

*Agent Initiatives and Monitoring Section*  
Department of Immigration and Multicultural and Indigenous Affairs

# **MIGRATION AGENTS NEWSLETTER**

## **No. 4, 2005**

Dear Registered Migration Agent,

Welcome to the fourth edition of the migration agents newsletter for 2005!

This edition provides a report on a recent DIMIA survey of the clients of migration agents and advice about DIMIA's ACT regional office new business address. It also focuses on:

- e-visa system outages – and saving your work;
- use of DIMIA's general inquiry line and helpdesk services;
- access to forms 26 and 160; and
- e-visa facilities for offshore student visa applications.

An e-visa system set up guide and tip sheet is also incorporated into this newsletter.

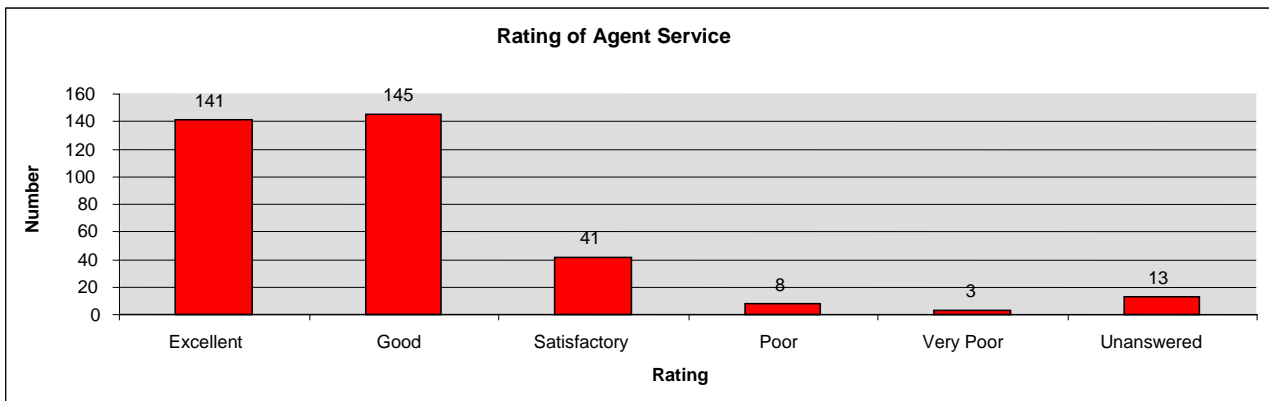
If you have any further queries in relation to these issues or suggestions for further issues of the newsletter, please not hesitate to contact the Agent Initiatives and Monitoring Section via email at [agent.queries@immi.gov.au](mailto:agent.queries@immi.gov.au)

Yours sincerely

Julie Campbell  
Director  
Agent Initiatives and Monitoring Section  
May 2005

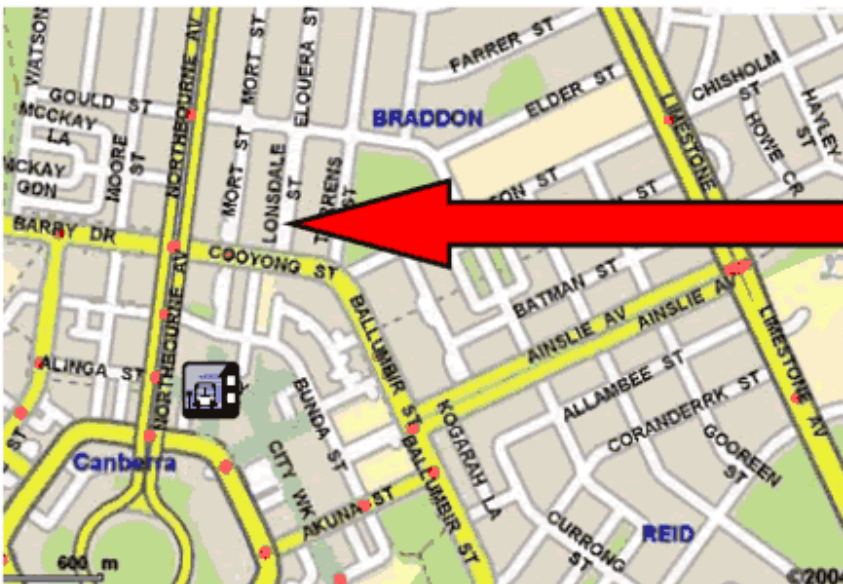
## A survey of some clients of migration agents

DIMIA recently completed a survey of the clients of migration agents, who lodged Business visa applications with the Department's Perth office. The completed surveys revealed that overall, the ratings given to migration agents were positive - with over 80% rating their agent as "Good" or "Excellent" (see graph below). Only 11 clients rated the service of their agent as "Poor" or "Very Poor".



