

Department of Immigration Quarterly Statistical Report September 2012



Reference guide to codes used throughout this report.

- BSP = Business Staffing Plan Board
- BPA = Business Plan Amendment
- BVP = Business Visitor's Permit
- C14 = Right to be Caymanian (RTBC) Declaration from Board;
- CIO =Chief Immigration Officer (Decision)
- CS&PR = Cayman Status & Permanent Residency Board
- CSA = RTBC Acknowledgement (No DNA)
- CSC = RTBC Continuation up to Age 18;
- CSE = RTBC Governor in Cabinet;
- CSF = RTBC Grounds of Descent;
- CSG = RTBC Grounds of Naturalisation;
- CSH = RTBC Grounds of Marriage;
- CSI = RTBC Surviving Spouse of a Caymanian
- CSJ = RTBC Continuation after 18;
- CSL = RTBC Revocation;
- CSO = RTBC Possession of a BOTC by Birth
- CSM = RTBC Variation
- CB = Cayman Brac
- EZG = Economic Zone Grant
- FWG = Final non-renewable work permit;
- GCM = Grand Cayman Island
- Key = Application for Key Employee;
- LC = Little Cayman
- Misc. = Miscellaneous item;
- PDC = Permission to Reside Dependant of a Caymanian

- RAS = Residency & Employment Rights Certificate (Spouse of a Caymanian);
- RIM = Residency Independent Means
- RRD = Residency with the Right to Work Dependent of a Permanent Resident;
- RRW = Residency & Employments Rights Certificate (8+ years);
- RSD = Residency with Right to Work Spouse of a Deceased Caymanian
- RTS = Temporary Residency Spouse of a Caymanian
- RVA = Variation of PR;
- RVW = PR variation for an Employment Rights Certificate
- SCG = Special Care Giver;
- STU = Student Visa
- STV = Visitor Visa
- TPS = Temporary Work permit, Seasonal Worker
- TWE = Temporary Work Permit Extension
- TWP = Temporary Work Permit
- WPA = Work Permit Amendment;
- WPB = Work Permit Board
- WPG = Work Permit Grant;
- WPR = Work Permit Renewal;
- WSG = Work Permit Grant Spouses Term Limit;
- WSR = Work Permit Renewal Spouses Term Limit
- WTA = Term Limit Exemption Permit Amendment
- WTG = Term Limit Exemption Permit Grant
- WTR = Term Limit Exemption Permit Renewal



Foreword

The Cayman Islands¹ are a leading offshore financial services jurisdiction situated in the northwest Caribbean. With a relatively small local labour pool the primary pillars of the Islands' economy financial services and tourism - are heavily dependent on workers from overseas. Out of a population of approximately 55,500² and a total workforce of some 36.0002 there are presently over 20,300 nonpermanent foreign workers living in the Islands. The Islands are socially and culturally diverse, with some nationalities represented in the population.

This document provides statistical data in regard to a number of key immigration categories and the operations of the Department of Immigration.

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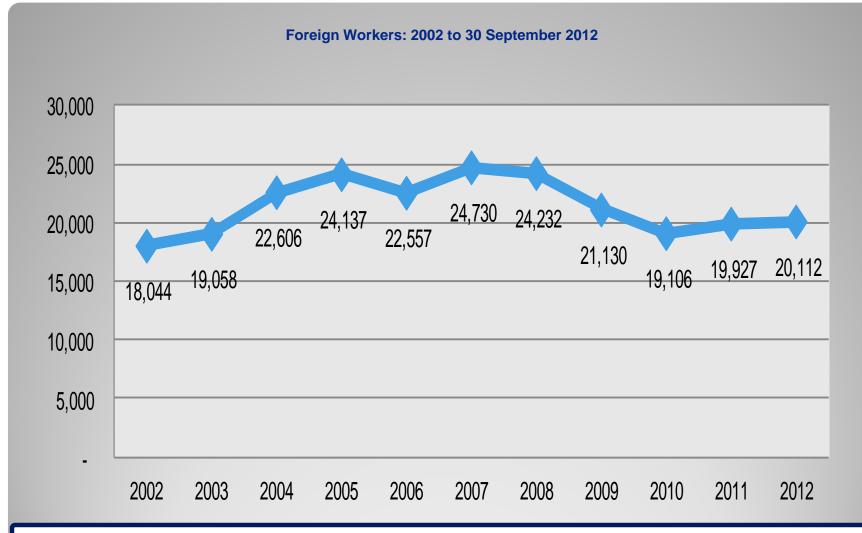
Notes:

Fiscal year: 1st July - 30th June

¹ Comprising Grand Cayman (GCM), Cayman Brac (CYB) and Little Cayman (LYB)

² Economic and Statistics Office, Government of the Cayman Islands

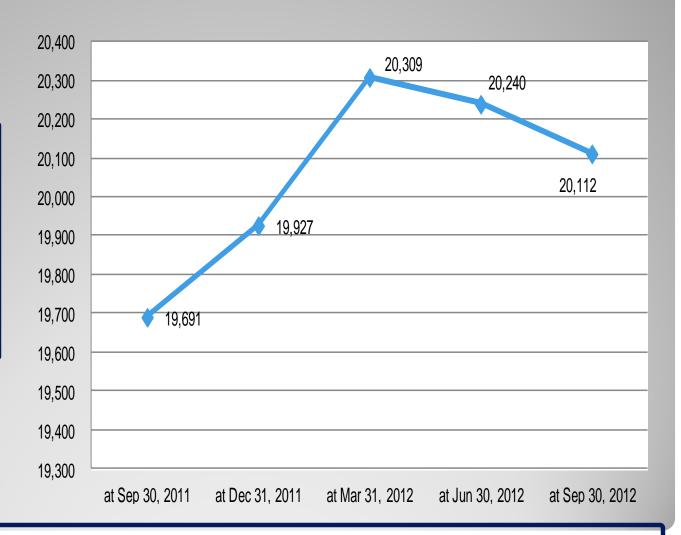
Immigration Control Non-Caymanian Workforce



This chart shows total number of non-permanent foreign workers for all three Islands from 2002 to 2011 as at 31st Dec of each year. The number of foreign workers as at 30th September 2012 stands at 20,112. The figures include work permit holders (including those working by operation of law awaiting permit renewals etc) and non-Caymanian Government contract workers. The figures do not include permanent residents with the right to work.

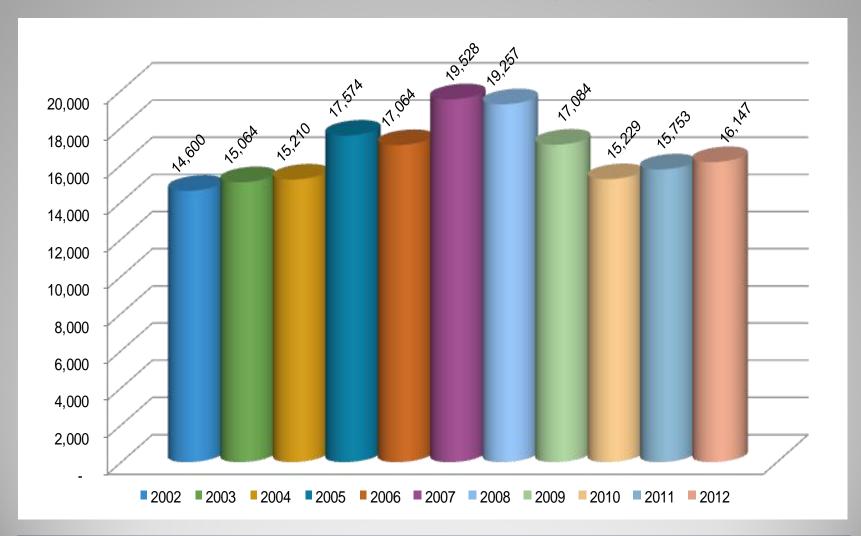
Foreign Workers to 30 September 2012

At the end of the 2nd quarter of 2012 there were a total of 20,112 foreign workers (other than permanent residents) living and working in the Cayman Islands.



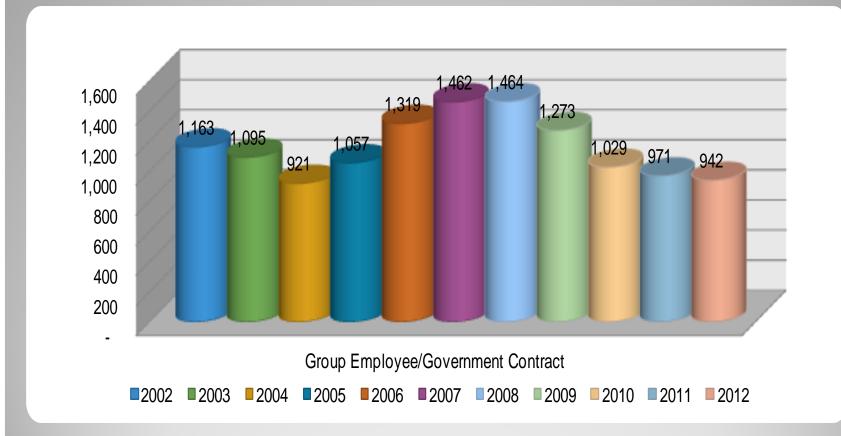
The figures include work permit holders (including those working by operation of law, awaiting permit renewals etc) and non-Caymanian Government contract workers. The figures do not include permanent residents with the right to work.

