

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2016-2017 Additional Estimates Hearings

Outcome Number: 2.1 Families and Communities

Question No: SQ17-000173

Topic: Settlement Services

Hansard page: Written

Senator Jacinta Collins asked:

In relation to the Ernst and Young report "Evaluation of the Humanitarian Settlement Services and Complex Case Support Programs" Commissioned by the department:

a) The Ernst & Young report's 4th recommendation says to 'make the performance framework of the HSS programme more outcomes-focused' and recommendation five recommends merging the HSS and CCS to be replaced with a HSS plus model. Can the department update the committee on if this is currently in the Department's planning and if so what stage it is at?

Answer:

The Department is combining the existing Humanitarian Settlement Support and Complex Case Support programs to form a new Humanitarian Settlement Program (HSP). The HSP will have a stronger focus on improving English language, education and employment outcomes for humanitarian entrants. The new arrangements will provide for individualised support which prioritises integration and independence of the humanitarian entrant.

The Stage Two, Request for Tender (RFT) for the HSP, was released on AusTender on 14 March 2017. The RFT is a prequalified tender, open only to shortlisted respondents from the Stage One Request for Expressions of Interest.