

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 15 October 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(SE12/0602) PROGRAM – 4.3: Offshore Asylum Seeker Management

Senator Cash (written) asked:

Implementation of Hawke-Williams report: The report notes that “the number of staff working in Case Management roles has increased through bulk recruitment and training. Case management capacity for IMAs is now commensurate with the compliance caseload” (pg. 4). a) How many staff have been recruited for Case Management roles in 2011-12 and 2012-13? b) What is meant by “case management capacity is now commensurate with compliance caseload”? c) On average, what is the ratio of cases to case managers?

Answer:

- a) During the 2011-12 Financial Year, 63 Case Managers were recruited to work with IMA clients at remote sites. 19 additional Case Managers have been recruited to date in the 2012-13 Financial Year to work with IMA clients at remote sites. A further 15 have recently been offered Case Management deployment contracts, and will commence training in mid-November, prior to deployment to remote sites in December 2012.
- b) Case Management has established ideal or preferred ratios of clients to Case Managers based on client vulnerability and complexity, to support timely resolution of client's immigration status.
- c) As at Thursday 1 November 2012, departmental systems showed that there were a total of 180 Case Managers operating within the detention network (including community detention) who were engaged in the management of 9109 IMA clients at both remote and metropolitan sites (this excludes officers currently on leave). This equates to a ratio of approximately 1 Case Manager to 50 IMA clients.