Work Permits in effect 2002 to 2011 (to 30th September 2012)



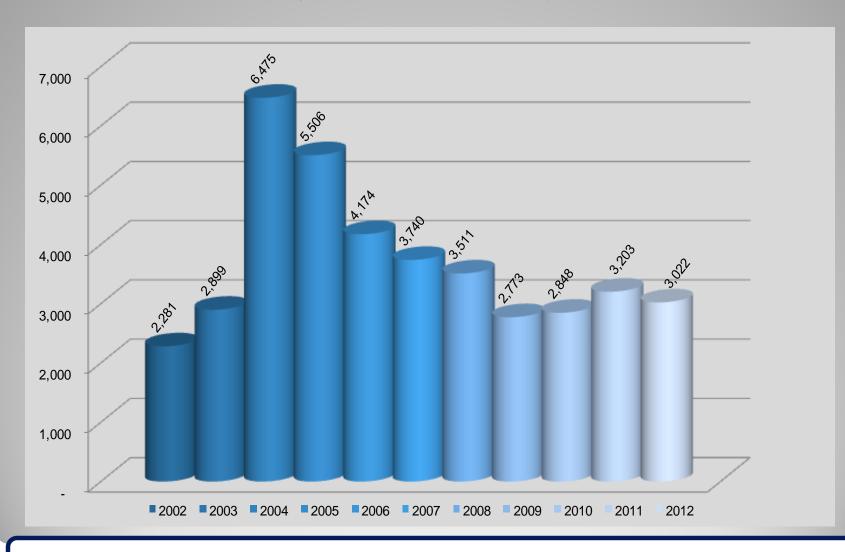
This chart shows the number of work permits in effect at the end of each calendar year from 2002 to 2011. There were 16,147 work permits in effect as at 30th September 2012.

Non-Caymanian Government Workers: 2002 to 30 September 2012



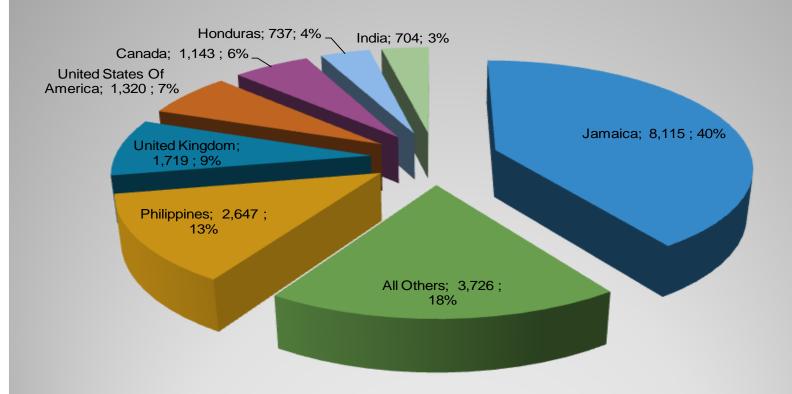
The Cayman Islands Government is the largest employer in the Islands. Although the majority of employees are Caymanian, there were, as at 30th September 2012, 942 non-Caymanian Contract Employees. Non-Caymanian Contract Workers do not require a work permit and are not subject to term limits.

Temporary Work Permits in effect as at 30 September 2012



This chart shows the number of temporary work permits in effect at the end of each calendar year from 2002 to 2011. There were 3,022 work permits in effect as at 30th September 2012.

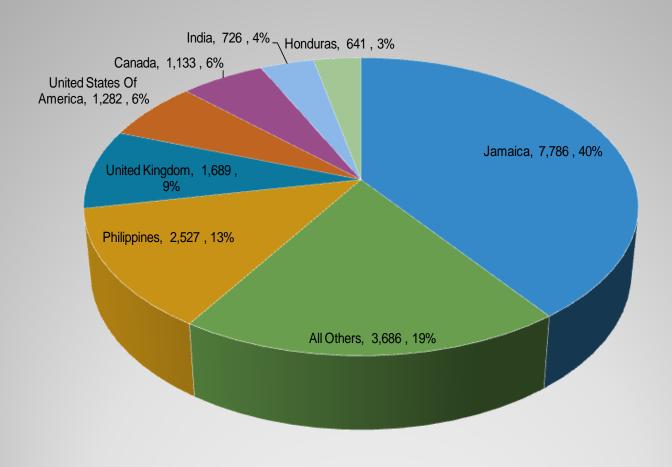
Current Foreign Workers (at 30 September 2012): Top 7 nationalities with greater than 300 workers



At 30th September 2012 there were a total of 20,211 foreign workers (other than permanent residents but including Government Contract Workers) residing and working in all three of the Cayman Islands. Jamaican nationals form the largest group of foreign workers (40%).

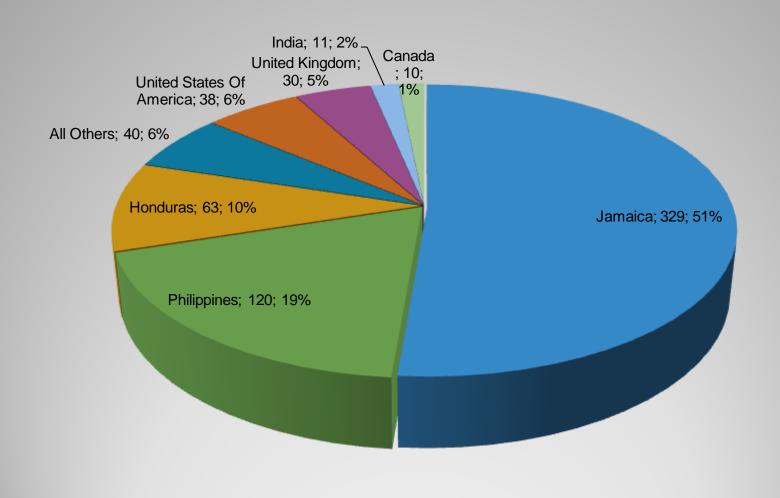


Current Foreign Workers as at 30 September 2012 – Grand Cayman (Top 7 Nationalities)

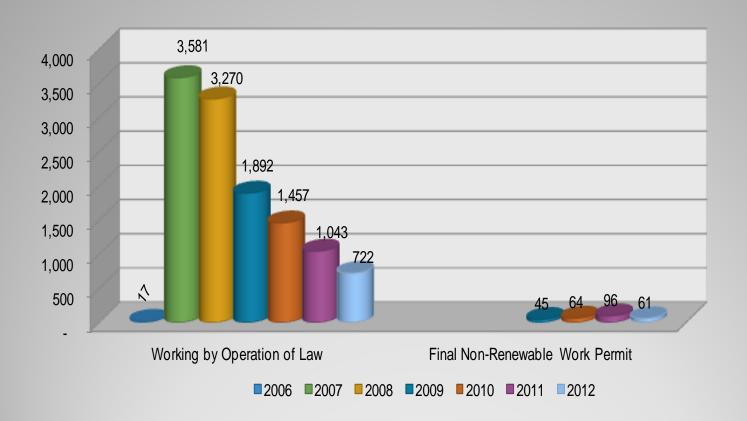




Current Foreign Workers as at 30 September 2012 – Cayman Brac & Little Cayman (Top 7 Nationalities)



Working By Operation of Law & Final Non-Renewable Work Permits 2006 to 30 September 2012

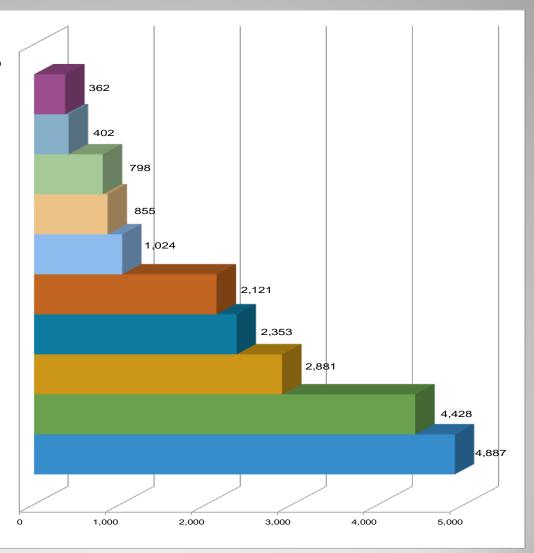


While an application for the renewal of a work permit is being processed, or when a work permit application has been refused and an appeal against the decision has been made to the Immigration Appeals Tribunal, the worker may be allowed to work by operation of law. At 30th September 2012 there were 722 persons working by operation of law in the Cayman Islands. A final non-renewable work permit for one year is issued where a person's permanent residence application has been refused or after an unsuccessful appeal against its refusal.



