM).

Officers are encouraged to save this file as a

s. 47E(d)

4. EOI registration and triage**4.1. Overview**

Candidates submit an EOI online at [National Innovation visa - Expression of Interest form](#).
EOIs are automatically uploaded to CRM, converted to email and sent to: national.innovation@homeaffairs.gov.au

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1. Open the oldest new EOI email from the email inbox subfolder '01. Register on tracker'
2. Check that the candidate's identity details match their attached passport bio details.
3. Create a BCC Content Manager (CM) file
4. Update the email subject line to include the BCC in the following format:
National Innovation Expression of Interest - Firstname SURNAME - BCCXXXX/XXXXXXXXX
5. In CRM, navigate to the **Rego view - NEW EOI (shared)** and open the candidate's EOI.
6. Use the magnifying glass in the *Existing Candidate field to search for any existing records.
7. If no records found, click **+New** to create a new record and save.
8. If an existing contact appears, ensure the contact details match before linking the new EOI to any existing contact.
9. Paste the candidate's BCC number into the BCC field.
10. Click **Next Stage** → then **Create+** then **Save** [Ctrl+S]
11. This will have activated the Assessment stage. Ensure a tick appears in the 'Submission' tab and a flag in the 'Assessment' tab:

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For more details on using CRM.

4.2. Record keeping

4.2.1. Creating a Business Context Container (BCC)

1. From TRIM Content Manager select New (record), then Business Context Container (BCC) (the very last option) and click OK.
2. Expand the record box and complete the following mandatory fields, then select OK.
 - Classification: **VISA AND MIGRATION MANAGEMENT - Visa Processing** (for the first time, you need to select the folder icon on the right side. Scroll down to VISA AND MIGRATION MANAGEMENT, select Visa Processing and click OK.
 - File Title: **First Name SURNAME - DD/MM/YYYY - National Innovation Visa - Expression of Interest**
 - Current Location: **SKILLED AND MIGRATION PROGRAM** (search for this by clicking on the folder icon)
 - Set security classification to **Official: Sensitive** unless information contained requires a higher classification
 - Business Context ID is free text. Type **National Innovation**

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- Business Context: Select the folder icon and choose **VISA**
- Business Context Subtype: Select folder icon and choose **ASSESSMENT**

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OFFICIAL: Sensitive**4.2.2. Creation of multiple BCC files**

This is an advanced alternative method to create CM files for EOIs in bulk.

1. Create a new BCC as per previous section.
2. Right click the file you created, choose New > Copy Record.
3. Enter the number of copies you require and make sure the tick box to relate the files and 'Date fields' are left un-ticked (see image). Also leave the tick box 'Relate the new records to the original using the relationship type' un-ticked.
4. When CM has created your file copies, you will see them all on one screen.
5. Go into CM and update each file title with the applicant's name and DOB.


5. EOI allocation (for managers only)**5.1. Overview**

Managers allocate EOIs in accordance with operational needs, usually on a weekly basis. Officers should request additional cases if they complete their caseload ahead of time.

5.2. Allocation from CRM

1. Open CRM and navigate to **Cases** view.
2. Select EOIs to be allocated or an allocation view of your choice.

EOIs are allocated by Priority Tier:

P1 filter contains EOIs from candidates claiming to have a top of field international level award

P2 filter contains EOIs from candidates claiming to have been nominated by an expert Commonwealth or State or Territory Government agency

P3 filter contains EOIs from candidates with claims in the priority sectors: Critical technologies; Renewables and low emission technologies; Health industries.

P4 filter contains EOIs from candidates with claims in the priority sectors: Agri-food and Ag-tech; Defence capabilities and space; Education; Financial services and FinTech; Infrastructure and transport; Resources.

3. Views may be filtered by *Date received* to allocate.

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4. Click the check box against each of the EOI(s) to be allocated then click *Assign*.

