

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 15 October 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(SE12/0608) PROGRAM – 4.3: Offshore Asylum Seeker Management

Senator Cash (written) asked:

Implementation of Hawke-Williams report: The report notes that “IMAs are now better educated about the importance of providing identifying documentation and its value in aiding the timely processing of claims. This has been reflected by a significant increase in the number of clients providing identity documentation” pg. 18. Please elaborate on that statement – what has been the actual increase in statistical terms in clients providing identity documentation?

Answer:

During the second half of the 2011/12 financial year, between 5000-6000 emails, containing one or more copies of identity documents, were received each month by the department’s centralised identity mailbox. Of these, around 80% were from individual IMAs, indicating a greater awareness of the importance of providing such information. Comparable information is not available for this financial year, given subsequent process changes. Nevertheless, the mailbox continues to receive more than a thousand messages a month, in addition to identity information provided to the department in interviews and other processes.