

Community Care Pilot & Status Resolution Trial Activity Report 31 October 2008

This report provides an update on the progress made by the Community Care Pilot (CCP) since commencement on 15 May 2006 to 31 October 2008 and of the Status Resolution Trial since July 2007 to 31 October 2008.

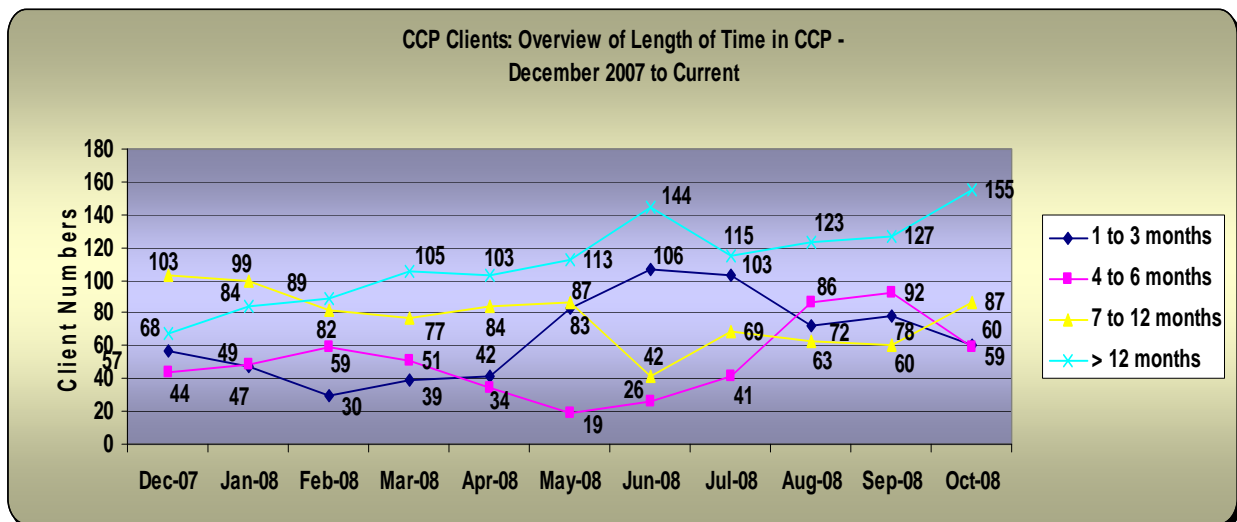
To ensure there is a clear understanding of the progress in the Pilot and Trial, the clients of each service are reported on separately. However, in **Attachment A** the AVR client caseload is summarised to show the comparison of client numbers entering the CCP and the SR Trial since both initiatives commenced.

Active CCP Clients – analysis of time in CCP

As at 31 October 2008, the CCP had 361 clients receiving CCP services and of these:

- 60 clients (16.6%) have been CCP clients for between one to three months;
- 59 clients (16.3%) have been CCP clients for between four to six months;
- 87 clients (24.1%) have been CCP clients for more than 6 months, but less than 12 months;
- 155 clients (42.9%) have been CCP clients for more than 12 months (*refer: Graph 1*).

Graph 1: CCP Current Clients: Overview of Length of Time in the CCP as at 31 October 2008

