

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING : 22 May 2017

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(BE17/021) - Closure of Dandenong Office - Customers for the last 5 years - Internal Product (DIBP)

Senator Pratt, Louise (L&CA 73) asked:

Senator PRATT: I understand the department has announced the closure of the Dandenong immigration office. How many customers visited the office each year? If you can, provide on notice a breakdown of that for the last five years.

Mr Pezzullo: I might end up taking all of that on notice, unless Ms Zakharoff can provide the current visitation levels based on her brief.

Answer:

The breakdown of customer visitor numbers to Dandenong Regional Office to date based on financial years is:

2016/2017 – 29,470 (to 7 June 2017)

2015/2016 – 72,467

2014/2015 – 91,215

2013/2014 – 83,966

2012/2013 – 61,943

Note: Prior to 2016, the data collection relied on manual recording. This may not have been as accurate as current recording through the Q-Flow technology, installed in offices in 2016.