

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0447) Program 5.1: Settlement Services for Migrants and Refugees

Senator Cash asked:

The Richmond report states at page 10 /11: "At a time of increased numbers, larger than previous surges and significant changes in the characteristics of the Irregular Maritime Arrival cohort, the right balance is important. There is a real risk that the HSS model will continue to have difficulty in coping with and responding to the needs of single adult males and Unaccompanied Humanitarian Minors and may require modification. At the same time recent DIAC initiatives such as community detention and programs for unaccompanied minors which also involve outsourcing to Providers may increase DIAC's coordination risks in and around HSS. Irrespective however, of enhancements to the service delivery model under HSS or elsewhere, critical elements which require improvement are the DIAC placement referral policies and procedures as clients are managed from detention to the community. "If there is a dispute with neighbours or a complaint is made regarding HSS client's, is the department notified?"

Answer:

Pursuant to paragraph 228 of the Humanitarian Settlement Services (HSS) contract, incidents such as a dispute between an HSS client and a neighbour or a complaint being made against an HSS client should be reported to the department in the form of a Critical Incident Report. Service providers have a contractual obligation to notify the department of all critical and significant incidents within 24 hours of the event (or knowledge of the event) or sooner depending on the severity of the incident.