

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2014

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(SE14/030) PROGRAMME – Outcome 3

Senator McDonald asked:

CHAIR: It seems to me that it might be related to Manus and Nauru, and I know that the way that was implemented by the then government caused a lot of complaints from a lot of people. I am just wondering if that—

[...]

CHAIR: I do not want to waste your time after today, but is it easy to establish the general nature of the complaints? For example, again, how many relate to Nauru, Manus, Cambodia, to the new secretary and so on?

[...]

Mr Vardos: I think we would be able to have a broad disaggregation of the categories of complaints, but we would have to take that on notice. It is rather a lot of work to pull all of that together.

Answer:

In 2013-14, 92 % of Australian Human Rights (AHRC) Commission complaints to the portfolio were related to detention, the remaining 8% were visa related.

Of the AHRC detention complaints the department received:

- 35% related to two or more of the issues listed below
- 33% related to the status and processing of a person's immigration case
- 16% related to medical treatment and health related matters
- 13% related to a person's transfer or removal
- 2% related to Ministerial Intervention consideration
- 1% related to alleged assault and/or use of force

In 2013-14, 55 % of the Ombudsman's Office (OO) investigations or requests for information to the department related to detention.

Of the remaining 45% of OO investigations or requests for information:

- 24% related to visa refusals, visa cancellations or delays in visa processing
- 9% related to responding to OO own motion investigations, issues and discussion papers, requests for briefing and information
- 5% related to government policy and legislation
- 2% related to Privacy and Freedom of Information
- 1% related to each of the following issues - citizenship, client Service, fees and charges, Migration Agents and transfer to an Offshore Processing Centre