

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 23 May 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(273) Output 2.1: Settlement Services

Senator Hurley asked:

1. Can DIMA confirm that the ACL caseworker had not been formally briefed about the health of Richard Niyonsaba by the management of ACL Pty Ltd?
2. Can DIMA provide the exact details of what time Richard Niyonsaba and his family landed at Sydney Airport on November 4 2005?
3. Can DIMA provide the exact time at which the ACL caseworker first met Richard Niyonsaba and his family once they had landed at Sydney airport?
4. Can DIMA confirm how many hours the ACL caseworker spent with Richard Niyonsaba and his family on their initial meeting?
5. How many hours on average do ACL caseworkers spend with their clients on their initial meeting?

Answer:

1. The caseworker was given a briefing before he left for the airport, including the family composition, age details and other background information, but he was not advised that he would be meeting a sick child at the airport. The caseworker checked with the family on arrival and several times during the initial orientation to assess the family's health and well being.
2. The family arrived on flight EK412 from Dubai at 7:19am on 4 November 2005.
3. An airport Immigration Officer brought the family to the ACL Caseworker who was waiting at the airport to meet them. The exact time of the hand-over is not known.
4. ACL advises that the ACL Caseworker initially spent about 5 hours with Richard Niyonsaba and his family, left for about 4 hours while the family slept, then returned with friends of the family and stayed for about 1 hour.
5. ACL advises that caseworkers on average spend 4-5 hours with their clients from meeting them at the airport, accompanying them to their initial accommodation and orienting them to their new home.