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Rostered tasks

Triaging and de-escalation of EOIs in P1 and P2 filters

Occasionally, candidates may incorrectly answer “yes” to holding a top of field international level award and/or nomination from an expert Commonwealth or State or Territory Government agency, either intentionally or unintentionally. Officers will need to rotate through the task of de-escalating EOIs after checking these claims.

The aim of this task is to quickly triage and de-escalate EOIs with less than international top-of-field awards are de-escalated from the P1 pool which would otherwise receive priority consideration.

Any EOIs claiming **S. 47E(d)** can be de-escalated unless the officer believes there are merits to their claim. Claims of holding a top of field international level award that are unclear or ambiguous may require further checking – the triaging officer can leave the EOI in the P1 pool for consideration by the EOI officer when it is allocated.

A simple filter can be created to assist with this task.

1. Click the filter button
2. Down arrow symbol then ‘Custom filter’

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4. Click the radio button to select ‘OR’
5. Use the next drop down to choose ‘Contains’ and type the keyword **S. 47E(d)** Repeat steps 4-5 as required to add other words.
6. In each of the resulting EOIs go to the submission page and change the answer to **S. 47E(d)** from Yes to No.

Notes: Other awards that may be de-escalated: **S. 47E(d)** Officers may need to check open sources to find out if a claimed award is in the top tier of the field.

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Similarly, EOIs that are not accompanied with a Form 1000 – *Nomination for National Innovation visa* and a business case that is signed off by a State or Territory Government agency as an organisation should also be de-escalated from the P2 pool.

6. EOI consideration

6.1. Overview

EOI officers consider whether a candidate, based on available information, fits the government guidelines for priority processing which mirrors the Ministerial Direction 112 and will notify candidates accordingly.

An invitation to apply for the NIV may be extended if the candidate is/has:

- a global expert and recipient of top of field international level awards (see Attachment C for additional details about these awards)
- nominated by an expert Commonwealth or State or Territory Government agency on Form 1000
- exceptional and outstanding achievements in the tier 1 priority sectors
- exceptional and outstanding achievements in the tier 2 priority sectors

Tier 1 priority sectors are:

- Critical technologies;
- Renewables and low emission technologies;
- Health industries.

Tier 2 priority sectors are:

- Agri-food and Ag-tech;
- Defence capabilities and space;
- Education;
- Financial services and FinTech;
- Infrastructure and transport;
- Resources.

Sector guides are available online at: <https://immi.homeaffairs.gov.au/visas/working-in-australia/visas-for-innovation/national-innovation-visa/priorities>

6.2. Processing tools

Officers will need to access the following resources:

- Stationery emails in the National Innovation mailbox

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- ICSE
- Content Manager

More EOI processing resources are available at section 3.5 CM Resources.

6.3. Exceptional and outstanding achievements in a priority sector

When reviewing EOI with claims based on exceptional and outstanding achievements in a tier one or tier two priority sector, EOI officers should refer to factors outlined in Ministerial Direction 112. The factors are indicators of exceptional

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talent in various fields, however the candidate's circumstances as a whole need to be considered in the interest of identifying exceptional and outstanding achievements.

EOI officers must have regard to any other relevant information provided by the candidate (or information otherwise available to the EOI officer) when identifying the candidate's exceptional and outstanding achievements. This includes information that may be either beneficial or unfavourable to the candidate.

6.3.1. Fair Work high income threshold

The FWHIT is indexed every financial year effective from 1 July to 30 June of the next year. For the purposes of considering whether the applicant earns at or above the FWHIT, earnings should be evaluated on the same basis as the FWHIT, which is by reference to 'earnings' as defined in section 332 of the *Fair Work Act 2009*. For further information regarding the FWHIT go to the Fair Work Ombudsman website at <http://www.fairwork.gov.au>.

The term **earnings** includes:

- wages (including allowances such as a living away from home allowance (LAFHA) and other allowances packaged under salary packaging arrangements);
- any amounts applied or dealt with in any way on the employee's behalf or as the employee directs; and
- the agreed money value of non-monetary benefits (for example, the value agreed between the employer and the employee of a motor vehicle provided for private use).