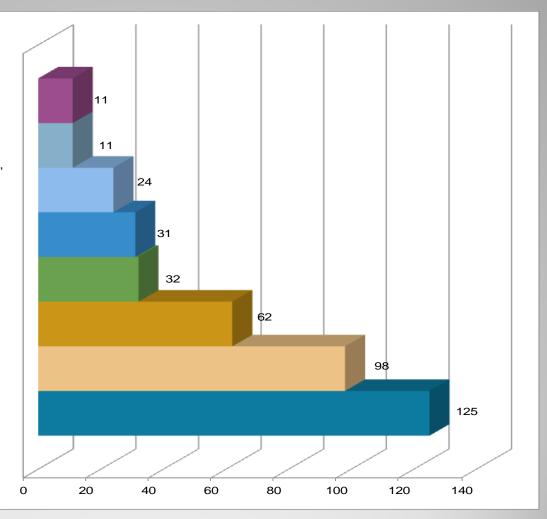
Number of Foreign Workers Employed as at 30 September 2012 - By Major Occupation Groups

- Other (Includes Government Contracted Officers)
- Plant and machine operators, and assemblers (Includes Boat Hands, Bus Drivers & Heavy Machine Operators)
- Clerical support workers (Includes Administrative Assistants, Bookkeepers, Account Clerks & Grocery Clerks)
- Skilled Agricultural and Landscaping workers (Includes Gardeners, Farmers & Landscapers)
- Managers (Includes Financial Controllers, General Managers, Human Resource Managers, Project Managers, Sales Managers & Relationship Managers)
- Technicians and Associate Professionals (Includes A/C Technicians, Dental Technicians, Personal Assistants & Secretaries)
- Craft and related trades workers (Includes Auto Mechanics, Auto Body repairman, Electricians, Carpenters, Painters, Masons & Plumbers)
- Professionals (Includes Accountants, Fund Administrators, Auditors, Doctors, Lawyers, & Teachers)
- Service and sales workers (Barbers, Bartenders, Cashiers, Cooks, Hairdressers, Waiters/Waitresses, Janitors, Security Guards)
- Elementary Occupations (Includes Domestic Helpers/Workers, Caregivers, Kitchen & laundry attendants, Beach Attendants & General Labourers/Cleaners)





- Managers (Includes Financial Controllers, General Managers, Human Resource Managers, Project Managers, Sales Managers & Relationship Managers)
- Plant and machine operators, and assemblers (Includes Boat Hands, Bus Drivers & Heavy Machine Operators)
- Professionals (Includes Accountants, Fund Administrators, Auditors, Doctors, Lawyers, & Teachers)
- Clerical support workers (Includes Administrative Assistants, Bookkeepers, Account Clerks & Grocery Clerks)
- Technicians and Associate Professionals (Includes A/C Technicians, Dental Technicians, Personal Assistants & Secretaries)
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- Elementary Occupations (Includes Domestic Helpers/Workers, Caregivers, Kitchen & laundry attendants, Beach Attendants & General Labourers/Cleaners)

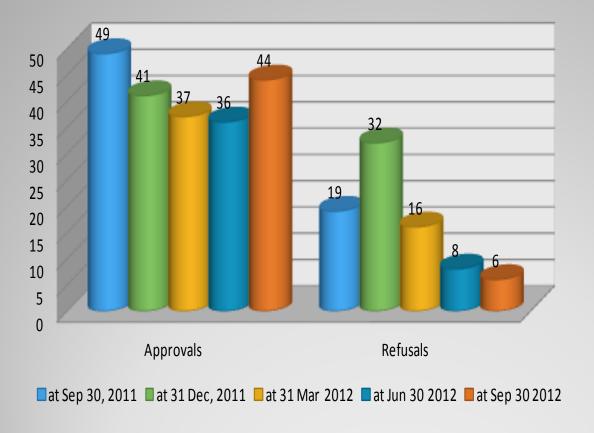


A total of 449 applications were refused by the Boards for the quarter ending 30th September, 2012 (**excluding** Term Limit Exemption Permits and 28 applications in the 'Other' category).

Key Employees

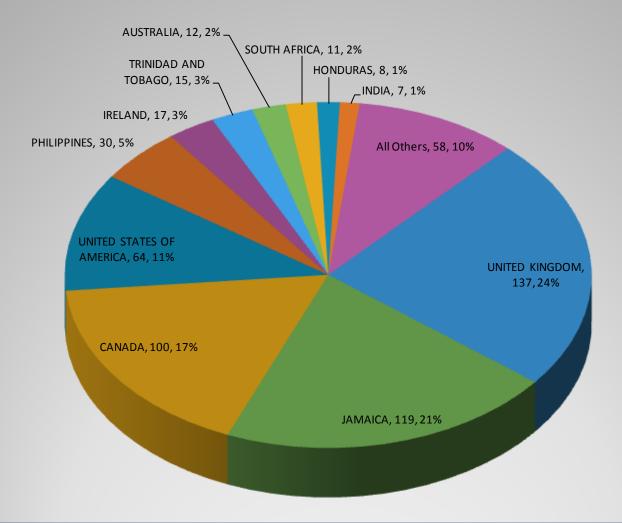
The progressive system of rights afforded by the Islands' immigration legislation requires that a worker must leave the Islands after seven years unless they have been designated as a 'key employee'. Key employees are persons who possess particular skills or experience and whose continued employment is critically important for their employer. A key employee may remain in the Islands on work permits for a total of nine years and may apply for permanent residence after being resident for eight years.

Key Employee grants and refusals to 30 September 2012



There were 44 approvals and 6 refusals from June to 30th September 2012 inclusive.



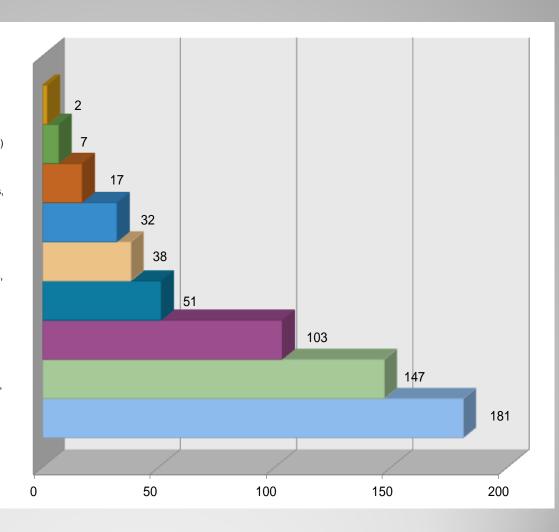


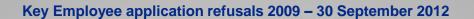
At the end of September 2012 there were 578 'key employees' in total. Of those approvals, United Kingdom citizens accounted for 24% of the total figure with 137 approvals.

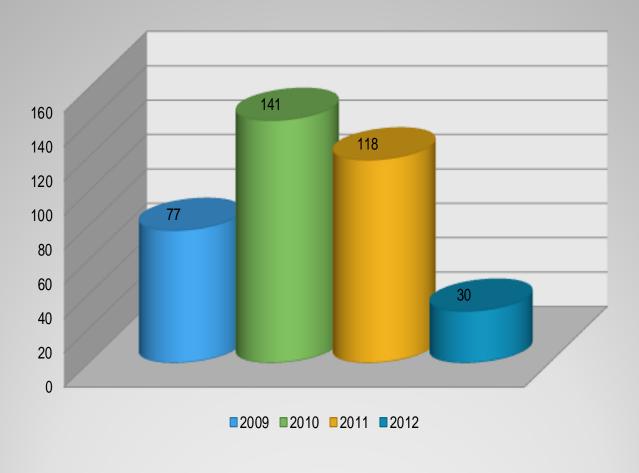


Number of Key Employee Approvals in effect - By Major Occupation Groups as at 30 September 2012

