

QUESTION TAKEN ON NOTICE

ADDITIONAL BUDGET ESTIMATES HEARING: 19 FEBRUARY 2008

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(78) Output 2.1: Settlement Services

Senator Ellison asked:

Has work begun to restructure current settlement services for new humanitarian arrivals to improve service integration, case management and the provision of accommodation-related assistance?

Answer:

The current Integrated Humanitarian Settlement Strategy (IHSS) contracts commenced in October 2005 for a period of five years.

IHSS services include meeting the entrants at the airport; transporting them to accommodation; referrals to Centrelink, Medicare and other service providers; assistance to find long-term accommodation; a package of basic household goods, and short-term torture and trauma counselling.

IHSS service provision will be reviewed in the lead up to the next tender process, due to be completed by June 2010.