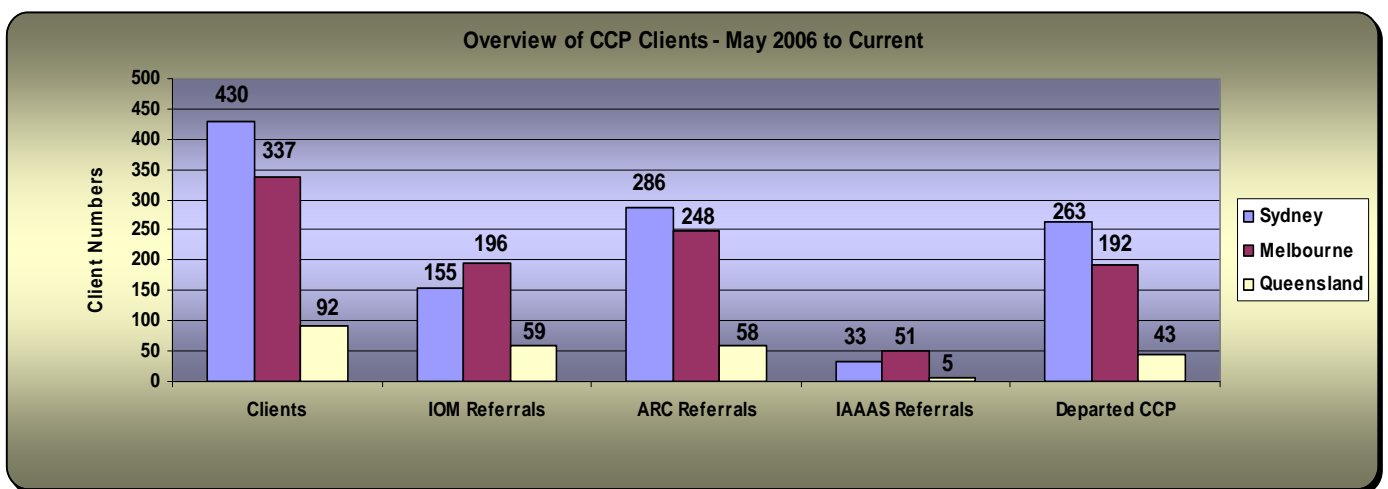


October Referrals

During October:

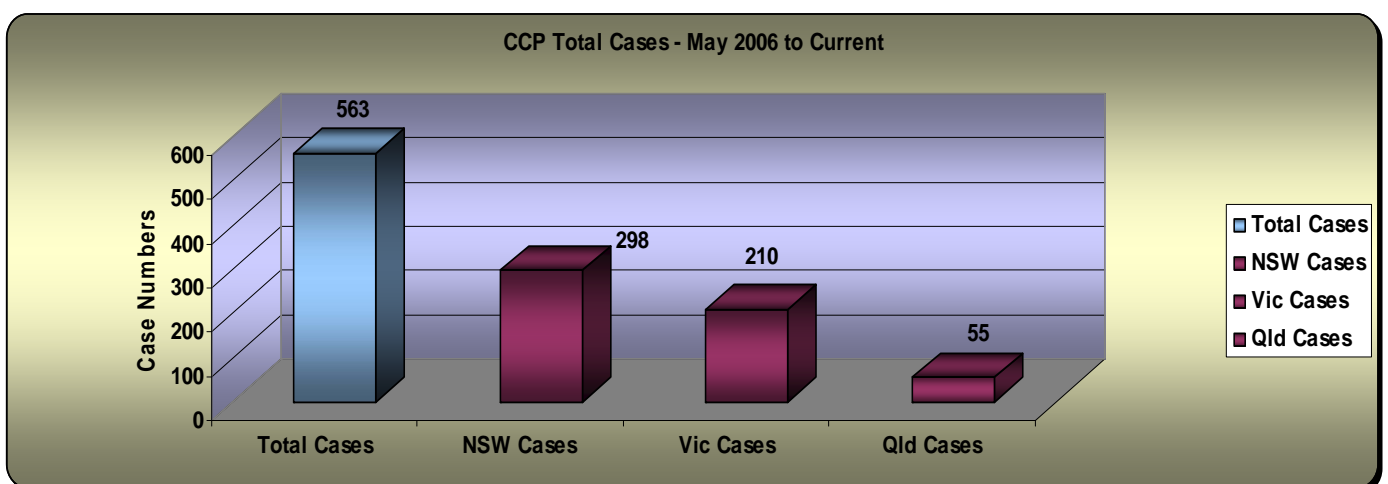
- the CCP received 21 new client referrals;
- the 21 new clients increased the total number of clients to 859;
- the 859 clients originate from 80 nations and include 1 stateless person (*Refer: Table 2, P.10*);
- the 21 clients generated a total of 29 referrals, including 19 to the Australian Red Cross for community assistance, 1 to IOM, 1 for emergency brokerage assistance and 8 referrals to IAAAS; and
- referrals for October were below the monthly average of 28.6 clients and a decrease on September when 39 clients were referred.

Graph 2: CCP Client Breakdown - May 2006 to 31 October 2008



(Note: the figures above include 45 referrals to ARC classified as pending/withdrawn and also 100 closed Transitional Clients referred to the ARC)

