

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2013-14 Additional Estimates Hearings

Outcome Number: 10

Question No: 601

Topic: Building Multicultural Communities Program (BCMP)

Hansard Page: Written

Senator Moore asked:

In the letter from former Minister Lundy on 5 August 2013, organisations were instructed to email bmcp.info@immi.gov.au for further information. Was this email address monitored and was this email address transferred to the Department of Social Services once the Machinery of Government transfer was completed?

There was also a 1800 phone number on the same letter from Minister Lundy. Was this number transferred to DSS? If no, why not?

If the number was transferred to DSS, was it being answered and was a message bank fitted to the line for calls after hours?

If there was a message bank, was it checked and were calls returned? If no, why not?

Answer:

Yes, this email was monitored and transferred to DSS.

Yes, the 1800 number was transferred and was being monitored, calls answered and a message bank was available for out of hours calls. The message bank was checked and calls returned.