

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE12/0464) Program 5.1: Settlement Services for Migrants and Refugees

Senator Cash asked:

Richmond Report: With reference to Recommendation 1: Immediately update and reassess the risk profiles (including risks to client experiences and outcomes) relating to each Contract Region and the relevant Provider/s and initiate a proactive dialogue to progressively and jointly address each significant risk, including managing a more realistic approach to the provision of accommodation in specifically nominated Contract Regions. What has been done to update and reassess the risk profiles relating to each Contract Region and the relevant Providers? What risks were identified to clients and to outcomes?

Answer:

A program level risk management framework is currently being developed in line with recommendation 65 of the Richmond Review. It will provide the basis for the assessment of risk profiles for each contract region. It will assist the department to embed a client-centric approach based on the Humanitarian Settlement Services program objectives and principles and address issues such as client experience and outcomes, provider capability and performance, and regional issues. It is anticipated that this framework will be completed within the first half of 2012.