In the context of considering whether a candidate currently earns, or has been offered employment in Australia with earnings, at or above the FWHIT, only earnings made within a priority sector are considered.

EOI candidates are not required to provide documentary evidence in their EOI to support their claims in relation to current earnings or employment offers. As such, EOI officers can generally accept claimed earnings on face-value unless there is contradicting information before the Department.

If a candidate is invited with FWHIT being one of the basis for invitation, EOI officers must indicate this in CRM and the invitation notification letter. This will ensure that the visa application, if lodged, is checked for evidence that the applicant's earnings were at or above FWHIT at the time they were invited. A visa application will be refused if the applicant had inflated their EOI claims in order to obtain an invitation to apply for the NIV.

More information on how earnings at or above FWHIT are assessed at visa processing stage will be made available in the Procedural Instructions for the NIV.

6.4. Recording EOI considerations

- a) Open **CRM**
- b) Check the **Posts** tab for any relevant notes about the case.
- c) Navigate to **Submission** screen
- d) Copy the **passport** number and **search ICSE** for any existing client record. If duplicate EOIs found see section 6.9 below.
- e) Run **MAL** check
- f) Check current visa and status (if onshore)
- g) Check Permission requests for any **existing PR, subclass 858 application, COI** concerns
- h) Copy paste the **BCC number** and open the EOI from TRIM
- i) **Consider** the EOI in alignment NIV priorities
- j) Go to CRM **Assessment** screen
- k) Complete the **Risk flags** field
- l) Complete the **Location at TOA** field
- m) Change the **EOI status** to **S. 47E(d)**
- n) Enter today's date in the **EOI assessment date** field

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6.5. If case has a Streamline profile

An EOI has a streamline profile if they have all of the following characteristics:

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For these cases, the EOI officer should:

1. Follow the above steps from (a) to (i)
2. Check in CRM to ensure that the EOI submission has all the characteristics of a streamline profile (see dot points above)
s. 47E(d) t means that an officer has already triaged this EOI and deactivated the answers in CRM after considering that they are not at the standard required.
- s. 47E(d) Read EOI thoroughly to identify any sensitivities or exceptional achievements that are outside the normal descriptors s. 47E(d)
 - i. Escalate to manager for discussion if sensitive or exceptional person is identified. s. 47E(d)
 - ii. If no exceptional indicators or sensitivities identified, continue with 4.
4. Change the **EOI status** to s. 47E(d)
s. 47E(d)
6. Enter today's date in the **EOI assessment date** field
7. Type s. 47E(d) into the Description field

6.6. Inviting a candidate

Note: All invitations must be coordinated in consultation with EL1 or above. Please check with a manager if unsure.

To invite a candidate:

- a) On **Assessment** page, change EOI status to 'Invited to apply'
- b) Record **Invitation Date**

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- c) Change **'Invite to apply sent'** to 'Yes'. This will trigger the **NIV apply by date** to generate in banner, which you can use for the invitation notification.
- d) Click **Save**.
- e) Send Invitation notification as per 6.7. below

6.7. Invitation notification

Notify the candidate or authorised recipient of the outcome using the 'Invitation to apply for a National Innovation visa' template in Outlook.

The email should be sent from the National Innovation mailbox (not your personal email account).

Paste the candidate's name and BCC file number in the subject line.

Complete the relevant parts of the email template (highlighted in yellow):

- Salutation
- candidate's full name
- DOB
- Web form reference no
- Unique reference identifier
- Invitation code
- Priority sector
- Basis for invitation
- Apply by date

Before sending the email:

- Clear any highlighted areas
- Check that signature block includes your first name
- Check that email subject line contains client name and BCC reference.

The email rules have been set to automatically move the sent email into the 'TRIM Sent Items' folder.

