

QUESTION TAKEN ON NOTICE

ADDITIONAL BUDGET ESTIMATES HEARING: 21 FEBRUARY 2011

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(9) Program 1.1: Visa and Migration

Senator Cash asked:

- 1) What have been the number of complaints made by DIAC officers about Migration Agents to OMARA since its commencement to date?
- 2) If the number of DIAC complaints has increased, what is the reason for this?

Answer:

- 1) From 1 July 2009 to 11 March 2011 there were 201 complaints made by DIAC officers to the Office of the MARA.

A breakdown of this figure is provided as follows:

- 1 July 2009 – 30 June 2010: 155 (31.1% of complaints)
- 1 July 2010 – 11 March 2011: 46 (13.7% of complaints)

- 2) There has been a decrease in the number of complaints made by DIAC officers to the Office of the MARA during the period 1 July 2009 to 11 March 2011.

All DIAC complaints are made through the Migration Agents section (MAS), which determines whether to refer them on to the Office of the MARA. Changes in procedures by MAS has resulted in fewer complaints being referred.