

## **QUESTION TAKEN ON NOTICE**

**BUDGET ESTIMATES HEARING : 22 May 2017**

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

**(BE17/022) - Closure of Dandenong Office - Types of inquiries - Internal Product (DIBP)**

Senator Pratt, Louise (L&CA 74) asked:

Senator PRATT: I did ask how many customers visit the office each year—do you have a breakdown of that?

Ms Zakharoff: I do have that figure—we believe it is up to about 20,000 clients per year.

Senator PRATT: That is a lot of people; I am quite surprised to know that it is so large. They probably do not just come from that area. Does the office have a reputation for managing certain types of inquiries?

Ms Zakharoff: No. I will get more details for you on notice. My recollection is that a lot of the reasons that a person may have presented personally to the office were not actually then dealt with by the staff in that office. They were, in effect, a kind of a mailbox to other services.

*Answer:*

No, the office does not have a reputation for managing certain types of in-person inquiries. In most instances, staff assist clients by re-directing them to self-service options available online. A small number of paper applications are accepted and redirected to the appropriate office for processing however increasingly, visa applications can be lodged online.