

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES 2011-2012

Prime Minister and Cabinet Portfolio

Department/Agency: Office of the Inspector-General of Intelligence and Security
Outcome/Program: Outcome 1
Topic: Complaints received about ASIO's processing

Senator: Trood

Question reference number: 122

Type of question: 'Hansard' with F&PA, p61, 24 May

Date set by the committee for the return of answer: 8 July

Number of pages: 1

Question:

Senator TROOD: You said that ASIO had improved its completion rate as a result of the changed procedures. Have you investigated any complaints received since it changed its regime? Have you received any complaints since then?

Dr Thom: We are still receiving historical complaints, yes. We do receive complaints from offshore skilled spouse visa applicants, but their changes have only been happening in the last couple of months so I cannot assess yet what difference that will make in the long term.

Senator TROOD: How many of the 861 complaints that you have received were filed after the change in arrangements?

Dr Thom: I am sorry; I do not have those figures.

Senator TROOD: There is a lot of material on notice, so I would be grateful if you would ensure that you provide that information as soon as you can.

Answer:

The change in the arrangements between DIAC and ASIO occurred at the beginning of March 2011. The Office of the Inspector-General of Intelligence and Security received 253 complaints between 1 March 2011 and 24 May 2011. All of these complaints were from people who had applied for a visa at least 6 months earlier and prior to the commencement of the change in arrangements.