6.8. Considering duplicate EOIs by same candidate

Some candidates will submit repeated EOIs. You will see them as separate records in CRM. Each EOIs is trimmed into its own BCC file in Content Manager by the Registration Officer.

As part of public messaging, candidates are encouraged not to submit repeated EOIs. Candidates whose circumstances or achievements have changed significantly may decide to lodge a new EOI but are encouraged to withdraw any existing EOIs before doing so. Therefore in considering the candidate's circumstances against the NIV priorities, EOI officers should have regard to information presented in all of client's EOIs that have not expired or been withdrawn. Officers should also have regard to any differences/inconsistencies in EOI claims which may include any new achievements accomplished, change in sector/area, and change in employment/qualification/achievement records.

EOI officers will need to:

- a) **Search CRM** using the candidate's passport number or name and DOB.
- b) If the candidate has **any other unreviewed NIV EOIs**, they must be reviewed together
- c) **Consider** each EOI submission being aware of any differences in their claims or evidence provided.
- d) **Record** your case notes in CRM using the standard procedures described in 6.4 – 6.5 (above).

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- e) If the candidate appears to align with a NIV priority, record that finding against the most recent EOI and change EOI status to **s. 47E(d)** as per 6.4(o) (above).
- f) The older EOIs should be recorded with the EOI status of **s. 47E(d)**
- g) In the Description field for the closed EOIs, type the words '**Duplicate**'.

6.9. Escalating an EOI to manager

EOI officers are to escalate EOIs to their manager for discussion or for further advice from other areas if they identify complex issues, high profile clients (nominator/candidate) or sensitivities. Examples of where an EOI may require escalation to a manager are listed in the [Case Management Protocol](#).

When an EOI is escalated and pending response from the manager, the EOI officer should ensure the following is recorded in CRM:

EOI status: **s. 47E(d)** – Outcome date does NOT need to be recorded.

Post note: '*Escalated to manager/EL1/EL2 for advice. Do not action further until discussed with manager. Include any other relevant information about the case.*

Risk flag: If applicable, update this field as relevant.

This follows that EOI officers should pay attention to the case notes in the post to ensure a complex/sensitive EOI is not finalised prematurely without discussion with a manager, particularly if the EOI was previously considered by another officer.

7. Case management protocol

All EOI officers and managers must ensure they are familiar with, and follow, approved protocols.

Case escalations should include relevant BCC file number, and case notes should be completed for manager review.

Scenario	Officer	Action
Registration /Mailbox		
EOI case that is potentially sensitive or high profile. E.g. s. 47E(d)	Triage officer	Escalate to manager for consideration of risk factors and need for priority allocation.
Candidate requests to withdraw an EOI	Mailbox officer	Officer must ensure that candidate or the appointed agent has provided the reference number starting with "HA..." or date of EOI

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Scenario	Officer	Action
		submission. This is to ensure that only the correct EOI is withdrawn. If proceeding to withdraw the EOI, in Assessment page: 1) set EOI status to s. 47E(d) 2) record EOI assessment date 3) in Description, record 'Withdrawn' 4) Reply to the client using the withdrawal template in Quick Step of the NIV mailbox. 5) TRIM your response confirming the withdrawal including the client's request to withdraw the EOI.
EOI consideration		
Candidate already granted a permanent visa.	EOI	Finalise EOI as 'closed' and send corresponding notification using stationery email.
EOI case that is potentially sensitive or high profile. E.g. s. 47E(d)	EOI	Escalate to manager for consideration of risk factors.
Minded to invite an EOI candidate who has already lodged a Global Talent visa application.	EOI	Officer to record in CRM: EOI status s. 47E(d) Description: <i>Lodged GT858 application</i> Posts note: <i>[Enter usual case note for consideration]</i> Escalate to manager for communication with the visa processing team. Manager to enter note: s. 47E(d) Note: EOI will remain in system without invitation. Though visa application will be placed into the appropriate order for processing.

