

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0461) Program 5.1: Settlement services for migrants and refugees

Senator Cash asked:

With reference to recommendation 53 of the Richmond Report which states: Urgently describe and map the key DIAC activities around placement decisions and client referrals identifying quality requirements, desired outputs and internal checks and balances. Based on this, define obligations within DIAC between e.g. Settlement and Detention and establish appropriate management and monitoring systems and processes to improve placement and referral quality. (a) What has been done to meet this recommendation? (b) Can a service provider refuse to take more clients due to service inadequacies? (c) Has this occurred in the past two years? If so on what grounds and where?

Answer:

- (a) The department is currently reviewing its referral process, including from detention to settlement services, and considering options to streamline and improve the quality of placement decisions.
- (b) The agreement in relation to the provision of Humanitarian Settlement Services states that service providers must accept all referrals except where they can suitably demonstrate to DIAC its inability to deliver services to the referred client.
- (c) This has not occurred in the past two years. The department is in constant contact with HSS service providers to ensure adequate service levels are provided.