

QUESTION TAKEN ON NOTICE

ADDITIONAL BUDGET ESTIMATES HEARING: 21 FEBRUARY 2011

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(8) Program 1.1: Visa and Migration

Senator Cash asked:

What were the number of complaints made by DIAC officers about Migration Agents to MARA in the periods 2005-2006, 2006-2007, 2007-2008 and 2008-2009?

Answer:

Figures as reported in previous annual reports of the MARA:

Program year	Complaints	Percentage of total complaints
2005-2006	78	13.3%
2006-2007	41	12.1%
2007-2008	47	15.2%
2008-2009	36	11.3%

Prior to 2007, referrals from DIAC were recorded as complaints. Between 2007 and 2009 some complaints made by DIAC officers to MARA were not reported by MARA as complaints if they were considered to contain insufficient evidence to assess a breach of the migration agents Code of Conduct. They were classified as 'issues' and recorded separately.

The figures in the below table include matters recorded as complaints and issues.

Program year	Complaints	Percentage of total complaints
2005-2006	78	13.3%
2006-2007	41	12.1%
2007-2008	87	23.0%
2008-2009	97	19.8%