

## **QUESTION TAKEN ON NOTICE**

**ADDITIONAL ESTIMATES HEARING: 13 February 2006**

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

### **(69) Output 2.1: Settlement Services**

Senator Hurley (L&C 86) asked:

Provide the details of the discussion with Mr Burgess.

*Answer:*

In response to a question at the Additional Budget Estimates Hearing on 13 February 2006, Senator Hurley was advised that the Department “believe(d) that Jim O’Callaghan met with Mr Burgess after receiving his email and had quite a lengthy discussion with him” and that “Mr Macleod also participated in that discussion”.

Mr Jim O’Callaghan, the then NSW State Director, received an email from Mr Graham Burgess on 23 November 2005, to which he responded on 24 November 2005 advising that issues raised in the email were being investigated urgently by DIMA NSW with the service provider.

Subsequently, Mr Macleod, the then NSW Multicultural Affairs and Settlement Business Manager, had a two hour meeting on 30 November 2005 with Mr Burgess and Sister Betty Brown.

During this meeting specific cases were discussed including the Dfalla, Nykango and Gbeadeh families. Mr Macleod undertook to pass their concerns on to the Australian Centre for Languages (ACL) and advised of action already taken in respect of these cases by ACL. He encouraged Mr Burgess and Sister Brown to address any future concerns to ACL in the first instance and invited them to copy DIMA into their emails for additional follow-up. He also encouraged them to participate in ACL’s volunteer program.