Of the 351 completed surveys, 22 visa applicants claimed to have made a complaint about the agent to the MARA and/or DIMIA. However, only two of these individuals also rated their agent's level of service as "Poor" or "Very Poor".

## New address for the ACT regional office



**The ACT & Regions Office has moved:**

Our new address is:

**3 Lonsdale St  
Braddon ACT 2612**

Our postal address remains:

**GPO Box 717  
Canberra City ACT 2601**

General Enquiries: 131 881  
Citizenship Enquiries: 131 880  
TIS Enquiries: 131 450  
Website: [www.immi.gov.au](http://www.immi.gov.au)

## **e-visa system outages – and saving your work**

A number of agents recently advised of their frustration at losing application information when system outages occur, and sought advice about notification of such outages. The problems with the e-lodgement system peaked in the week commencing 9 May 2005 - but a solution has meant that the system is again in production.

On the occasions when downtime is scheduled, the details are notified in the Online Services part of the departmental website ([http://www.immi.gov.au/e\\_visas/outage.htm](http://www.immi.gov.au/e_visas/outage.htm)).

To date it has not been departmental practice to post notifications if the systems are brought down at short notice or have unexpectedly crashed. It is intended that the proposed "Agent Gateway" carry such outage information together with any explanations.

If, however, the system goes down after data input to an application has commenced, but before completion, it may not be possible to advise users. A partial solution, and something which is good business practice anyway is to regularly save data.

Every e-visa service has the facility to save an application at any point (except on page one) during the completion of the form.

As a guide, you might consider the following:

1. complete all relevant information on the page that you are on;
2. click the NEXT button to progress to the next page;

3. click on SAVE and enter a password; and
4. record the Save ID for that partial application.

**Note** A Save ID is created the first time you save a partial application. That application will retain the same Save ID and password until it is lodged.

The department is developing an offline version of the e-visa system, which will allow applications to be created individually offline and then lodged together online at a later time. It is planned to progressively make this offline version available for all e-visa services. We will keep you informed as the proposal develops.

## **Where to go for help with e-visa applications?**

Most regular users would be aware that, within each e-visa application form, there is an icon at the top right hand side of the form titled, 'Do You Need Help?'. If you click on this link, you will be provided with an email address to which you can send a query, or a contact telephone number.

Listed below are the current visa subclasses that are e-lodgeable and the location where queries are handled.

- **e457, Temporary Long-Stay Business** – The query will go to the State Office where the Sponsorship has been lodged. You will need to choose the relevant e-mail address from a list of addresses that will be provided.
- **e676 (Visitor Short Stay ) and e417 (Working Holiday)** – The query will go to the DIMIA office in Hobart.

- **e686 (Visitor Extension)** – The query will go to the DIMIA office in Perth.
- **Student Offshore Assessment Level 1** – The query will go to the DIMIA office in Perth.
- **Student Initial Onshore Assessment Level 1** – Call 131 881.
- **Student Offshore AL2-4** – The query will go to the DIMIA offices in Perth (for Thai applications) or Adelaide (for Chinese and Indian applications).
- **Permission to Work** – Call 131 881.
- **Resident Return** – The query will go to the DIMIA office in Perth.

After the application has been lodged, you can go to the website to query the status of the application. There is an email link that can be used to send urgent queries to the relevant office via the “Query Application Status” page.

For Student and Permission to Work Onshore applications, the contact will still be the 131 881 number.

**Please note:** an e-visa system set up tip-sheet to assist you can also be found at the end of this newsletter.

### **Contacting DIMIA**

On 20 April 2005, the MARA sent all agents an email, which included a notice from DIMIA concerning use of DIMIA’s 131 881 general inquiry line and helpdesk services. The notice requested that agents consult appropriate sources - professional library, DIMIA's website, and peers, before contacting DIMIA's 131 881 general inquiry line and email helpdesks.

While the information in the notice remains valid, we acknowledge that agents wanting to book certain interviews with DIMIA staff (until the national appointment system goes on line), or receive assistance with certain e-visa applications (see above) will need to do so via the 131 881 general inquiry line.

Please also be advised that calls to the Adelaide Skill Processing Centre (ASPC) number - 1300 364 613 - may be diverted to the 131 881 general inquiry line, if the ASPC number is overloaded or closed.

