

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 February 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(70) Output 2.1: Settlement Services

Senator Hurley asked:

In relation to settlement services, I want specifically to know whether there have been any complaints registered with your New South Wales office.

Answer:

Twenty five complaints have been received by DIMA NSW in relation to the Integrated Humanitarian Settlement Scheme (IHSS) since the new contract period began in October 2005.

Nineteen complaints were received about IHSS service provision. There were two complaints from real estate agents in the Sydney western suburbs concerned about problems with some IHSS clients and the remaining four complaints were received from third parties in relation to items that have appeared in the media.

In all cases, complaints have been logged by DIMA, and referred to the service providers concerned to be addressed as appropriate. DIMA monitors and follows up all complaints. DIMA is satisfied with the response to date by the service providers.

Under the previous IHSS contract, providers were not obliged to advise DIMA of any complaints. However the evaluation of the IHSS conducted by Urbis Key Young in 2003 found a very high level of satisfaction among clients.