

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 27-28 May 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(BE13/0004) PROGRAM – Internal Product

Senator Cash (L&CA 16) asked:

Senator CASH: Thank you for your opening statement, Mr Wood. In relation to the 232 current and former agents that had the 333 complaints laid against them, are you able to provide the number of agents about whom you received multiple complaints and the number of complaints made against each agent?

Mr Wood: I do not have with me the number that have received multiple complaints, so I would have to take that figure on notice. Obviously it is implicit in that figure that—

Senator CASH: That there are obviously—

Mr Wood: That there are multiple, because it is less than on average two per person, but some would have a lot and some would have just the one.

Answer:

To clarify the information provided in the opening statement, the figure of 333 complaints is for all complaints received by the Authority from 1 July 2012 until 30 April 2013. The figure of 232 current and former agents includes complaints against an agent working when they were unregistered.

Whilst complaints against an unregistered person made to the Authority are counted, these persons are not included in the figure (232) of current and former agents. There were 15 persons who have never been registered and received one complaint.

Summary of current and former agents receiving multiple complaints

44 registered agents received more than one complaint.

Of registered agents:

- Four received between 6- 10 complaints (32 complaints);
- 11 received between 3- 5 complaints (39 complaints);
- 29 received two complaints (58 complaints);
- 183 agents received one complaint (183 complaints).

Five former agents received complaints about unregistered practice - of these one agent received two complaints for a total of six complaints.

Please see following table for full breakdown on the above figures.

Registration status ¹	Number of persons	Number of complaints	Sub total
R	1	10	10
R	1	9	9
R	1	7	7
R	1	6	6
R	1	5	5
R	4	4	16
R	6	3	18
R	29	2	58
R	183	1	183
FR	1	2	2
FR	4	1	4
Sub-total R and FR agents	232	Subtotal complaints	318
NVR	15	1	15
		Total complaints	333

¹ R = Registered; FR = Formerly Registered; NVR = Never Registered

¹ R = Registered; FR = Formerly Registered; NVR = Never Registered