Graph 3: CCP Cases - May 2006 to 31 October 2008

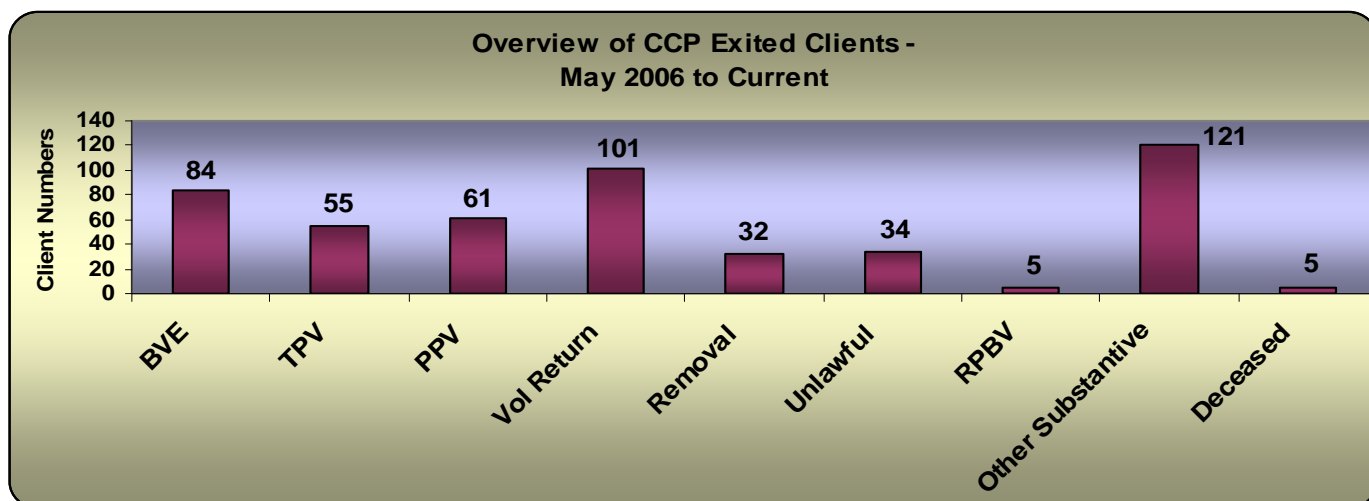


Outcomes

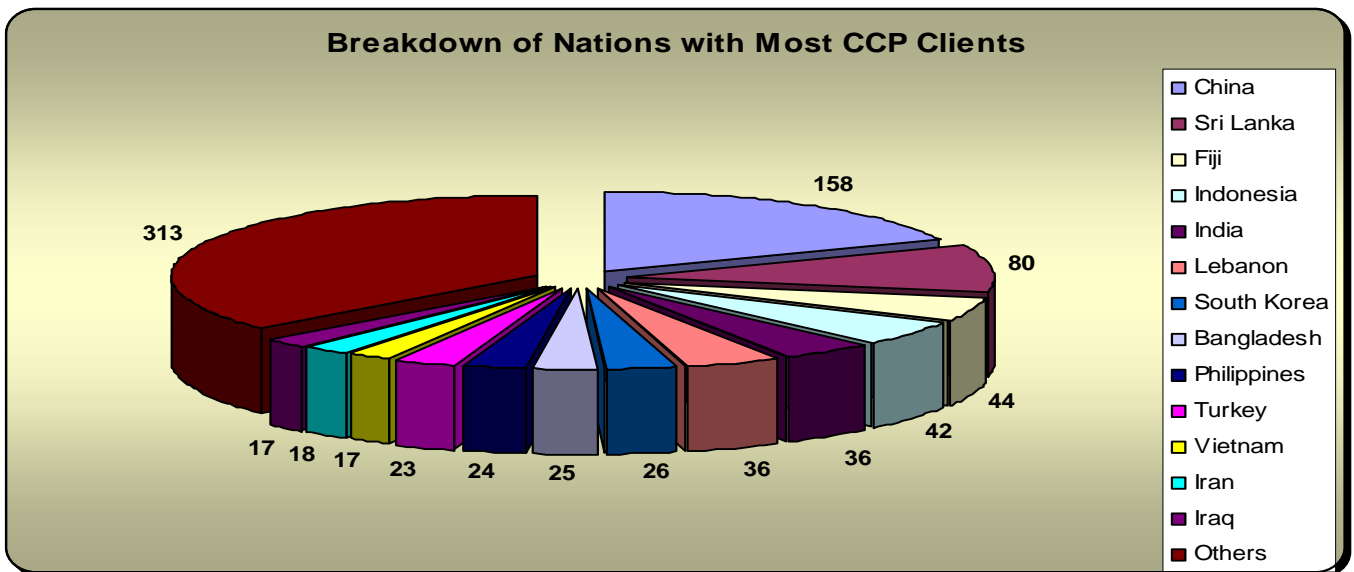
During October the number of clients exiting the CCP increased and as at 31 October:

