

## **QUESTION TAKEN ON NOTICE**

### **ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012**

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

#### **(AE12/0442) Program 5.1: Settlement Services for Migrants and Refugees**

Senator Cash asked:

Richmond Review of HSS: At page 9, section 3: Recording, Reporting and Accountability, it is stated “where the first priority is to urgently rectify the current situation, where as a consequence of resource decisions and inadequate business planning, virtually no current management data is automatically available on operations under the new HSS Contract. How has this priority been addressed? What has been done to meet this recommendation? What current management data is collected?”

*Answer:*

Three critical reports for the Humanitarian Settlement Services (HSS) program were rectified immediately. These reports are:

- statistical information on HSS clients by State or contract region;
- weekly actual and impending arrivals; and
- active cases in HSS by team and posts.

Further to this, ad hoc reports using a range of variables can be developed and made available upon request.

These ad hoc reports have been made possible by the development of an interim reporting solution while further improvements to the program’s reporting capabilities for the long term are analysed and developed.

To this end, in order to meet recommendation 26 of the Richmond Review, the department is reviewing HSS business processes and data requirements with a view to improving the systems that record and report on HSS data. This work will inform the department on the best options to ensure that DIAC systems for recording and reporting better support the HSS program into the future.