

## **QUESTION TAKEN ON NOTICE**

### **SUPPLEMENTARY BUDGET ESTIMATES: 17 OCTOBER 2011**

#### **IMMIGRATION AND CITIZENSHIP PORTFOLIO**

#### **(SE11/0420) Program 5.1: Settlement Services for Migrants and Refugees**

Senator Cash asked:

Please provide the Committee with an update as to how service providers are going now that it is six months into the new suite of contracts. Are the service providers meeting your expectations? Are you meeting theirs? Any recommendations for alterations to the contracts?

*Answer:*

The first completed Humanitarian Settlement Services (HSS) report covered the period between 4 April and 30 June 2011, with the next reporting period due to conclude on 31 December 2011. Reporting will continue on a six monthly basis. Service provider feedback in the first reporting period was obviously very limited, and based on a relatively small amount of client feedback. Nonetheless, preliminary feedback from both service providers and clients from this first period has been favourable.

As the first clients begin to exit from the HSS program in coming weeks, and as their feedback is collected for reporting in the next reporting period, the department will have a more extensive understanding of the providers' early performance.

The department organised an HSS providers' conference, held between 25 and 27 October 2011. Service providers presented evidence of early success stories, effectively exchanged ideas with one another, and indicated their satisfaction with the department's early management of the HSS program.