

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARINGS: 11 February 2013

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(AE13/0422) PROGRAM – 5.1: Settlement Services for Migrants and Refugees

Senator Cash (Written) asked:

Is there any follow up by HSS caseworkers to ensure that appointments for example with a GP or other community services are attended?

Answer:

Attendance at appointments is not compulsory. HSS caseworkers provide a range of support to ensure HSS clients are appropriately linked to health services. If needed, the caseworker may remind Clients of the appointments that have been scheduled for them at least a day before the appointment and, where required, assist the Client to attend the appointment.