



Australian Government
Department of Immigration and Citizenship



SECRETARY

5 November 2009

Mr Peter Hallahan
Committee Secretary
Senate Standing Committee on Legal and Constitutional Affairs
PO Box 6100
Parliament House
Canberra ACT 2600

Dear Mr Hallahan

**Immigration and Citizenship Portfolio Supplementary Budget Estimates hearing –
20 October 2009: correction to evidence on page L&C 27**

As you know, I appeared before the Senate Legal and Constitutional Committee Supplementary Budget Estimates hearing on 20 October 2009.

During the hearing, Senator Barnett asked if I was disappointed that it had taken four-and-a-half months to get up a new [Office of the Migration Agents Registration Authority] website. As part of my response, I indicated 'I have not heard of any particular complaints associated with the emergency website but, if the real website had been brought down because of security issues, I am sure we would have had—quite properly—complaints'.

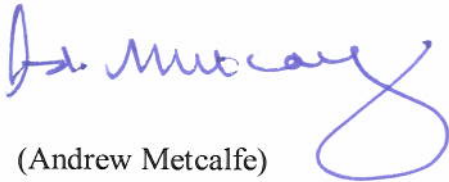
Since the hearing, it has been brought to my attention that a written briefing the Office of the MARA provided to me on all aspects of their operations had included a single line reference on the seventh page which indicated that between 1 July and 30 September 2009, our global feedback unit had received 12 complaints in relation to the temporary website. At the time of the hearing, I had not focused on this level of detail in the briefing; and I was not made aware of this during the course of the hearing.

I would be grateful if members of the committee could be advised of this correction, and if you could also pass on my apologies to them for this inadvertent incorrect answer to Senator Barnett's question.

people our business

I would be grateful if you can also advise members of the committee that the security issues associated with the new Office of the MARA website are expected to be resolved this week and testing of the website from a user perspective will commence next week.

Yours sincerely

A handwritten signature in blue ink, appearing to read "A. Metcalfe", with a large, stylized flourish at the end.

(Andrew Metcalfe)