



Understanding 457 processing

What are current 457 processing times?

Service standards for processing 457 visa applications are outlined on the Department's [website](#). The Department continues to meet these service standards. As you would be aware, processing timeframes have, however, become longer over the last 12 months. Updated advice to agents regarding processing timeframes is provided to agents through the automated response to the **457@border.gov.au** mailbox. Advice regarding current processing times, as well as an explanation of processing functions, is provided in the table below. **Note:**

- Cases may fall outside service standards if they require appropriate/necessary ongoing investigation and processing.
- Where there are urgent circumstances that require a quicker response/outcome, escalation protocols also outlined in the automated mailbox response should be followed.

PROCESSING FUNCTION	WORKING DAYS	EXPLANATORY COMMENTS
Initial Assessment	40	This is the first assessment of an application. If the application is assessment ready, the Department will seek to finalise the application. Note: Initial Assessments are prioritised by the Department, with cases shifted across the 457 processing network to keep allocation dates as closely aligned as possible across Australia.
Case related emails	5	The Department places a priority on responding to email enquiries quickly given that most communication with agents is now via email. Note: This does not include emailed responses to Request for Further Information (RFI) submitting documents (see below).
RFIs - responses uploaded through ImmiAccount	28*	Reducing this timeframe is not as high priority as reducing the time taken to make Initial Assessments because feedback from 457 processing staff is that responses to RFIs are often provided in a series of separate uploads to ImmiAccount over the 28 day response period.
RFIs – responses provided via email	More than 28 and up to 56*	Providing supporting documents via ImmiAccount delivers processing efficiencies, consequently, ImmiAccount users are given priority processing.

*This timeframe **may** be reduced where the Department identifies that you have provided the evidence of meeting a final outstanding requirement that can easily be assessed (e.g. health) you indicate that you have provided all outstanding documentations by clicking on the *Information Provided* button in ImmiAccount that appears on the View application status page when you have been sent a RFI letter (i.e. when status is Information Requested).

Information provided

When you have provided the requested documents please click the button below to notify the department.

Information provided