- Skilled Agricultural and Landscaping workers (Includes Gardeners, Farmers & Landscapers)
- Plant and machine operators, and assemblers (Includes Boat Hands, Bus Drivers & Heavy Machine Operators)
- Clerical support workers (Includes Administrative Assistants, Bookkeepers, Account Clerks & Grocery Clerks)
- Elementary Occupations (Includes Domestic Helpers/Workers, Caregivers, Kitchen & laundry attendants, Beach Attendants & General Labourers/Cleaners)
- Service and sales workers Service and sales workers (Barbers, Bartenders, Cashiers, Cooks, Hairdressers, Waiters/Waitresses, Janitors, Security Guards)
- Craft and related trades workers (Includes Auto Mechanics, Auto Body repairman, Electricians, Carpenters, Painters, Masons & Plumbers)
- Technicians and Associate Professionals (Includes A/C Technicians, Dental Technicians, Personal Assistants & Secretaries)
- Managers (Includes Financial Controllers, General Managers, Human Resource Managers, Project Managers, Sales Managers & Relationship Managers)
- Professionals (Includes Accountants, Fund Administrators, Auditors, Doctors, Lawyers, & Teachers)

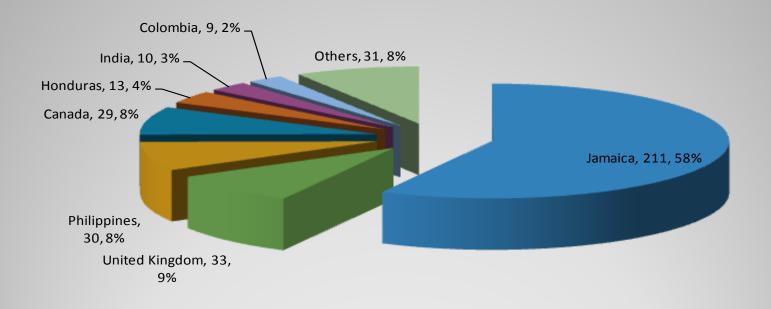








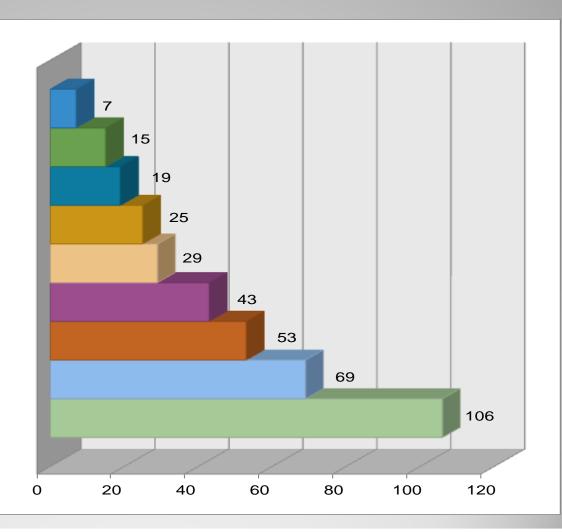
Key Employee application refusals since 2009 to 30 September 2012 by nationality – Top seven nationalities





Key Employee application refusals from 2009 to 30 September 2012 by Major Occupation Groups

- Plant and machine operators, and assemblers (Includes Boat Hands, Bus Drivers & Heavy Machine Operators)
- ■Skilled Agricultural and Landscaping workers (Includes Gardeners, Farmers & Landscapers)
- Clerical support workers (Includes Administrative Assistants, Bookkeepers, Account Clerks & Grocery Clerks)
- Managers (Includes Financial Controllers, General Managers, Human Resource Managers, Project Managers, Sales Managers & Relationship Managers)
- ■Professionals (Includes Accountants, Fund Administrators, Auditors, Doctors, Lawyers, & Teachers)
- ■Service and sales workers Service and sales workers (Barbers, Bartenders, Cashiers, Cooks, Hairdressers, Waiters/Waitresses, Janitors, Security Guards)
- Technicians and Associate Professionals (Includes A/C Technicians, Dental Technicians, Personal Assistants & Secretaries)
- Craft and related trades workers (Includes Auto Mechanics. Auto Body repairman. Electricians, Carpenters, Painters, Masons & Plumbers)
- ■Elementary Occupations (Includes Domestic Helpers/Workers, Caregivers, Kitchen & laundry attendants, Beach Attendants & General Labourers/Cleaners)



Term Limit Exemption Permits

Changes took place to our immigration legislation, effective 28th October 2011, affecting persons (and their employers) who have reached the expiry of their term limit recently, or who will reach it within the next two years. It is now possible for an employer, or prospective employer, of a person -

- (a) whose final work permit expired on or after 28 September 2011 and who had not applied for permanent residence prior to the expiry of their final work permit; or
- (b) who, on 28 October 2011, is working by operation of law having applied for key employee designation and the application is subsequently refused,

to apply for a Term Limit Exemption Permit which, if granted, will allow them to remain employed in the Islands, either for their last employer or for a new employer, for up to two years from 28 October 2011 even though their term limit has expired.

These permits, although not work permits, are processed by the Work Permit Board, Business Staffing Board and Chief Immigration Officer and are detailed in the following charts.

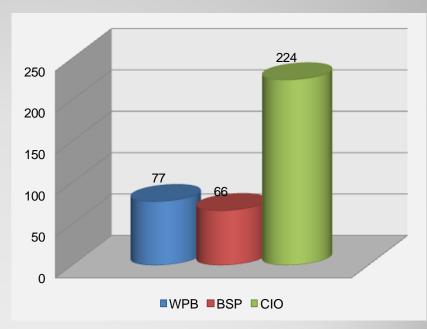


Term Limit Month	2011	2012	
Jan		174	
Feb		204	
Mar		247	
Apr		226	
May		214	
Jun		159	
Jul		149	
Aug		165	
Sep		155	
Oct	82	179	
Nov	260	219	
Dec	169	259	
Total	511	2,350	



Application Status	WPB	BSP	CIO	Total
Approved	65	62	194	321
Being Processed	6	0	18	24
Deferred	0	2	8	10
Other	0	0	1	1
Refused	6	2	3	11
Total	77	66	224	367

*Includes one application for TLEP Renewa



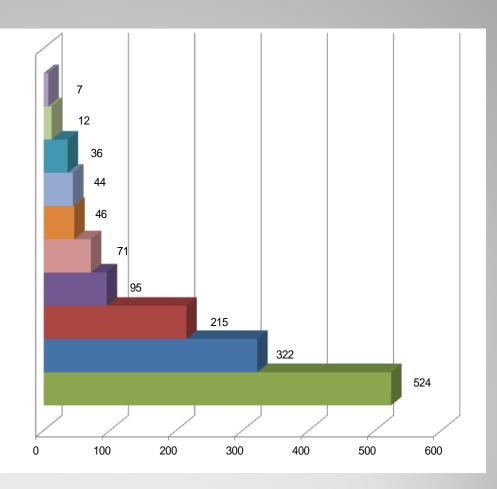
WPB - Work Permit Board; BSP - Business Staffing Plan Board; CIO - Chief Immigration Officer

A total of One thousand five hundred and thirty-six (1,536) applications were processed between 28th October 2011 and 30th September 2012 with one thousand three hundred and seventy-two (1,372) or 89.32% being approved.



Term Limit Exemption Permits Approved – By Major Occupation Groups as at 30 September 2012

- Other
- Managers (Includes Financial Controllers, General Managers, Human Resource Managers, Project Managers, Sales Managers & Relationship Managers)
- Professionals (Includes Accountants, Fund Administrators, Auditors, Doctors, Lawyers, & Teachers)
- Clerical support workers (Includes Administrative Assistants, Bookkeepers, Account Clerks & Grocery Clerks)
- Plant and machine operators, and assemblers (Includes Boat Hands, Bus Drivers & Heavy Machine Operators)
- Skilled Agricultural and Landscaping workers (Includes Gardeners, Farmers & Landscapers)
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A total of one thousand three hundred and seventy-two applications were approved between 28th October 2011 and 30th September 2012.

Special Economic Zone Work Permit (Employment Certificate)

The Special Economic Zone encompasses a Cayman Internet & Technology Park, Cayman Media Park, Cayman Biotechnology Park, Cayman Commodities & Derivatives Park, Cayman Outsource Park and Cayman International Academic Park.

These applications are processed by Administrators who have delegated authority from the Chief Immigration Officer.

During this quarter eighteen(18) applications (including one amendment) were received and approved. Total workers as at end of September were thirty-one.

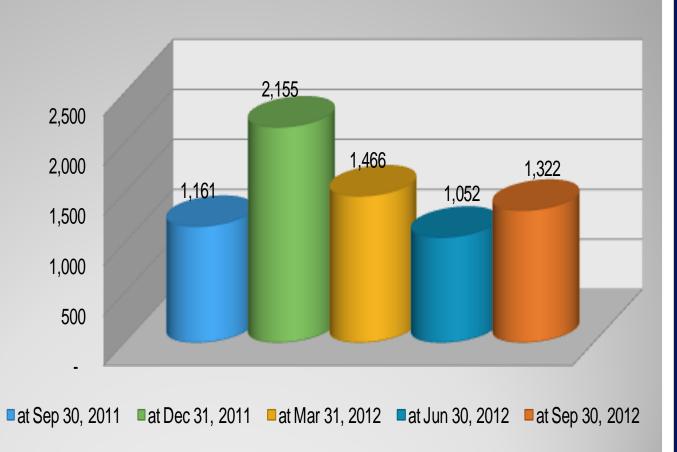
Work Permit Board

The Work Permit Board considers applications for work permits and key employee designations where the employer is not required by law to have a Business Staffing Plan. This Board also hears appeals in respect to temporary work permits and decisions of an Immigration Officer.



