

## **QUESTION TAKEN ON NOTICE**

**ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012**

IMMIGRATION AND CITIZENSHIP PORTFOLIO

**(AE12/0455) Program 5.1: Settlement Services for Migrants and Refugees**

Senator Michaelia Cash asked:

What training is provided to clients about their responsibilities as tenants?

*Answer:*

The Humanitarian Settlement Services (HSS) program that commenced in April 2011 contained a number of improvements, including the onshore orientation program. The objective of the orientation program was not to simply provide information to clients, but to build their skills and competencies in the initial settlement period. Clients cannot be exited from the HSS until they have displayed these competencies.

The orientation program has a module specifically devoted to renting and tenancy issues. In regard to tenancy responsibilities, the program will assist clients to:

- understand tenancy obligations, including property maintenance;
- understand the importance of property condition reports;
- understand the responsibility of paying rent; and
- understand the need to get along with their neighbours.