

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 21 OCTOBER 2008

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(3) Output : Internal Product

Senator Barnett (L&CA 7) asked:

Provide details regarding the 310 formal complaints, and the further 39 matters MARA opened for itself.

Answer:

Age of finalised complaint:	Percentage
Less than 3 months old	7.1
3 months to less than 6 months old	13.2
6 months to less than 9 months old	26.2
9 months to less than 12 months old	23.5
12 months to less than 24 months old	26.2
24 months to less than 36 months old	3.8
36 months to less than 48 months old	0.0
48 months to less than 60 months old	0.0
60 months old and over	0.0
Total	100.0
Average age (days)	130