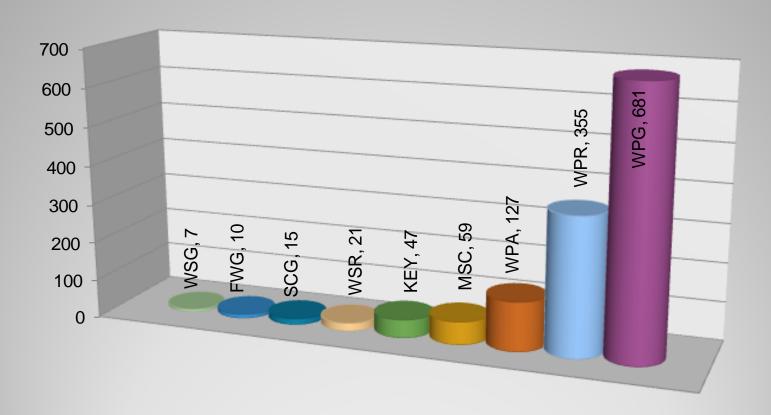
Work Permit Board Number of applications processed for each quarter up to 30 September 2012

For the quarter ending 30th
September 2012 the Work Permit Board processed a total of 1,322 work permit applications — excluding Term Limit Exemption Permits.



Work Permit Board

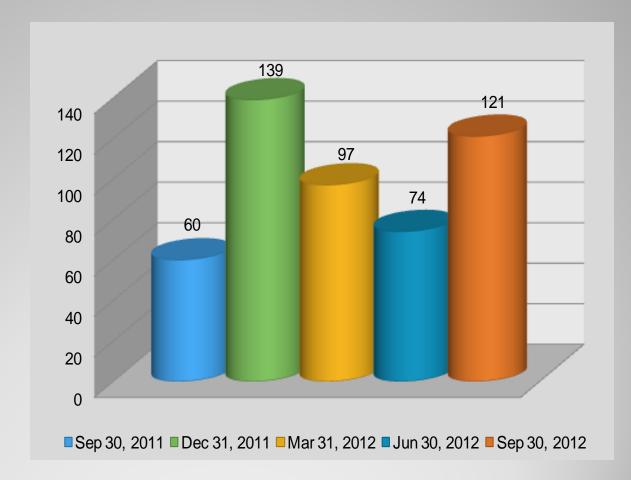
Number of applications processed by type during the quarter ending 30 September 2012



The Work Permit Board processed 1,322 applications for the quarter broken down by the various application types above. Applications deferred for a particular reason are included in the numbers, therefore it is likely in those cases to process an application twice in the same period.

Work Permit Board Number of applications refused for each quarter up to 30 September 2012

Total Applications refused during the quarter ending 30th September, 2012 was 121 – excluding Term Limit Exemption Permits.

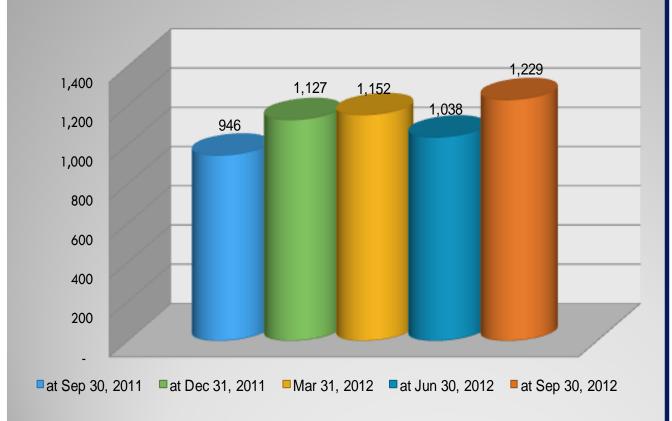


Of the 1,322 applications processed by the Board, 9.15% were refused. Another 21 applications, or 1.6% were deferred for further consideration.

Business Staffing Plan Board

The Immigration Law (2011 Revision) requires every company which employs fifteen or more persons on work permits to have a Business Staffing Plan. The Business Staffing Plan Board considers applications for a Business Staffing Plan and work permit applications made in accordance with it. This Board also considers key employee applications for workers employed under a Business Staffing Plan.

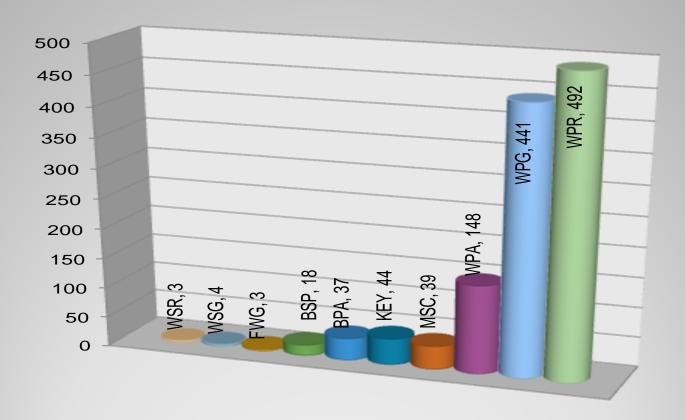
Business Staffing Plan Board Number of applications processed for each quarter up to 30 September 2012



For the quarter ending 30th September 2012 the Business Staffing Plan Board processed a total of 1,229 work permit applications – excluding Term Limit Exemption Permits.

Business Staffing Plan

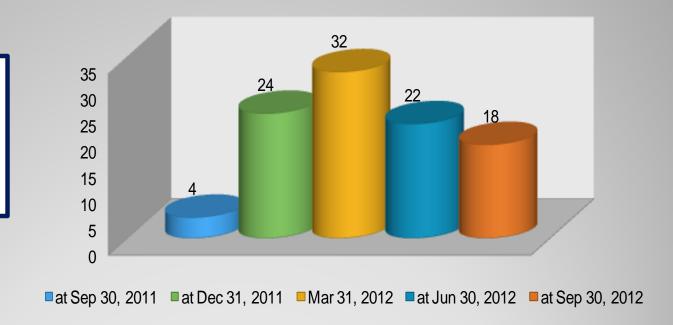
Number of applications processed by type during the quarter ending 30 September 2012



The Business Staffing Plan Board processed 1,229 applications for the quarter broken down by the various application types above. Applications deferred for a particular reason are included in the numbers, therefore it is likely in those cases to process an application twice in the same period.



Total Applications refused for the quarter ending 30th September 2012 was 18 — excluding Term Limit Exemption Permits.



Of the 1,229 applications processed by the Board, 1.46% were refused. Another 22 applications, or 1.79% were deferred for further consideration.

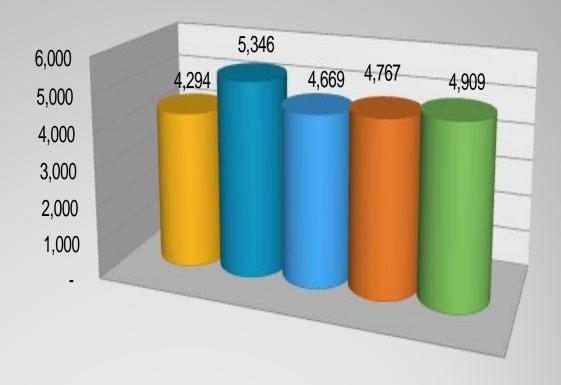
Chief Immigration Officer

The Chief Immigration Officer (and persons designated by her, called Work Permit Administrators) consider *inter alia* applications for temporary work permits and certain categories of annual work permit.



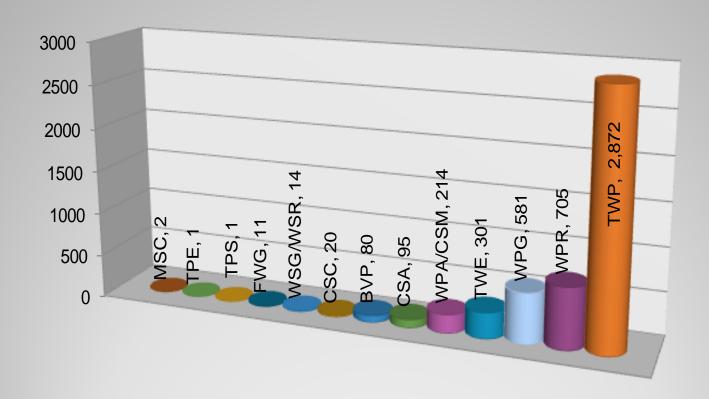
Chief Immigration Officer & Work Permit Administrators Number of applications processed for each quarter up to 30 September 2012

The Chief Immigration
Officer and Work
Permit Administrators
processed a total of
4,909 applications from
June to September
2012 –excluding Term
Limit Exemption
Permits.

