

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 1 November 2005

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(74) Output 1.3: Enforcement of Immigration Law

Senator Nettle (L&C 86) asked:

What is the threshold for cases to be referred to the Complex Case Support Section? Provide the guidelines about how it is determined which cases go to it.

Answer:

Guidelines for referral of cases to this section are being developed as part of the department's Case Management Framework, a project being undertaken in response to the Palmer report. In the meantime, cases may be referred to the Section when it is apparent a case is complex because it requires coordination of actions across a range of areas of the department, or the individual circumstances of the case suggest it requires additional support to ensure complex issues can be resolved promptly.