

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 February 2005

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(104) Output 2.2: Translating and Interpreting Services

Senator Hurley asked:

According to your annual report 48,000 interpreting visit were recorded but in actual fact 46,575 were actually achieved.

- (a) What is the story of the remaining 1425 visits that makes the difference?
- (b) Have you got a system to monitor customer satisfaction?

Answer:

(a) The annual report presents three measures of performance for the provision of on-site interpreting assignments consistent with measures presented in TIS National's Portfolio Budget Statement entry. The projection of 48,000 interpreting visits is a demand driven target for the number of on site interpreting assignments for 2004-05. This target was an estimate based on previous demand and is an indication of TIS National's capacity to meet demand for these services. TIS completed 46,575 on site assignments in 2004-05. The slightly less than 3 per cent margin between the target and the actual result is due to clients increasingly preferring to use telephone interpreting rather than on-site interpreting, competition from other providers for this work and a decline in initial protection visa application rates from unauthorised boat arrivals (protection visa processing is traditionally a high user of on-site interpreting).

(b) TIS visits all states and territories as part of its annual promotional program. This program provides the vehicle for managers from TIS National to meet with clients to discuss service levels and standards as well as identifying outstanding issues. TIS National will be conducting a client satisfaction survey during the first half of 2006. In addition, TIS operates a complaints handling mechanism as part of its quality assurance processes.