

## QUESTION TAKEN ON NOTICE

### SUPPLEMENTARY BUDGET ESTIMATES HEARING: 19 OCTOBER 2010

#### IMMIGRATION AND CITIZENSHIP PORTFOLIO

#### **(289) Program 4.3: Offshore Asylum Seeker Management**

Senator Cash asked:

Will families moved out on “residence determinations” have a DIAC case manager?  
What other support will the Department provide them?

*Answer:*

Yes. All clients granted a residence determination will continue to have a DIAC case manager.

As per the existing residence determination program, the Department will utilise existing contractual arrangements with the Australian Red Cross and with Life Without Barriers to provide case worker support to clients.

Where a residence determination client requires welfare support the caseworker will:

- link the client to social networks, relevant religious organisations, cultural supports, transport networks and community facilities;
- identify and offer more intensive support to clients who need assistance to adjust to community life;
- support clients if they are informed of a negative decision regarding their immigration pathway;
- assist adult clients to access community-based English classes (where appropriate); and
- assist families to access local schools for enrolment of all school aged children.