

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2014

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(SE14/032) PROGRAMME – Internal Product

Senator O’Sullivan (L&CA 63) asked:

Senator O’SULLIVAN: No. You are very perceptive. Have you noticed trending in this regard? That the volume, the profile of how this information is coming in—these complaints—is changing?

Senator O’SULLIVAN: I mean, relative to it, it is not hard to get to 30,000 if you are on the same track that I am on in terms of where you are receiving them from. I am trying to get a sense of that. Do you have any sense of that?

Mr Vardos: I could not respond to that question here and now. I would have to ask the people who staff and monitor the global feedback unit and the community dob-in line.

Senator O’SULLIVAN: Sure. Could you do that, and could you go as far back as you might without—again, I am with Senator Macdonald—seeing any serious particular problem? Could you just watch and see if the trend is tied in with technology, or easier technology—for want of a better term?

Mr Vardos: We will take that on notice and see what we can do. It may not be possible to get down to that level of granularity, but we will see what we can come up with.

The increase in allegations or community information to the department’s dob-in line and web form are partly attributable to technology improvements and to increased community awareness and interest in immigration issues.

An allegations web-form was introduced onto the department’s website on 9 September 2011. The web-form is now the most popular channel the community uses to provide the department with allegation information.

Source Channel	2011-12	2012-13	2013-14	2014-15 (July – December).
Webform	5621	11401	12450	6718
Phone	7050	6567	6582	2654
Email	3610	4303	6557	3758
Fax	550	328	258	69
Mail	1943	2614	3294	1470
In Person	202	105	153	42
Total	18726	25048	29615	14711