

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 20 OCTOBER 2009

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(65) Program 1.1: Visa and Migration – Office of the MARA

Senator Fierravanti-Wells asked:

Further to the questions provided on notice, can you provide a consolidated table which sets out the following statistics for the past 5 years:

- (a) Number of registered agents for each year;
- (b) Number of complaints in each year;
- (c) Numbers struck off in each year and reason for this; and
- (d) Numbers of agents who did not renew their applications.

Answer:

The information requested is below. All sanction decisions were made by the former MARA. Detailed reasons for these decisions are publicly available on the Office of the MARA's website.

| | 30/06/2005 | 30/06/2006 | 30/06/2007 | 30/06/2008 | 30/06/2009 |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|
| Total number of migration agents | 3144 | 3163 | 3492 | 3793 | 4097 |
| Number of complaints | 522 | 283 | 172 | 310 | 297 |
| Number of migration agents cancelled* | 12 | 5 | 9 | 1 | 2 |
| Migration agents leaving the profession | 586 | 482 | 371 | 392 | 462 |

*Note: 'Struck off' relates to the sanction on legal practitioners who are removed from the roll. The equivalent to a registered migration agent being struck off is a cancellation.