

## **QUESTION TAKEN ON NOTICE**

### **ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012**

#### **IMMIGRATION AND CITIZENSHIP PORTFOLIO**

#### **(AE12/0463) Program 5.1: Settlement services for migrants and refugees**

Senator Cash asked:

Richmond Report: With reference to Recommendation 11: Finalise the HSS Policy and Procedure Manual (PPM) by 30 November 2011 including, as appropriate, Recommendations arising from this Review and provide a timetable for the subsequent revision process for the next edition. In this process assess opportunities to minimise and possibly reduce the current administrative burden on Service Providers. (page 18). (a) What is the status of the HSS Policy and Procedure Manual? (b) What has been done to assess opportunities to minimise and possibly reduce the current administrative burden on Service Providers?

*Answer:*

- (a) The Humanitarian Settlement Services (HSS) Policy and Procedures Manual has been finalised and distributed to HSS service providers and the DIAC HSS service delivery network. It is revised on an ongoing basis with updated revisions distributed every six months, or as necessary.
- (b) Opportunities to minimise and possibly reduce the administrative burden on HSS service providers are being assessed by the department as part of a review of HSS reporting capabilities and scoping of proposed recording, reporting and accountability improvements.