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8. Version Control

Version	Date of issue	Author(s)	Brief description of change
s. 47E(d)		s. 22(1)(a)(ii)	s. 47E(d)

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Attachment A – s. 47E(d)

S. 47E(d)

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OFFICIAL: Sensitive**Attachment B –** s. 47E(d)

When listing multiple achievements, list as:

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OFFICIAL: Sensitive**Attachment C – International level awards**

Nobel Prizes	A set of international awards that recognize people and organizations for their contributions to the world. They are awarded to those who have made the greatest benefit to humanity in the preceding year in one of these six categories: Physics, Chemistry, Physiology or Medicine, Literature, Peace, Economic Sciences.
Breakthrough Prizes	A set of international awards that recognize scientific advances in three categories: Breakthrough Prize in Mathematics: An annual award with a \$3 million cash gift Breakthrough Prize in Fundamental Physics: An award for foundational work in quantum information Breakthrough Prize in Life Sciences: An award that recognizes discoveries in life sciences It is also known as the "Oscars of Science". Established in 2011 by Yuri and Julia Milner, along with other founders and funders. The awards are part of several "Breakthrough" initiatives, including: Breakthrough Junior Challenge: A global video competition for high school students New Horizons in Mathematics Prize: An award of \$100,000 for early-career researchers Maryam Mirzakhani New Frontiers Prize: An award of \$50,000 for women mathematicians who have completed their PhDs within the past two years Some discoveries that have been honoured by the Breakthrough Prizes include: The first image of a monster black hole The tangled proteins that cause destructive neurodegenerative diseases The pathways telling our brains we're in pain
Rousseeuw Prize	The Rousseeuw Prize for Statistics is a biennial award that recognizes innovative statistical research that has had a significant impact on society. The prize aims to promote awareness of the importance of statistics and its impact on society. It also seeks to remedy the gap in recognition between statistics and other fields like mathematics, physics, and computer science. The prize includes a medal, a certificate, and a monetary reward of US\$1,000,000. The award money is split among the awardees if there are multiple recipients. The King Baudouin Foundation (KBF) in Belgium appoints an international jury to select the winner. The first Rousseeuw Prize was awarded in 2022 to James Robins, Andrea Rotnitzky, Thomas Richardson, Miguel Hernán, and Eric Tchetgen Tchetgen for their work on causal inference in medicine and public health. The 2024 award will be given for work on the false discovery rate and methods to control it.
Eni Award	An international prize that recognizes scientific research and technological innovation in the energy and environmental fields. The award's goals are to: - Encourage the use of energy sources in a better way - Promote the use of science and technology for environmental purposes - Encourage new generations of researchers - Promote a more sustainable future It was first presented in 2008 and has become a world benchmark for scientific research and innovation. The award includes several categories, including: - Main Prizes: Three prizes for professors and researchers - Young Talents from Africa: A category that recognizes young talent from the African continent - Advanced Environmental Solutions: A category that recognizes scientific and technological innovation for the sustainable use of natural resources The selection committee includes notable names, such as Nobel laureates. Some notable winners include Nobel laureates Harold W. Kroto and Alan Heeger. The Eni Joule for Entrepreneurship award was established in 2021 to complement the Eni Award.

