

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 17 OCTOBER 2011

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(SE11/0419) Program 5.1: Settlement Services for Migrants and Refugees

Senator Cash asked:

What information is given to clients specifically in relation to their legal rights under the relevant Residential Tenancies legislation?

Answer:

HSS providers explain tenancy agreements and property condition reports to clients at the time of their moving into short- or long-term properties. Through this process, aided by interpreting support, service providers make clients aware of both their rights and responsibilities under local state/territory legislation. This information is later reiterated by HSS providers to clients in a specific renting and tenancy module provided under the new Onshore Orientation Program.