

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 23 May 2005

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(265) Output 2.1: Settlement Services

Senator Hurley (L&C 24) asked:

Do the exit interviews that have been conducted so far indicate that the satisfaction rate is above 75 per cent?

Answer:

Yes. The first Integrated Humanitarian Settlement Strategy (IHSS) progress reports were provided in February 2006, four months after contracts commenced. Four cases exited from IHSS in that period and each of those client cases indicated satisfaction with the service received.