

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 24 MAY 2011

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(BE11/0783) Program 6.1: Multicultural and Citizenship Services

Senator Cash asked:

With reference to page 78 of PBS 2011/2012, a stated KPI is Government agencies report increased client satisfaction with the delivery of Government services. When was the last satisfaction report conducted? Please provide a copy. What were the results?

Answer:

The Government's Access and Equity in Government Services Report 2008-10 was tabled in Parliament on 15 June 2011. The report features examples of how government agencies at all levels of government deliver services and programs that are responsive to the needs of Australians from culturally and linguistically diverse backgrounds. It also has a special focus on community engagement and highlights feedback from community consultations conducted by the Federation of Ethnic Communities' Councils of Australia during 2008-10.