

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARINGS: 11 February 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE13/0159) PROGRAM – Migration Review Tribunal and Refugee Review Tribunal

Senator Cash (Written) asked:

With reference to Recommendation 8 of the Lavarch Review –“That all support services be structured on a national basis and that any differences in service delivery approaches between the two Registries be eliminated unless justified on efficiency grounds.” Are the two Registries utilising the same service delivery approaches? If so, when were the changes made, and if not, on what date do you expect them to be made? What has been the impact of those changes?

Answer:

The Victorian and NSW registries recently completed a review and nationalisation of registry processes. This involved reaching agreement on work level standards and broad practices involved in specific registry tasks.

As a next step in the nationalisation of registry services, the registries are aligning National Registry Procedure documents. When finalised there will be an agreed national approach to all case-management-related registry procedures.

Also in 2012 the tribunals' Country Advice section was nationalised. The section now comprises a number of teams responsible for providing country advice on specific geographical regions, servicing queries from tribunal members across the organisation.