

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARINGS: 11 February 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE13/0304) PROGRAM – 4.3: Offshore Asylum Seeker Management

Senator Cash (Written) asked:

How regularly are immigration case workers in contact with asylum seekers placed in community detention? Are there requirements for regular contact or follow up e.g. every few weeks, months? Face to face contact e.g. site visits or correspondence/by phone?

Answer:

Departmental policy requires that DIAC case managers complete a case review for each of their clients at least monthly to ensure that the client is progressing towards status resolution. Case managers contact each of their clients (over the phone or in person) to complete the case review. The case manager may decide to contact their client (over the phone or in person) more frequently if it is assessed that they require a higher level of case management intervention.

DIAC-contracted service providers are required to visit community detention clients at their home, generally monthly, to discuss their needs and report any issues to the client's DIAC case manager.