



# Visa pricing changes

NSW Client Reference Group  
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## Presentation outline

- Provide context for the new pricing arrangements
- Explain the goals of the new visa pricing policy
- Explain the changes and implementation timetable

## Context

Department's reform program including:

- Globally integrated client services
- Integrated business services
- IT changes
- Simplification and deregulation of the visa system

## Review of current visa structure

- Visa structure has been in place since 1994
- Review undertaken
- New pricing model developed

# New pricing model

## Align with broader business operational model

- Enhance the efficiency and integrity
- Encourage greater use of online services
- Improve client's experience

## Establish sustainable visa pricing arrangements

- Achieve a balanced policy outcome which:
  - maintains Australia's international competitiveness
  - encourages use of lower cost services
  - increases customer benefits
  - reflects visa entitlements, service and community costs

# Key points of new pricing arrangements

- Charges are per person, rather than per application
- Provide price flexibility in response to changes to business direction
- Provide incentives to use lower cost services
- Maintain Australia's competitiveness in key sectors, including education

## Impact on clients

- More services available on-line
- Quicker processing times
- Electronic visa system contains real time visa information
- Client pays for optional services, such as visa labels which are not required by Australia
- Visa price recognises access to associated services such as health care and community services

# Features



## Online information

Improved online access to services and information, creating a consistent and modern user experience.

The departmental website will be reliable, highly available and responsive. Clients will be able to find the information and service options to meet their needs.



## Variable pricing

The introduction of variable pricing of the Visa Application Charge (VAC) across a variety of pricing dimensions represents a fundamental component of the VPT program.



## Online communication

Departmental correspondence with clients will be via email.

A secure online account will allow clients to view their application processing status, attach supporting material, update contact details, make additional payments or process refunds.



## Assisted online access

Online services can be made available to clients unable to access them directly through Service Delivery Partners, agents and other external third parties.



## Online lodgement

Online lodgement allows clients to apply for departmental services through enhanced and expanded online application lodgement capabilities, including a variety of supporting online services.



## Online payments

Online visa payments provide a diverse range of online payment capabilities, providing flexibility and convenience for clients, while reducing the cost of service delivery for the department.



## Online evidence

Online evidence represents a range of online services allowing clients, and those interacting with them, to verify the visa entitlements and their associated conditions.

## Broader impact of prices on industry

- Skilled and temporary economic resident visas will be effected
- Encourages temporary and long term residents to consider permanent migration
- Surcharge for family members brings Australia into line with comparable countries

# Proposed implementation timeframe

## Visa pricing initiatives

1 Jan 2012

- Base visa application charge (VAC) for 25 visa sub types increased by 5%-15% following international benchmarking.
- Student visas decreased by 5%.

From 1 July 2012

- Charge for visa label where requested.
- CPI adjustments (business as usual).

From 1 July 2013

Surcharges for:

- duration (\*457 only)
- onshore subsequent visa applications (676 tourist, 456 short-stay business and 457 business long - stay)
- additional applicants (dependents)
- paper applications (progressively introduced).

Client consultations

Legislative changes

System improvements

# Changes from 1 July 2012

## Visa label charge

Clients requesting a visa label in their passport required to pay a charge:

- supports the general move to online visa lodgement and checking (ETA, APP, VEVO)
- encourages use of electronic means to verify entitlements
- Visa Entitlement Verification Online (VEVO) service provides authoritative information about the current status of the visa holder

# Implementation of the new visa prices

- Subject to legislative changes
- Service delivery for visa label charge
- Communication of changes – how can we help you get the information to your clients

# End state



Enhanced information access on the departmental website will eliminate the need for costly paper brochures which rapidly become out of date.



A shift to online lodgement will eliminate paper application forms and their associated data entry and printing / distribution costs.



The requirement for payments to be made through electronic self-service means will eliminate assisted cash and other payments made at offices and the associated costs of handling and reconciliation.



Electronic correspondence will provide clients with more timely access to departmental communication, and will seamlessly integrate with record keeping services.



Online verification services will eliminate physical visa evidence labels and the associated costs of managing this controlled stationery.



Departmental staff will refocus from low-value process facilitation to value-added decision making and integrity based work.



Electronic cases will eliminate data entry, enable automation and flexible work placement and underpin globally consistent business processes.



Dynamic and responsive risk tiering will allow assessment rigour to be appropriately scaled to the inherent risk of individual cases, maximising productivity and maintaining integrity.



Systems decision support will improve staff productivity and the consistency of services clients receive.



External business partners and agents will access the Department's online services on behalf of clients who cannot otherwise access these online services themselves.



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