

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 30 October 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(233) Output 2.1: Settlement Services

Senator Hurley (L&CA 120) asked:

What is the process that IHSS providers use to refer clients to an AMEP provider?

Answer:

Referrals are the responsibility of the IHSS Case Coordinator and are made according to the needs of the client. This includes taking entrants to AMEP providers and providing assistance and support to access classes, making initial appointments with AMEP for clients who then independently access classes or providing information to clients who prefer to make their own arrangements to access classes. The timing of the referral also depends on the needs of the individual client.