We are grateful for the ongoing support of agents in minimising unnecessary contact with DIMIA inquiry lines and email helpdesks, so that we can better ensure that both clients and agents can access appropriate support.

### **The 2005-05 migration program**

On 14 April 2005, Senator Amanda Vanstone, Minister for Immigration and Multicultural and Indigenous Affairs, announced the size of the 2005-06 migration program. The Skilled Stream will increase for the eighth successive year, providing up to 20,000 additional places to help meet Australia’s short and long-term labour force needs.

Further information is available on the Minister’s website at <http://www.minister.immi.gov.au/index.htm>

## **Registered agents able to lodge student e-visas in India, China and Thailand**

In July 2004, the test phase of a new e-visa facility for offshore student visa applications commenced. It involved education agents who lodge applications on behalf of passport holders from Thailand, India and the People's Republic of China (PRC), who are resident in their country of nationality. In November 2004, the pilot was expanded to a formal trial, with additional Thai, Indian and PRC education agents, selected to participate on the basis of previous high volume and student visa experience in the pilot countries.

DIMIA has now extended this pilot to registered migration agents. In conjunction with the Migration Institute of Australia (MIA), the department held CPD sessions in Sydney, Melbourne, Brisbane, Adelaide and Perth, followed by hands-on sessions for agents interested in lodging Student e-visas. The CPD sessions provided an overview of e-visa products for students, the AL2-4 e-visa process and systems and business documentation processes.

The special hands-on sessions were specifically designed for users who would be lodging e-visa applications. The 3 hour sessions guided the users through the different e-visa screens, explained in detail the e-visa process, attaching documentation and the use of checklists. Users had the opportunity to lodge e-visas in a test environment.

There was a strong interest by migration agents and over 130 registered agents attended the hands-on training sessions in the various capital cities. Registration forms and the e-visa Agreements will be sent out to these agents, who should be

able to start lodging student e-visas in time for the mid year peak.

## **Access to forms 26 and 160**

DIMIA has recently received queries about forms 26 and 160 being available on *Legendcom*. Health Policy Section has advised that due to the frequent changes for processing requirements in relation to different visa subclasses, it is not practical to make the PDF forms 26 and 160 more widely available, as Panel doctors require explicit instructions on the return address of each form to ensure they are returned to the correct destination.

PDF versions of forms 26 and 160 are only being provided (by DIMIA), with an accompanying covering letter providing a return address to assist the Panel doctor to return the form(s) to the appropriate processing centre/destination. There is concern that should the PDF versions of the forms become widely available, without return addresses, many will undoubtedly go astray and delays in processing will result. If the delay is lengthy, applicants may be required to undertake further medicals.

A Local Clearance Unit has been established in Sydney with a phased approach for receiving all offshore medicals. At some stage in the near future wider distribution of the PDF versions of 26 and 160 will be considered.

The situation with Forms 26A and 160A is very different. Forms 26A and 160A can only be used where the entire application, medical examination and visa processing is to be done wholly in Australia. Medicals undertaken onshore are all processed by Health Services Australia and results recorded electronically. The results of these onshore medicals are accessible online by DIMIA officers.

## eVisa System Setup Guide & Tipsheets

### Connection Specifications.

The figures below are extracted from the sites of two Australian Internet Service Providers and highlight the details of the types of connections available. The service providers in your region should be able to provide you with a similar range of services.

Plan Name	Monthly Plan Usage Allowance <sup>1</sup>	Speed <sup>2</sup> (download/upload)			Additional usage (Cents/MB after allowance)	Ideal for
		256/64 kbps	512/128 kbps	1500/256 kbps		
<u>200MB ADSL#</u>	200MB	\$29.95 <sup>3^*</sup>	-	-	\$0.15 per MB	Light use, or exploring ADSL
<u>400MB ADSL#</u>	400MB	-	\$39.95 <sup>3^*</sup>	-	\$0.15 per MB	Heavy emailing at high speed
<u>500MB ADSL</u>	500MB	-	-	\$69.95 <sup>3^*</sup>	\$0.15 per MB	Regular use, light downloads
<u>Unlimited* ADSL</u>	Unlimited*	\$59.95 <sup>3^*</sup>	\$69.95 <sup>3^*</sup>	\$99.95 <sup>3^*</sup>	N/a	Fixed cost, open ended web access
<u>20GB ADSL</u>	20GB	-	-	\$129.95 <sup>3^*</sup>	\$0.15 per MB	High-power professional web applications

\* Speeds may be slowed to 64 kbps after 10GB. Includes unlimited uploads.