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Institution of Electrical Engineers Medal of Honor	The IEEE Medal of Honor was originally called the "IRE Medal of Honor" when it was created by the Institute of Radio Engineers (IRE). When the IRE merged with the American Institute of Electrical Engineers (AIEE) in 1963 to form the IEEE, the IRE's medal became the IEEE's highest award. It recognizes individuals or teams of up to three for exceptional contributions or careers in technology, engineering, and science. The award includes a gold medal, a bronze replica, a certificate, and a USD \$2 million honorarium. The award was first given in 1917 to Edwin Howard Armstrong. The most recent recipient was Robert E. Kahn. The IEEE also has other awards, including: IEEE Edison Medal - the oldest medal in the field of engineering, awarded for a career of meritorious achievement in electrical science, engineering, or the electrical arts IET Faraday Medal - one of the world's most prestigious awards for engineers and scientists, awarded for notable scientific or industrial achievement in engineering IET Achievement Medals - named after prominent scientists and engineers, including J. J. Thomson, John Ambrose Fleming, and R. E. B. Crompton
Fields Medal	Established in 1936 and named after Canadian mathematician John Charles Fields, the Fields medal is a prestigious award for mathematicians that recognizes outstanding achievements and promise of future work. Two to four mathematicians under the age of 40 are awarded the Fields Medal every four years during the opening ceremony of the International Congress of Mathematicians (ICM). It is often called the "Nobel Prize of Mathematics". Prize money CAD \$15,000.
Chern Medal	The Chern Medal is an international award that recognizes outstanding lifetime achievements in mathematics. The International Mathematical Union (IMU) and the Chern Medal Foundation (CMF) jointly present the award at the International Congress of Mathematicians (ICM), which takes place every four years. The award includes a cash prize of \$250,000. Anyone who is living and a natural person is eligible for the award, regardless of age or profession. The medalist can also nominate one or more organizations to receive funding. Some notable recipients of the Chern Medal include: Barry Mazur who received the award in 2022 for his discoveries in number theory, topology, and arithmetic geometry. He was also recognized for his leadership and generosity in mentoring the next generation of mathematicians. Masaki Kashiwara: Kashiwara received the award in 2018.
Abel Prize	The Abel Prize recognizes pioneering scientific achievements in mathematics, and aims to boost the field's status in society and encourage young people to become interested in it. The Norwegian government established the Abel Prize in 2002 to commemorate the 200th anniversary of the birth of Niels Henrik Abel, Norway's greatest mathematician. The Norwegian Academy of Sciences and Letters awards the prize on behalf of the Ministry of Education and Research. The Abel Committee, made up of five internationally renowned mathematicians, evaluates nominated candidates and recommends a winner. The Abel Prize is worth 7.5 million Norwegian Kroner. The Abel Prize Week is held in Oslo, Norway each May, and usually includes the award ceremony. The Abel Prize is one of the two most prestigious awards in mathematics, along with the Fields Medal. Some recent Abel Prize winners include: 2024 - Michel Talagrand, for his contributions to probability theory and functional analysis 2023 - Luis Caffarelli, for his contributions to regularity theory for nonlinear partial differential equations 2022 - Dennis Sullivan, for his contributions to topology 2021 - László Lovász and Avi Wigderson, for their contributions to theoretical computer science and discrete mathematics

