

**QUESTION TAKEN ON NOTICE**

**SUPPLEMENTARY BUDGET ESTIMATES HEARING: 17 OCTOBER 2011**

**IMMIGRATION AND CITIZENSHIP PORTFOLIO**

**(SE11/0415) Program 6.1: Multicultural and Citizenship Services**

Senator Cash (L&CA 130) asked:

Provide a copy of the Terms of Reference of the inquiry into Responsiveness of Australian Government Service to clients.

*Answer:*

The Terms of Reference for the Access and Equity Inquiry panel into the responsiveness of Australian Government service to clients are:

1. Inquire into the Australian Government's current approach to Access and Equity and its implementation; and
2. Provide prioritised recommendations to the government for improving the responsiveness of Australian Government services to clients disadvantaged by cultural or linguistic barriers.