- Two speeds are specified:
  - Download – This is the maximum speed at which you will be able to receive information (eg. Install or update programs).
  - Upload – This is the maximum speed at which you will be able to send information (eg. attach forms and documents).
- Unlimited:
  - Total usage has no maximum per month
  - Any excess usage will not incur any additional charge.
  - Has a condition that any usage above a predetermined amount will be slowed.

It is important to note that the upload speed is often  $\frac{1}{4}$  of the download. Attachments and lodging use upload speed and it is important to request a high upload and download speed when contacting your provider.

What do I get?	256 Starter	256 Unlimited	512 Unlimited	1500 Unlimited	Symmetrical 512 Unlimited
<b>Price per month</b>	<b>\$29.95</b>	<b>\$49.95</b>	<b>\$64.95</b>	<b>\$99.95</b>	<b>\$119.95</b>
Download Speed	256 Kbps	256 Kbps	512 Kbps	1500 Kbps	512kbps
Upload Speed	64 Kbps	64 Kbps	128 Kbps	256 Kbps	512kbps
Unlimited hours	✓	✓	✓	✓	✓
Unlimited* downloads	300MB	✓	✓	✓	✓

As shown in the figure above from another ISP, the upload specified is in most cases  $\frac{1}{4}$  of the down load with the one exception highlighted. This highlighted service also has a condition that when the total usage reaches a predetermined amount the service will be slowed during peak times.

### Connection Speed Check.

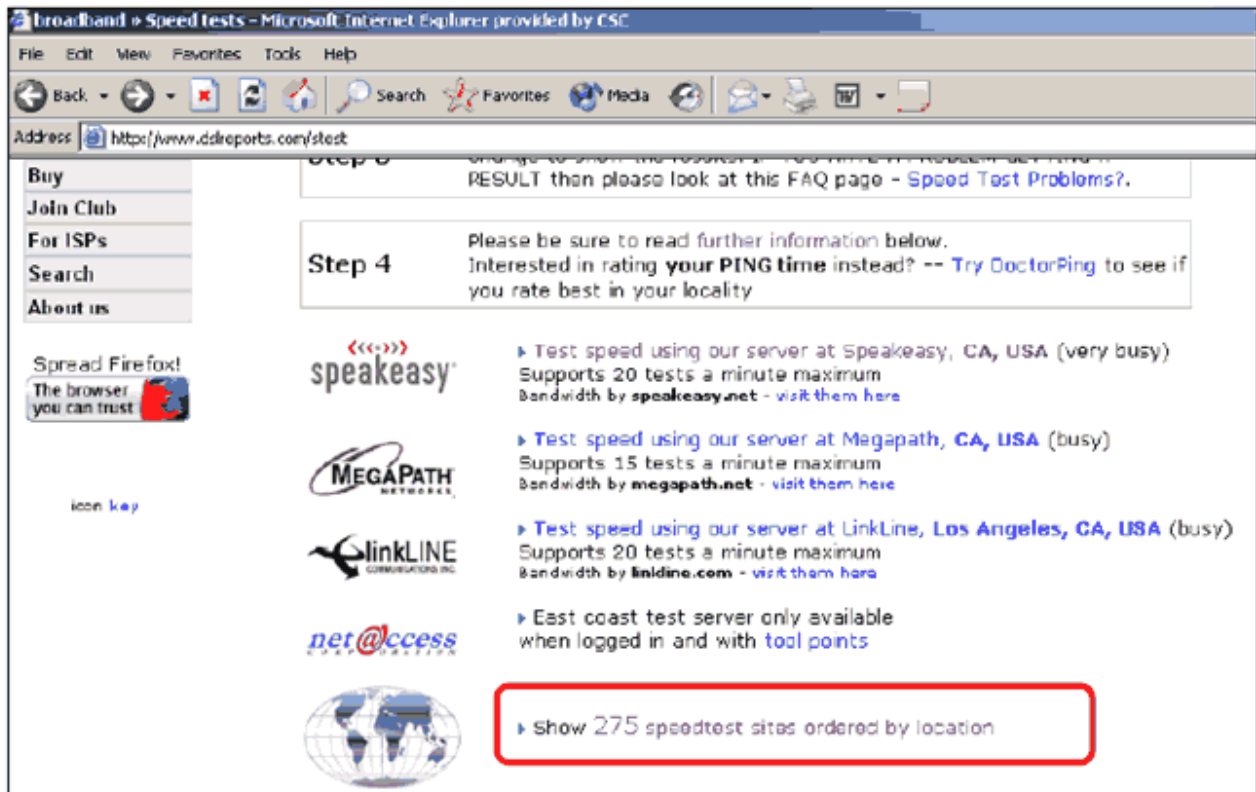
The three web sites listed below can provide Internet connection speed tests.