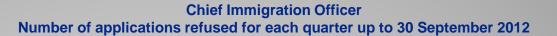


■at Sep 30, 2011 ■at Dec 31, 2011 ■at Mar 31, 2012 ■at Jun 30, 2012 ■at Sep 30, 2012

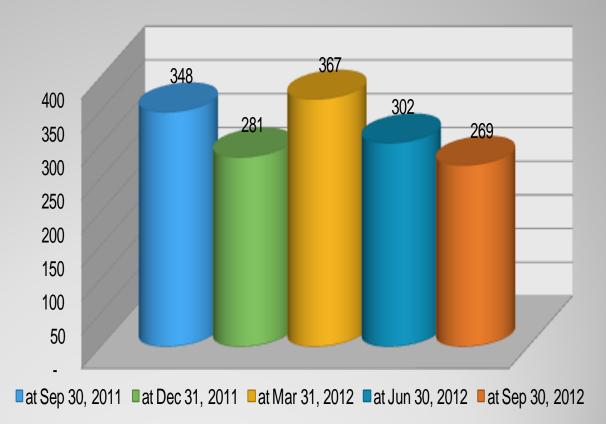
Chief Immigration Officer & Work Permit Administrators Number of applications processed by type for the quarter ending 30 September 2012



The Chief Immigration Officer and Work Permit Administrators processed a total of 4,909 applications broken down by the various types listed above. Applications deferred for a particular reason are included in the numbers, therefore it is likely in those cases to process an application twice in the same period.



Total Applications refused for the quarter ending 30th September 2012 was 269 – excluding Term Limit Exemption Permits.



Of the 4,909 applications processed by the Board 5.48% were refused. Another 110 applications, or 2.24% were deferred for further consideration.

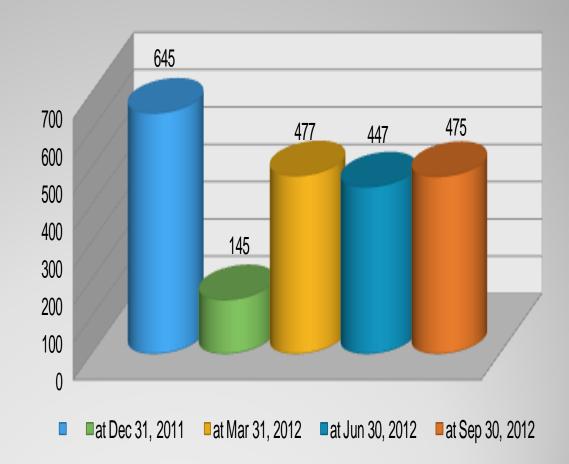
Residency and The Right To Be Caymanian

Applications for permanent residence, the right to be Caymanian, and Residency & Employment Rights Certificates for the spouse of a Caymanian are considered by the Caymanian Status & Permanent Residency Board.

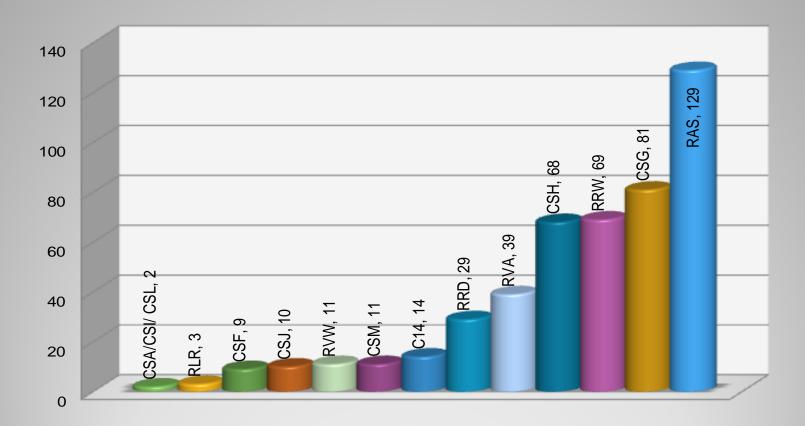


Caymanian Status & Permanent Residency Number of applications processed for each quarter up to 30 September 2012

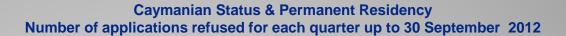
The Caymanian Status & Permanent Residency Board processes all applications for Permanent Residency and the Right to be Caymanian. Total applications processed for the quarter ending 30th September, 2012 was 475.



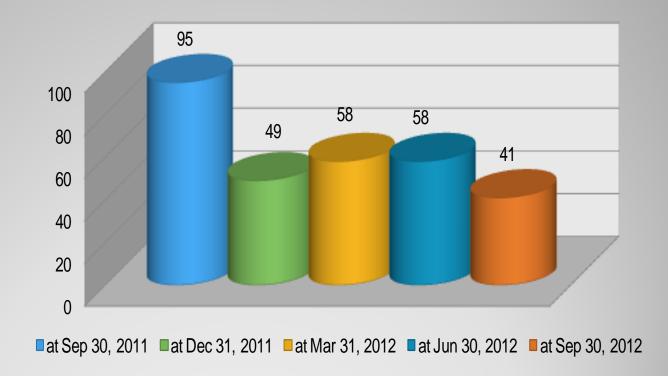
Caymanian Status & Permanent Residency Number of applications processed by type during the quarter ending 30 September 2012



The Cayman Status and Permanent Residency Board processed a total of 475 applications broken down by the various types listed above. Applications deferred for a particular reason, 52 applications or 10.95%, are included in the numbers, therefore it is likely in those cases to process an application twice in the same period.



Total Applications refused for the quarter ending 30th September 2012 was 41.



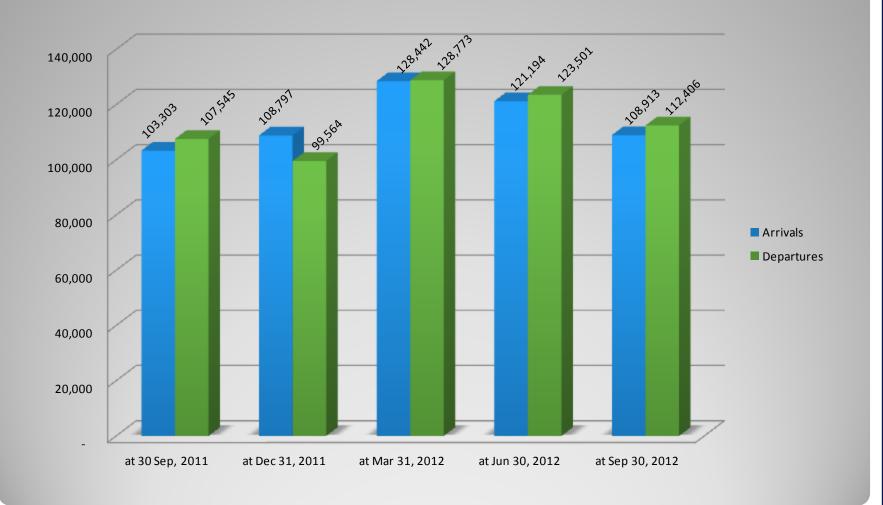
Of the 475 applications processed by the Board, 8.63% were refused. The largest number of refusals (13) was for Residency & Employment Rights (8+ years) applications at 2.74%.

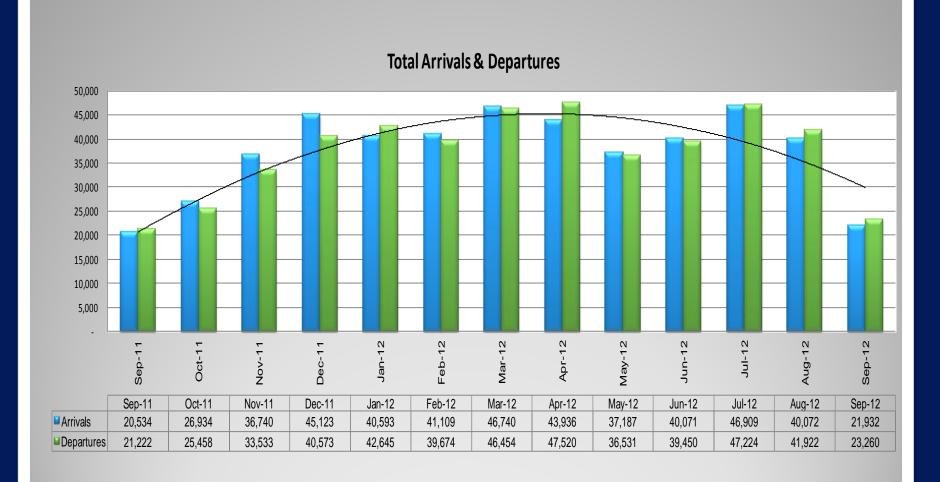


As well as managing migration through the work permit system the Department of Immigration also has responsibility for border control.

