

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0457) Program 5.1: Settlement Services for Migrants and Refugees

Senator Cash asked:

Provide a list of repairs undertaken at short term of accommodation for the financial year 2010/2011 and to date. What is the process for clients that require specialised health service delivery?

Answer:

As the maintenance and repair of short-term accommodation is the responsibility of service providers, the data relating to repairs is kept by service providers and not required by the department.

Under the contract, providers have certain obligations in relation to the mental health of clients, including:

- ensuring that their case managers are familiar with and attentive to any mental health risk factors as they present; and
- where a client presents with mental health issues, the case manager is required to refer the client (subject to the client's consent) to an appropriate mental health service. Such services may include specialised psychiatric services, child and adolescent programs, and torture and trauma counselling.

Also, the case manager must ensure that any referral action or assistance provided to the client is documented in the client's case management plan.

Responsibility for the delivery of specific torture and trauma counseling for humanitarian clients was transferred to the Department of Health and Ageing (DoHA). A request for torture and trauma data would need to be referred to DoHA.