

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 27 - 28 May 2009

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(4) Program : MRT-RRT

Senator Barnett (L&CA 51) asked:

Can you tell us more about these client and staff surveys that you are undertaking or planning to undertake and the purpose for which they are proceeding.

Answer:

The aim of the client, staff and Member opinion surveys is to seek feedback on the performance of the Tribunals and provide an opportunity for clients, staff and Members to influence the Tribunals' strategic directions, policies and processes.

The survey results will be used to:

- gauge levels of satisfaction with the Tribunals' operations;
- provide information to measure performance in key areas against articulated standards;
- facilitate assessment and refinement of strategies aimed at improving client engagement and service quality;
- set benchmarks against which improvement can be reviewed;
- identify, value and promote positive attributes; and
- identify, address and remedy negative attributes.

The conduct of staff and Member surveys was also recommended by the Australian National Audit Office's 2006-07 performance audit on the effectiveness of Tribunals' operations "Management of Tribunal Operations – Migration Review Tribunal and Refugee Review Tribunal".