

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES: 17 OCTOBER 2011

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(SE11/0418) Program 6.1: Multicultural and Citizenship Services

Senator Michaelia Cash asked:

What information is given to clients when they enter the settlement services program, through the Department's settlement service providers?

Answer:

Prior to arrival, most humanitarian entrants coming from offshore receive access to the Australian Cultural Orientation (AUSCO) program to help them to prepare for life in Australia. The new Humanitarian Settlement Services (HSS) Onshore Orientation Program provides similar preparation and information for onshore clients entering settlement services. Following arrival, HSS providers give an *HSS Information Sheet* to all humanitarian entrants, including those granted protection visas onshore, which informs them of the services that they may be eligible for under the HSS. The information is designed to help clients develop realistic expectations of settlement services, as well as informing them of their responsibilities. HSS providers then work with clients during their time in the program to develop their own life skills about living in Australia and becoming fully functioning and contributing members of the community.