

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING : 22 May 2017

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(BE17/023) - Closure of Dandenong Office - Nature of inquiries - Internal Product (DIBP)

Senator Pratt, Louise (L&CA 74-75) asked:

Senator PRATT: Do you know what the nature of inquiries were in that office relative to other inquiries?

Ms Zakharoff: In terms of your questions about relative to other inquiries, I will take that on notice and come back to you.

Answer:

The inquiries that present at the Dandenong office are comparable to other onshore offices, however, in most cases they are directed to the appropriate online self-serve option and a small number of paper applications are accepted and redirected to the appropriate office for processing.