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L'Oreal-UNESCO Award for Women in Science	The L'Oréal-UNESCO For Women in Science is an annual program that recognizes and supports women in science. Each year, five women scientists from five regions of the world are honored with a €100,000 award. The regions are: Africa and the Arab States, Asia and the Pacific, Europe, Latin America and the Caribbean North America. Early career female scientists in Australia and New Zealand are awarded fellowships to support their research. Women scientists at the doctoral and/or post-doctoral level are invited to apply. For Girls in Science Forum: High school students participate in this program. The program was created in 1998 by L'Oréal and UNESCO to: Improve the representation of women in scientific careers, Recognize the achievements of exceptional female scientists, Provide women with the means to continue their commitment to science, To be eligible for the International Awards, candidates must: Be recognized for scientific excellence by the international scientific community. Be actively involved in scientific research, Work in one of the eligible scientific fields.
Turing Award	The Turing Award is an annual award given by the Association for Computing Machinery (ACM) to recognize major contributions to computing. The award recognizes individuals who have made lasting technical contributions to computing. Established in 1966, the award is named after Alan M. Turing, a British mathematician who established the mathematical foundation and limits of computing. The award includes a \$1 million prize funded by Google. It is often called the "Nobel Prize of Computing" or the "highest distinction in computer science".
ACM Prize in Computing	The ACM Prize in Computing is an award that recognizes innovative contributions to computing by early to mid-career professionals. The award is known as the "mid-career Turing Award". It comes with a \$250,000 prize and is supported financially by Infosys Ltd. The ACM Prize in Computing recognizes contributions that are fundamental, innovative, and have broad implications. Some recent recipients include: Amanda Randles; the 2023 recipient for her work in computational health, including developing tools to simulate blood flow and diagnose diseases. Pieter Abbeel; the 2021 recipient for his work in robotics, including using machine learning techniques to advance the field. The ACM Prize in Computing was previously known as the ACM-Infosys Foundation Award in the Computing Sciences from 2007 to 2015.
Pulitzer Prize	A series of annual awards that recognize outstanding achievements in American journalism, letters, and music. Established in 1917 by the will of newspaper publisher Joseph Pulitzer. Presented by Columbia University in New York City. Categories: Include journalism, letters, music, photography, cartoons, and drama Awards: Include a certificate, cash, and a gold medal for the public service winner. Each category has its own criteria, but winners must demonstrate outstanding skill and convey a forceful message.
International Booker Prize	The International Booker Prize is an annual award that recognizes the best translated work of fiction published in the UK or Ireland. It celebrates the work of translators and the best single work of fiction that has been translated into English. The prize money is split equally between the author and the translator. The work must be written by an author of any nationality and published by a UK or Irish publishing house. The International Booker Prize was originally called the Man Booker International Prize and was first awarded in 2005. It was originally a biennial award for a body of work, but the rules changed in 2015 to mirror the Booker Prize. The International Booker Prize is part of a system that highlights world-class fiction for English-speaking readers. The Booker Prize recognizes fiction written in English, while the International Booker Prize recognizes fiction translated into English.

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International Tchaikovsky Competition Gold Medal	The International Tchaikovsky Competition Gold Medal is the first prize award given at the International Tchaikovsky Music Competition, which was established in Russia in 1958. The Gold Medal comes with a cash award of \$30,000, in addition to the Grand Prix prize of \$100,000. The competition also awards the following prizes: Silver Medal: Second place, worth \$20,000 Bronze Medal: Third place, worth \$10,000 Fourth, fifth, and sixth prizes: Worth \$5,000, \$4,000, and \$3,000, respectively, and come with diplomas. The competition's jury has included notable figures such as Mstislav Rostropovich, David Oistrakh, Maxim Vengerov, and Plácido Domingo. Valery Gergiev has been the competition's co-president since 2011.
Olympic Gold Medal	An Olympic gold medal is a medal awarded to the top competitor in an Olympic event. The top three competitors in each event receive a medal, with gold for first place, silver for second place, and bronze for third place.
Laureus World Sportsman or Sportswoman of the year.	An annual award that recognizes the achievements of a male or female athlete in the world of sports. Laureus World Sportswoman of the Year recognizes women who have reached new heights in their sport. Some of the 2024 nominees include Shericka Jackson and Aitana Bonmati. Laureus World Sportsman of the Year recognizes men who have achieved greatness in their sport. Some of the past winners include Novak Djokovic, Lionel Messi, and Max Verstappen. They are presented annually by the Laureus Sport for Good Foundation. The awards are considered to be highly prestigious and are often called the "Oscars" of sports. The winners are selected by the 46 members of the Laureus World Sports Academy, who are considered to be living legends of sport. The Laureus World Sports Awards also recognize achievements in other categories, including: Laureus World Sports Award for Action Sportsperson of the Year - recognizes athletes who demonstrate supreme athletic performance in action sports. Laureus World Sports Award for Sportsperson of the Year with a Disability - recognizes athletes with a disability who have achieved greatness. Laureus World Sports Award for Breakthrough of the Year - recognizes athletes who have had a breakthrough in their sport. Laureus World Sports Award for Comeback of the Year - recognizes athletes or teams who have made a historic comeback.

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