- <http://www.bandwidthplace.com/speedtest/>
- <http://www.tcpiq.com/tcpiq/linespeed/Download/>
- <http://www.perthinternet.com/speed.html>

Before downloading any files onto your system it is important to be aware of the risks associated and to ensure that you have reliable and up to date anti-virus software.

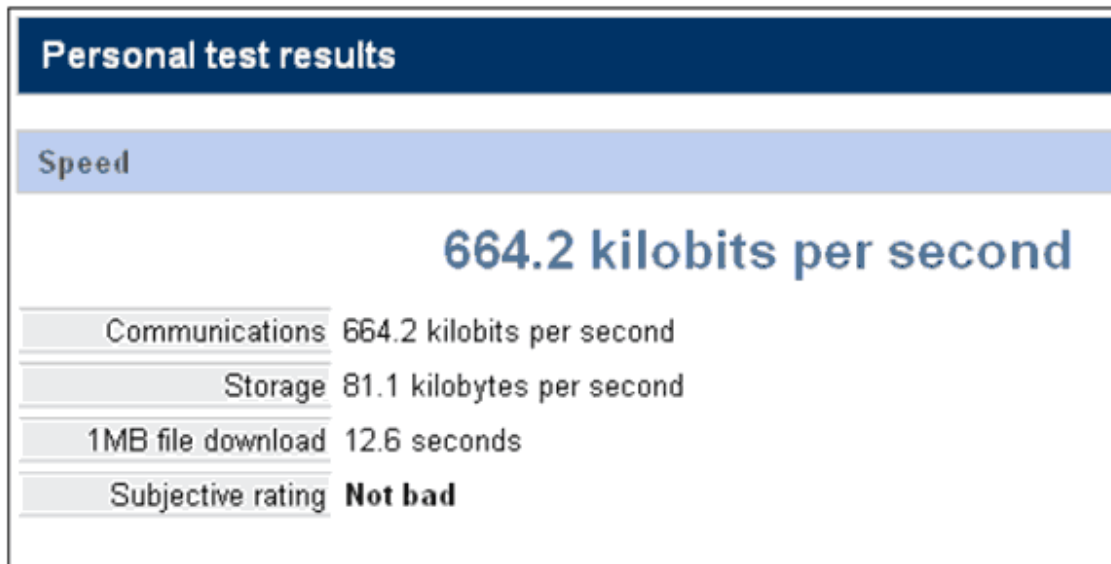
DIMIA accepts no responsibility for the completeness or accuracy of any of the information contained on or accessed through these websites and makes no representations about its suitability for any particular purpose. Users should make their own judgements about those matters and/or seek independent advice.

The site shown in the figure below shows a link to some world wide test sites listed by location.

