

QUESTION TAKEN ON NOTICE

ADDITIONAL BUDGET ESTIMATES HEARING: 9 FEBRUARY 2010

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(72) Program 2.1: Refugee and Humanitarian Assistance

Senator Hanson-Young asked:

Christmas Island

- (1) Please provide information about how many interviews a day lawyers conduct? Do “for profit” migration agents conduct larger caseloads compared to “not for profit” migration agents?
- (2) Since January 2009, please provide a breakdown of each migration agent (eg Florin Burhala, RACS, RILC, Libby Hogarth etc) and how many cases they have represented? Of each case represented, per migration agent how many cases of RSA were refused/successful, rejected/successful second time application, went to independent review?
- (3) Is the Department placing pressure on lawyers to complete as many interviews as possible during their time on Christmas Island?

Answer:

- (1) IAAAS providers generally conduct 2-3 interviews per day with their clients. The case allocation process is done in consultation with the providers to determine how many clients their agents can interview each day while providing a high quality service. This varies from provider to provider and agent to agent in line with the experience of the individual agent and the complexity of the case. All providers, regardless of whether they are “for profit” or “not for profit” are consulted over the number of interviews they can conduct per day. This number may vary between individuals working within the same contracted organisation. There is also capacity to alter the number of interviews conducted by an individual on a daily basis to take into account situations where an interview may finish early or take a longer period of time to complete.
- (2) Please find at Attachment A a spreadsheet providing a breakdown by IAAAS provider of cases they have represented in the period 1 January 2009 to 31 January 2010.

- (3) The Department does not place pressure on agents to complete as many interviews as possible during their time on Christmas Island. The quality of the service provided to the clients is of paramount concern to the Department, and it is recognised that the time required to provide a high level of service will vary from individual to individual.