

The summary of the key messages from Tania and Scott from the event.

- The new faces at the Australian High Commission New Delhi:
 - Scott Matheson
 - Tania Gerlach
 - Liz Renneberg
 - Sean Stewart
 - Jason Boyd, and
 - Tulika Chawla
- A lot has changed in the student visa world since AAERI started. Back then all the Australian migration and temporary visa policy and legislation could fit into two folders which you had to update manually every time there was a change. If you wanted to apply you first had to come and get an application form, then come back to the High Commission with it filled out by hand and with the right fee attached and all your hard copy documents, properly notarised, with your passport in hand. If we wanted to contact you it would be by mail. If you were successful you would get a visa label in your passport, if not you would get a sometimes very short refusal letter.
- Thirty years ago there were less than 300 Indian student arrivals in Australia. That was starting to creep up by 1996 in the very low 1000 mark.
- Today with 100% online lodgement, data capture feeding risk analysis, status information available in ImmiAccount, a completely electronic process.
- There's a couple of extracts from the DIBP 2020 strategy which highlight our twin drivers: protecting Australian borders, including innovative methods of identifying risk before non-genuine applicants reach our borders, as well as facilitating visa programmes that support the economy, which clearly includes the international student programme.
- Key to achieving both the national education strategy and the DIBP goals are the partnerships that we have. Our relationship with AAERI goes back to the beginning of its formation
 - The simpler sub class structure has been adopted easily and we have retained some of the backend information about sector so that we can still report and analyse outcomes.
 - The online lodgement system supports more efficient processing – it can be done any time, as soon as you lodge, the application is available to us, it saves us handling, storing and retrieving paper applications, and provides you access to status information through ImmiAccount.
 - One of the advantages of online lodgement is that applications can be processed where-ever there is capacity to do so. For instance, if Adelaide or New Delhi fall behind, the other can just take on more of their cases.
 - From an integrity point of view, the capture of additional data, and the information that can be gleaned from lodgement channels, is a significant improvement to feed into risk analysis. As our internal risk tools have more data to work with, we can be much more nuanced about which applications require more less rigorous checks.
- The accuracy with which the questions on the online form are being answered is causing some delays. For instance, when an agent ticks the box relating to not receiving electronic information, they are saying they don't want us to email them, even when they have supplied an email address. This means the computer system won't generate an automatic acknowledgement or health request or biometrics where that is required, and instead the application flows through to have letters prepared and mailed. Similarly if the agent doesn't click on the 'all documents submitted' button after uploading documents, the system won't recognise the application as ready to be allocated for assessment or submit it for decision.
- The shift from Streamlined Visa Processing, to the new combined country and risk provider settings which inform how much evidence needs to be provide seems to be working well as far as tools are concerned, and the new reporting tool is going to give providers much more timely information

about their risk ratings. However locally there does seem to be some uncertainty about how much information to upload. Worse, from our point of view, is that some agents both upload evidence into ImmiAccount, then also email us to either say they have done so or else provide a second copy of the documents by email. This double handling of evidence is very inefficient and can be quite confusing as a case officer works out whether the email information is different to what's on file.

- Simplification of policy settings seem to be relatively well understood. We are continuing to receive questions about the detail of funds and this is perhaps not the forum for detailed discussion. As above, perhaps focused webinars with our policy people participating might be a better way of answering.
- From a fraud perspective we are seeing:
 - High quality counterfeit passports
 - High quality scam websites
 - Continuing to focus on fraud in English language testing
 - You would have seen information about fraud in finances.
 - regarding financials:
 - Does the applicant have the funds
 - Is it reasonable that the applicant has the funds
 - Does the applicant have access to the funds

If you have doubts about any one of these checks then why would you recommend that student for a place to providers and put your name against their visa application?
- What we are predicting for the future:
 - Modest growth
 - Expecting continued improvements to systems
 - In our processing system, we expect significant improvements in capacity and speed, and continuous improvement in risk analysis.

I hope this assists your members.

In addition, I would like to proceed with the webinar platform focussing on financial requirements. I am open to timing and would be able to change any existing meetings to fit your schedule.

In relation to the issues you have raised, we are aware of them both and will communicate this to our colleagues in Australia.

Once again thank you for involving us in your 20th year celebrations.