This includes responsibility for processing all persons arriving in and departing from the Cayman Islands whether by air or by sea and the processing and repatriation of illegal migrants who arrive in the Cayman Islands without permission.

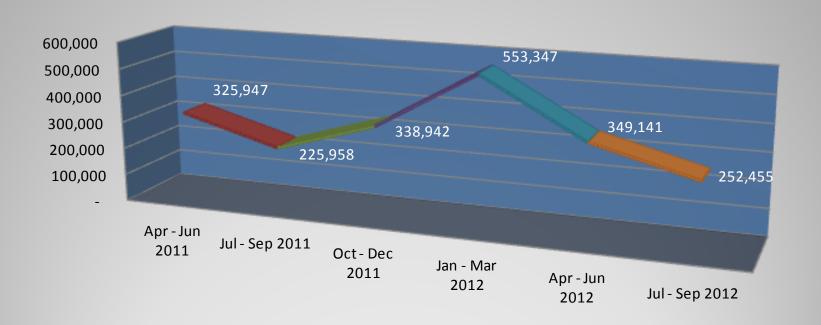






Total monthly number of arrivals and departures by air since September 2011.







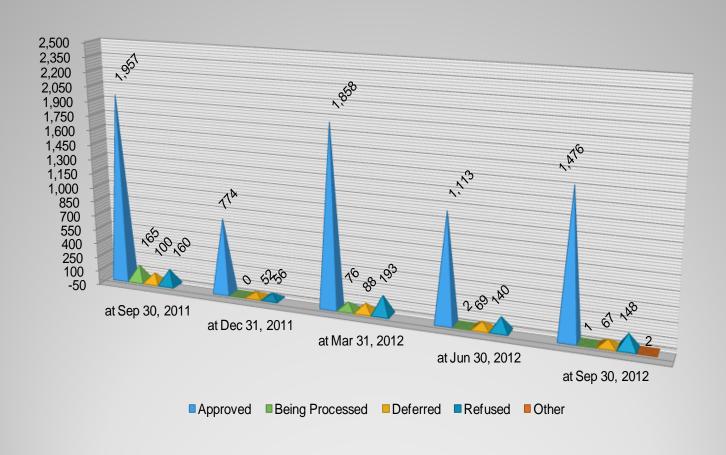


Visa Operations

The Visa Section in the Department of Immigration processes visitor visa applications from visa nationals and student visa applications from overseas students over the age of eighteen wishing to study at an educational establishment in the Cayman Islands.

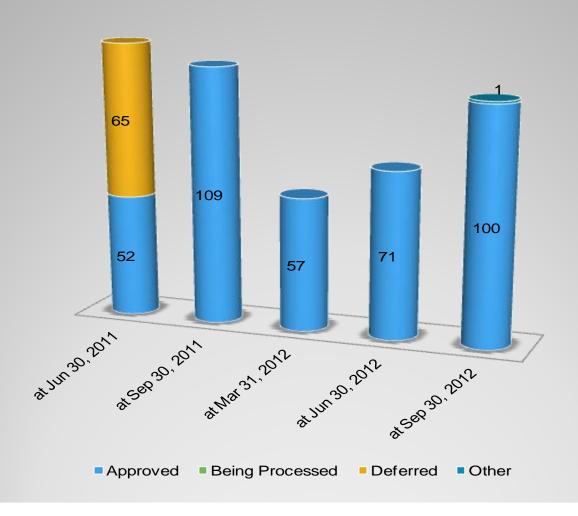
Visa Operations

Number of Visitor visa applications processed for each quarter up to 30 September 2012



Visa Operations

Number of Student Visa applications processed for each quarter up to 30 September 2012



⁻ No Student Visas were received in the last quarter of 2011 (September 1 - December 31, 2011)

Enforcement

The Department of Immigration's Enforcement Section is responsible for enforcing all aspects of our immigration legislation. This includes investigating the commission of immigration offences and prosecuting offenders. This may relate to working illegally or residing in the Islands without permission. The Immigration Law (2011 Revision) also allows for Immigration Officers of a certain rank to impose fines administratively as an alternative to court proceedings.

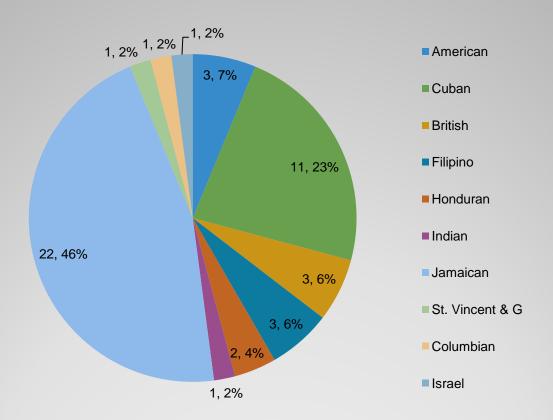
This Section also processes applications by persons seeking asylum in the Cayman Islands and facilitates the departure of persons who become the subject of a deportation order.



Number of arrests per quarter				
at 30 Sep, 2011	32			
at 31 Dec, 2011	100			
at 31 Mar, 2012	52			
at 30 Jun, 2012	49			
at 30 Sep, 2012	48			

Fines collected per quarter					
at 30 Sep, 2011	\$ 41,240.00				
at 31 Dec, 2011	\$ 26,750.00				
at 31 Mar, 2012	\$ 31,715.00				
at 30 Jun, 2012	\$ 42,750.00				
at 30 Sep, 2012	\$ 119,730.00				

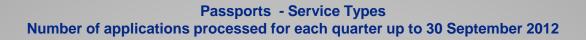
Enforcement – Arrests by Nationality for the quarter ending 30 September 2012

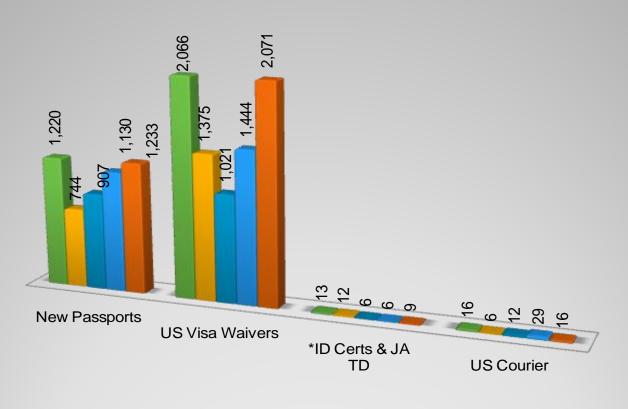


Of the 48 persons arrested, 46% were Jamaican nationals followed by Cubans, Americans, British and Filipino nationals for the quarter to 30th September 2012.

Passport and Corporate Services

Responsibility for processing passport applications and a range of other corporate services falls to the Passport & Corporate Services Office of the Department of Immigration.



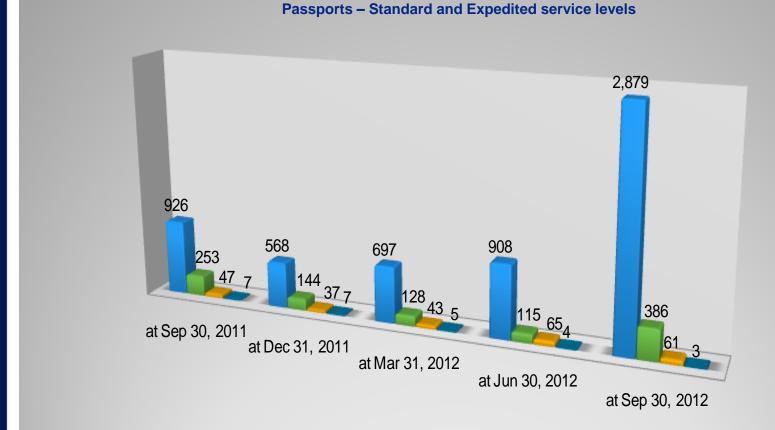


■ at Sep 30, 2011 ■ at 31 Dec, 2011 ■ at 31 Mar, 2012 ■ at 30 Jun, 2012 ■ at 30 Sep, 2012

The Passport & Corporate Services Office is also responsible for issuing Visa Waivers for entry into the United States by holders of BOTC (Cayman Islands) passports.

