



Australian Government
Department of Immigration and Citizenship

Dear Registered Migration Agent

Subject: Re-distribution of cases within the ENS/RSMS network

For some time the application rate for Employer Nomination Scheme (ENS) and Regional Sponsored Migration Scheme (RSMS) has been placing pressure on the Department's processing centres. In particular, as you are aware a large on-hand caseload has developed in the Parramatta processing centre.

We have been working on a new processing model which we believe will be sustainable in our current environment. We believe it is important that this new processing model contains incentives for agents to continue to lodge complete applications. I will be writing to you again soon to invite you to participate in the process we propose to run to identify and reward (in a processing time frame sense) decision ready applications.

The main purpose of this letter is to advise you of the potential for ENS/RSMS cases you might have with us in the Parramatta office to be moved within the processing network.

The intention of this re-distribution of cases is to provide a consistent service with respect to processing time frames for ENS/RSMS applicants. We therefore will be moving cases involving 1700 persons out of Parramatta to Perth and Melbourne.

We wish to make the decision around the movement of cases as straight forward as possible, for reasons of cost. So the intention is that the movement of cases will be random and spread over the entire queue, i.e. not one particular month or client/agent caseload.

As these cases are currently sitting unallocated in Parramatta's queue, it is anticipated that you will become aware of a cases movement when it is allocated to a case officer in Perth or Melbourne and they write to you advising that they are the case officer.

Thank-you for your continued support.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Stephen Russell', with a long horizontal stroke extending to the right.

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people our business

Permanent Employer Sponsored Entry - ENS/RSMS Processing Network

NSW Centre

Melbourne Centre

Perth Centre