

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 27-28 May 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(BE13/0149) PROGRAM – 4.3: Offshore Asylum Seeker Management

Senator Cash (L&CA 82) asked:

Senator Cash: Could I take you to the answer to AE130304. It states: 'Departmental policy requires that DIAC case managers complete a case review for each of their clients at least monthly to ensure the client is progressing towards status resolution.' How are these monthly reviews conducted for people on bridging visas? Is it by phone? Is it in person? [...] In relation to those on bridging visas, is it similar?

Answer:

Monthly case reviews are completed for all Bridging Visa holders who are case managed beyond the initial transitional period following detention. These reviews are based on all information available to the Case Manager at the time of review, including information gathered directly from the client in questioning as well as via engagement with service providers.

Case Managers will generally meet with the client in person, unless this is not reasonable or necessary on each occasion. The decision as to whether it is reasonable or necessary will depend on a range of factors including the client's location, mobility, stage of processing and whether or not their vulnerability is being well managed.