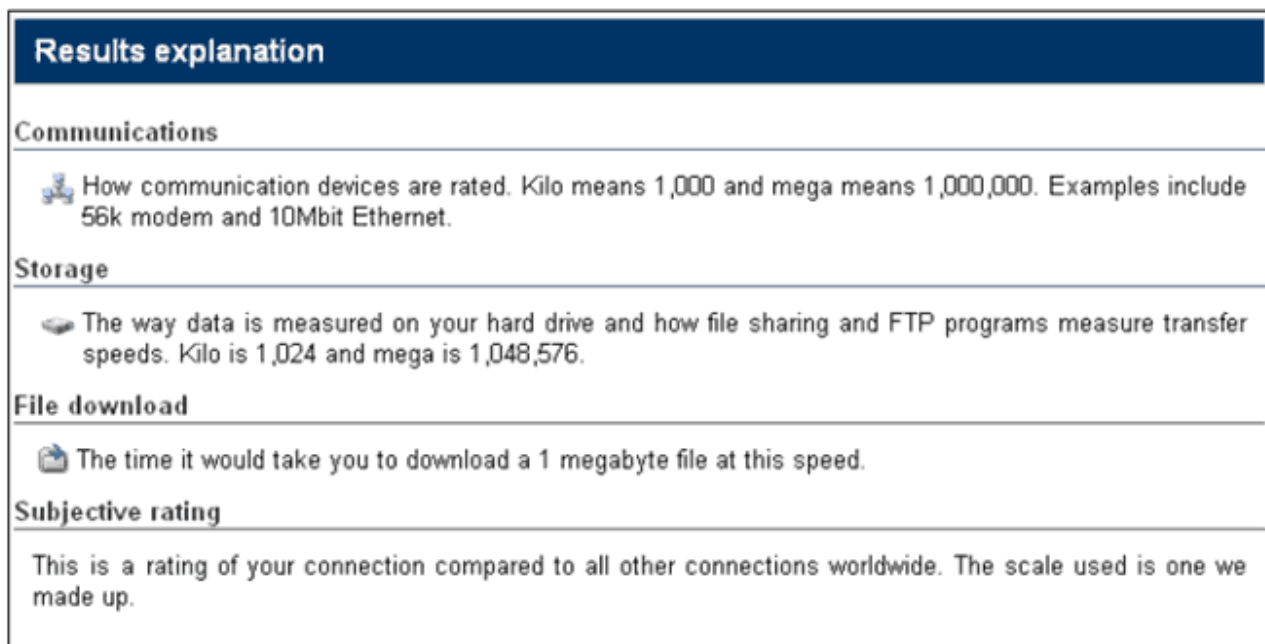


Each of the listed sites may use different measurement techniques and report different measurement types, and may even be restricted to testing local connection speeds; therefore comparison between tests may only be used as an indication.

A result from the “[www.bandwidthplace.com/speedtest/](http://www.bandwidthplace.com/speedtest/)” site is shown in the figure below.



The screen shown in the figure below is a description of the results of the test above.



## Document Scanning.



A typical scanner will have the following specification.

One pass colour

Resolution - At least 300 by 300dpi

Depth - 36 bit colour

USB Connection

### One Pass Colour

The One Pass Colour scanners only run the capture mechanism once and therefore are quicker to scan than those which use a multi-pass method.

### Resolution.

Usually this is 300 by 300 DPI (Dots Per Inch).

The higher the resolution specification the greater the number of sensors used in the device. This often equates to higher quality and price. It is important to understand that this is the hardware resolution as it is possible to quote higher numbers when software enhancement is used.

### Sharpness.

The sharpness of the captured image is mainly dependant on the quality of the optical components used by the manufacturer and the type of illumination lamp used. A Xenon lamp is brighter and therefore creates a sharper image than a florescent lamp.

### Depth.

Each pixel (dot) requires 24 bits to create an image with true colour. Some scanners use 30 or 36 bits to increase the range of colours available and a better picture depth. As they still only output at 24 bits the difference may not be evident.

### Scanner to PC Connection.

Parallel	Slowest and more commonly found on older models.
SCSI	Requires a special connection in the receiving PC.
USB	Simple to connect, has good speed and is relatively inexpensive when connected to a modern PC.
FireWire	Simple to connect, has excellent speed and high resolution capability but requires a connection not always available on all but the most recent PCs.

## **Compressing Files.**

As the DIMIA's entry portal will not allow files with an extension of 'ZIP' it is not possible to use Winzip or equivalent programs to compress files prior to attachment to an application. However, a possible way to compress files/documents is to convert those files/documents into PDF format.

For larger graphics files such as those using the JPEG format it is possible to reduce the image size by inserting them into a word document page and then converting the word document to the PDF format.

Adobe Acrobat can be used to reduce the size of the file prior to attachment to the application.

Use the [File] – [Print] option in your application and choose the Adobe PDF virtual printer.

Select the [Preferences] button to set the conversion settings required.

There are other PDF conversion applications available as outlined on the next page.

### **Other PDF Programs.**

Below is a list of Internet links where other programs which can be used to create PDF documents may be downloaded. Please read the instructions and conditions carefully before beginning to download or install files from these sites.

[http://www.docudesk.com/deskPDF\\_PDF\\_Creator\\_select\\_your\\_version.asp](http://www.docudesk.com/deskPDF_PDF_Creator_select_your_version.asp)

<http://site4.pdf995.com/download.html>

<http://www.primopdf.com/>

<http://www.cutepdf.com/>

<http://www.verypdf.com/pdfcamp/pdfcamp.htm>

Before downloading any files onto your system it is important to be aware of the risks associated and to ensure that you have reliable and up to date anti-virus software.

DIMIA accepts no responsibility for the completeness or accuracy of any of the information contained on or accessed through these websites and makes no representations about its suitability for any particular purpose. Users should make their own judgements about those matters and/or seek independent advice.