

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING : 22 May 2017

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(BE17/228) - Complaints about Migration Agents - Programme 2.2: Migration

Senator Carr, Kim (L&CA) written:

Provide the number of complaints made about migration agents in each State and Territory over each financial year:

2012/2013

2013/2014

2014/2015

2015/2016

2016/2017

Of the complaints made about migration agents, please provide a breakdown of the outcome of any investigation for the following financial years:

2012/2013

2013/2014

2014/2015

2015/2016

2016/2017

Provide the top five complaints received about migration agents.

Answer:

Complaints made about migration agents in each State and Territory:

Agent location	Number of complaints received					
	2012/13	2013/14	2014/15	2015/16	To 23/5/17	Total
NSW	137	178	332	254	228	1,129
VIC	117	108	214	193	181	813
QLD	40	45	98	88	103	374
WA	56	60	70	67	88	341
SA	7	9	26	26	22	90
ACT	4	0	6	7	7	24
TAS	4	2	2	3	2	13
NT	1	1	0	2	2	6
Overseas	22	33	28	41	29	153
TOTAL	388	436	776	681	662	2,943

Breakdown of the outcome of any investigation:

Primary Outcome	Number of complaints finalised				
	2012/13	2013/14	2014/15	2015/16	To 23/5/17
Insufficient evidence	327	132	724	1,097	313
Breach (no sanction)	68	49	104	124	52
No jurisdiction	62	35	106	58	44
No permission to publish	0	3	47	96	42
Complaint withdrawn	0	13	16	8	30
Agent already sanctioned	0	2	9	13	14
Sanctions					
Agent cautioned	4	3	0	9	0
Agent cancelled	37	0	3	18	24
Agent suspended	2	0	1	2	7
Former agent barred	27	0	0	47	4

The top five complaints received about migration agents:

1. Competence, diligence, compliance with law
2. Follow client's instructions/keep client informed
3. Integrity, including agent involvement in fraud or providing misleading statements
4. Fees
5. Knowledge