^{*}Identity Certificates and Jamaican Travel documents (Travel documents issued in lieu of a passport)

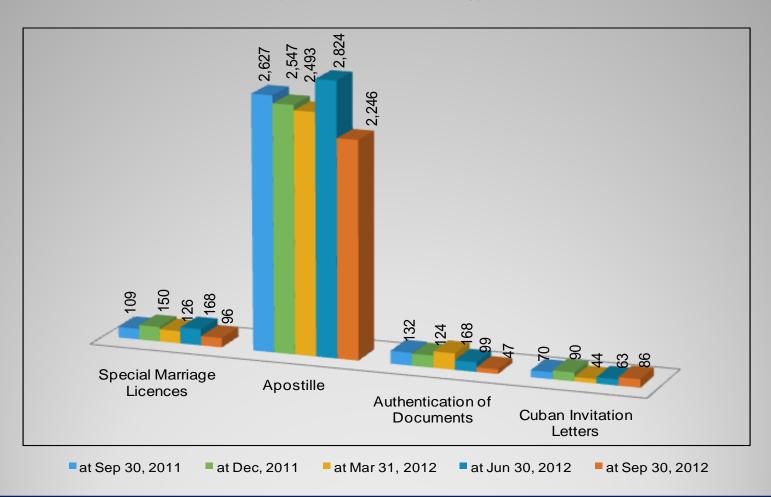
^{**} Forwarding of US visitor visa applications for BOTC (Caymanian) and British citizen passports for qualified individuals under 10 years or 80+ years of age



■ Regular ■ Express ■ Super Express ■ Fast Trak

The Passport & Corporate Services Office offers several expedited services.

Corporate Services – Service Types



The Passport & Corporate Services Office provides various Corporate Services, including issuing Special Marriage Licences for couples visiting the Islands and wishing to be married here.

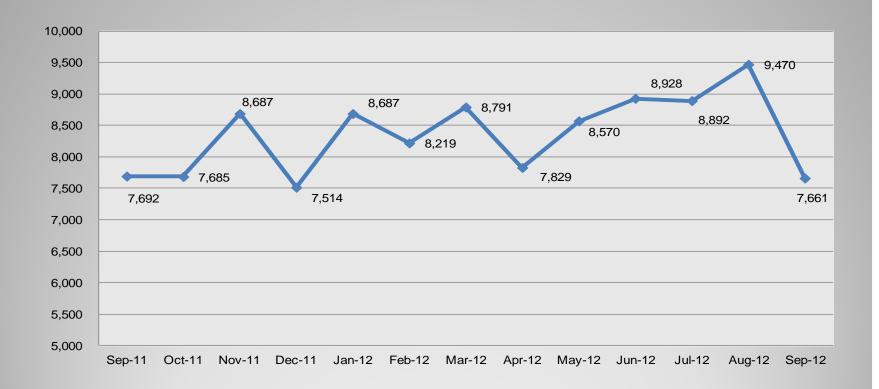
Administration of the Department of Immigration

The Department of Immigration has 171 employees made up of 62 uniformed Immigration Officers and 109 non-uniformed personnel working in a range of operations. These include senior management, customer service staff, accounting and debt collection personnel, filing clerks, Board Secretariats, Appeal Statement Writers and Compliance Officers.



Public Counter

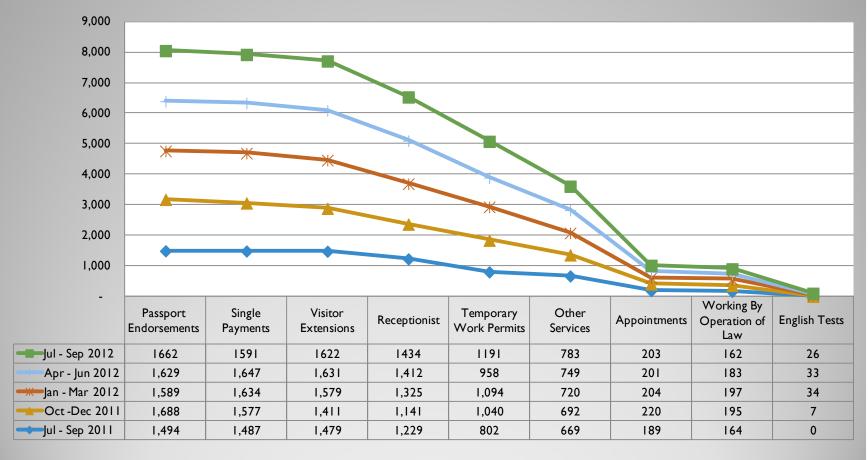
Number of walk-in customers served at the main counter at Immigration Headquarters from September 2011 to 30 September 2012



The public counter at the Department of Immigration's headquarters on Elgin Avenue assists thousands of customers every month.

Public Counter

Average number of walk-in customers served per quarter from July 2011 to September 2012 - by type of service

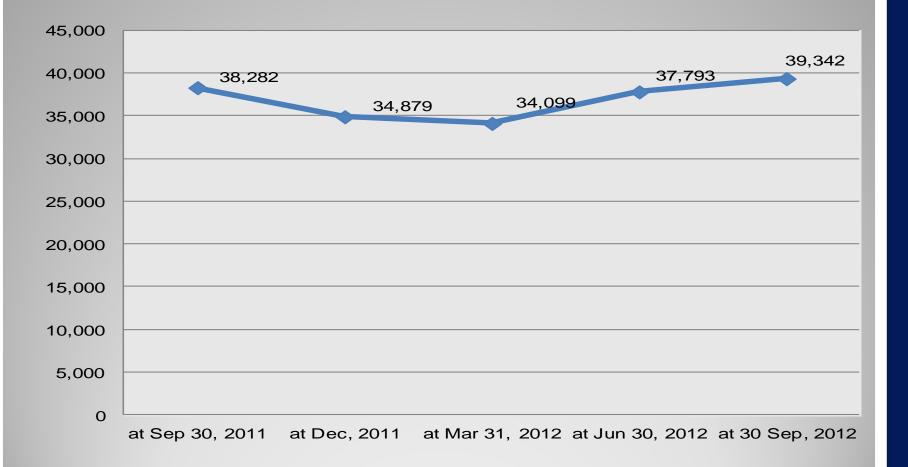


Note: English Test Q-matic option from Dec 2011

Public Counter Number of walk-in customers served at the main counter at Immigration Headquarters by Type of Service

		Number of Customers Served			
		July	Aug	Sep	Average
Receptionist	Customer Liaison Officer	764	853	668	762
	PR/RERC/WP/Caman Status	209	264	190	221
	Letter/Document Collection/Dro	311	378	246	312
	Document Request Collection	164	145	109	139
	Total for Receptionist	1448	1640	1213	1434
Passport Endorsements (No Cash)	Permanent Residency (PE)	89	106	70	88
	Work Permit Grant/Renewal	1341	1468	1229	1346
	Caymanian Status	88	98	65	84
	Other(PE)	165	144	124	144
Total for Passport Endorsements		1683	1816	1488	1662
Appointments		214	207	189	203
	Total for Appointments	214	207	189	203
Single Payment	Permanent Residency (SP) -	269	290	224	261
	Work Permit Grant/Renewal (SP)	1135	1217	1041	1131
	Re-entry Stamp/other	218	244	136	199
	Total for Single Payment	2050	2165	1779	1591
Visitor Extensions	1st Extension	953	1210	992	1052
	2nd Extension	381	371	308	353
	3rd Extension	268	224	159	217
	Total for Visitor Extensions	1602	1805	1459	1622
Temporary Work Permits	Express	287	284	252	274
	Regular (TWP)	639	633	565	612
	Collection of letter (TWP)	35	36	31	34
	Other (TWP)	124	114	93	110
	Other (VE)	179	184	117	160
	Total for Temporary Work Permits	1264	1251	1058	1191
Other Services	Multiple Payments	453	411	400	421
	Document Request Payment	311	260	221	264
	Missing Information Drop-off	105	112	77	98
	Total for Other Services	869	783	698	783
Working By Operation of Law	Working by Operation of Law (Drop-off)	93	122	82	99
	Working by Operation of Law (Collection)	73	62	53	63
	Total for Working by Operation of Law	166	184	135	162
English Test	English Test Appointment	9	11	4	8
	English Test Exam	15	22	16	18
	Total for English Test	24	33	20	26
	Total	8,892	9,470	7,661	8,674

Number of telephone callers assisted by the Communications Centre during the previous four quarters



The Communications Centre has six members of staff who process over 10,000 incoming calls per month from customers requesting information on immigration issues.

Freedom of Information

The Department of Immigration is committed to openness and freedom of information. Each month the Department grants access to a range of information in response to requests from the public, the media and others.

Freedom of Information Requests Number of applications processed for each quarter up to 30 September 2012

