

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 15 October 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(SE12/0028) PROGRAM – OMARA

Senator Furner (L&CA 17) asked:

How many breaches of the Code of Conduct have been identified to date?

Answer:

In the period 1 July 2011 to 30 June 2012, 1089 breaches of the Code of Conduct were found. The table below shows a breakdown of these breaches:

Breaches of the Code of Conduct	<i>Percentage</i>	<i>Number</i>
Standards of professional conduct (part 2)	49.9%	545
Obligations to client (part 3)	4.8%	52
Relations between agents (part 4)	0.1%	1
Fees and charges (part 5)	11.7%	127
Record keeping and management (part 6)	13.7%	149
Financial duties (part 7)	7.9%	86
Duties of agents to employees (part 8)	1.6%	17
Complaint handling (part 9)	5.9%	64
Termination of services (part 10)	4.1%	45
Client awareness of code (part 11)	0.3%	3
Total	100%	1089

In the period 1 July 2012 to 15 October 2012, 143 breaches of the Code of Conduct were found. The table below shows a breakdown of these breaches:

Breaches of the Code of Conduct	<i>Percentage</i>	<i>Number</i>
Standards of professional conduct (part 2)	44%	64
Obligations to client (part 3)	2%	3
Fees and charges (part 5)	22%	31
Record keeping and management (part 6)	10%	14
Financial duties (part 7)	17%	25
Duties of agents to employees (part 8)	3%	4
Termination of services (part 10)	1%	1
Client awareness of code (part 11)	1%	1
Total	100%	143

Note: Breaches identified are recorded at the date a matter is finalised so the above figures are not necessarily indicative of any pattern or trend over a particular period