

## **QUESTION TAKEN ON NOTICE**

### **SUPPLEMENTARY BUDGET ESTIMATES HEARING: 30 October 2006**

#### **IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO**

##### **(231) Output 2.1: Settlement Services**

Senator Hurley (L&CA 116) asked:

In relation to the Australian Croatian Community Service of Victoria, provide details of where the clients were suggested to receive services.

Answer:

As settlement services are targeted to those who have arrived in the last five years, some ACCS clients are no longer eligible for these services. Ongoing needs of these clients are better met through mainstream services such as the Community Partnership Program funded by the Department of Health and Ageing.

All SGP funded organisations commit to a Client Service Charter which requires that services are provided to eligible clients regardless of a client's country of birth, language, race, religion or gender.

Newly-arrived Croatian entrants can access settlement services from other organisations funded by the department to provide settlement services under the Settlement Grants Programme (SGP) or the Community Settlement Services Scheme (CSSS) or from a number of mainstream welfare organisations, in metropolitan, regional and rural areas.

Due to their relatively larger funding base and greater focus on provision of generalist rather than ethno-specific settlement services, Migrant Resource Centres are particularly well placed to provide such services. The following SGP/CSSS funded organisations currently operate in Melbourne Metropolitan area:

- Migrant Resource Centre Westgate Region in the area of Hobson's Bay and Wyndham
- Migrant Resource Centre North West Region in western Melbourne
- Northern Migrant Resource Centre in northern Melbourne
- South-Central Region Migrant Resource Centre in south-central and western Melbourne
- South-Eastern Region Migrant Resource Centre in south-eastern Melbourne
- Migrant Information Centre in eastern Melbourne
- Victorian Multi-Ethnic Slavic Welfare Association based at Flinders Lane.

Clients can also access services through mainstream providers such as Community Health Centres, Local Housing Authorities, Local Councils