- 498 of the CCP's 859 clients have exited the CCP. Of these 498 clients, 370 (74.3%) have exited with an immigration outcome. This is an increase from September when 353 clients (73.2%) had exited the CCP after achieving an immigration outcome;
- these 370 clients form 43.1% of all CCP clients (859 clients), which is an increase from September when 42.1% of all exited clients had exited the CCP with an immigration outcome;
- the time in Australia for these 370 complex clients exiting with immigration outcomes ranges from 20 days – 25 years (average of 6 years), however after entering the CCP the average time to achieve their immigration outcome for these clients is approx. 6 months (176 days);
- these 370 clients include 101 who returned to their country of origin voluntarily, 55 were granted Temporary Protection Visas and 61 were granted Permanent Protection Visas, 121 granted some other form of substantive visa and 32 who were removed (*Refer: Graph 4*);
- in addition to the 370 clients who exited with an immigration outcome, another 5 clients have been granted Removal Pending Bridging Visas, 5 are deceased and 118 have exited the CCP for various reasons such as failing to engage with services, while they continue to be case managed towards an immigration outcome by DIAC; and
- a total of 494 clients (57.6%) of the CCP's total 859 clients have originated from 10 nationalities (China, Sri Lanka, Fiji, Indonesia, India, Lebanon, South Korea, Bangladesh, Philippines, Turkey) (*Refer: Graph 5*);

Graph 4: CCP Clients Who Exited the Pilot – May 2006 to 31 October 2008



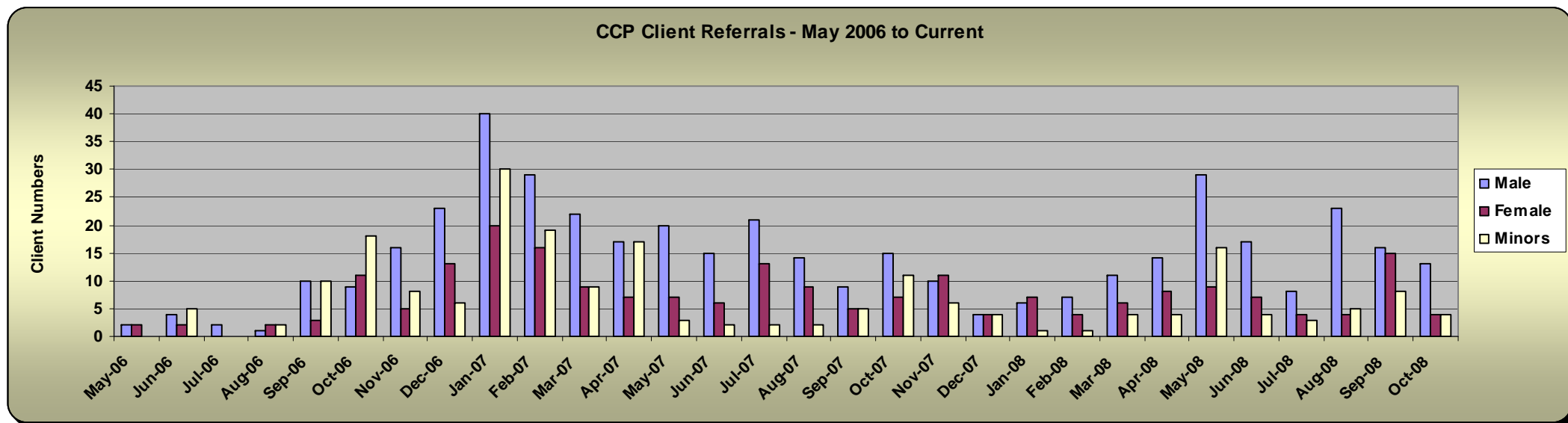
Graph 5: CCP Clients: Top 10 Nations of Origin – 31 October 2008



Developments and priorities

- The CCP team continues to meet with IOM, ARC, the DIAC Case Management network and other DIAC business units such as Community and Detention Services.
- A number of meetings involving DIAC stakeholders were held to discuss and debate the progression of the concept of a ‘trial’; utilising IAAAS to assist eligible CCP clients with Ministerial Intervention requests. Many cross program aspects required consideration and further investigation into contractual and financial issues and other work occurring in the MI, legal and community and detention services business areas.
- The implementation of the CCP's new Client Record Information System (CRIS) provides the CCP with enhanced abilities to provide accurate and timely reporting to the CCP Network. Features include increased user-friendliness and efficiency, improved quality assurance, embedded privacy features and an enhanced capability to generate new reports.
- The CCP continues to monitor the increased number of referrals that have been received in recent months and is working with the network to ensure clients receive appropriate levels of service.
- The following summary provides details of current priorities:
 - Analysis of the 12mth + caseload.
 - Continued development and refinement of CCP policies and processes.
 - Enhanced data management and reporting to include the statistics from the Status Resolution Trial.
 - Ensuring CCP alignment with the values announced by the Minister.

Graph 6: CCP Referrals by Months - May 2006 to 31 October 2008

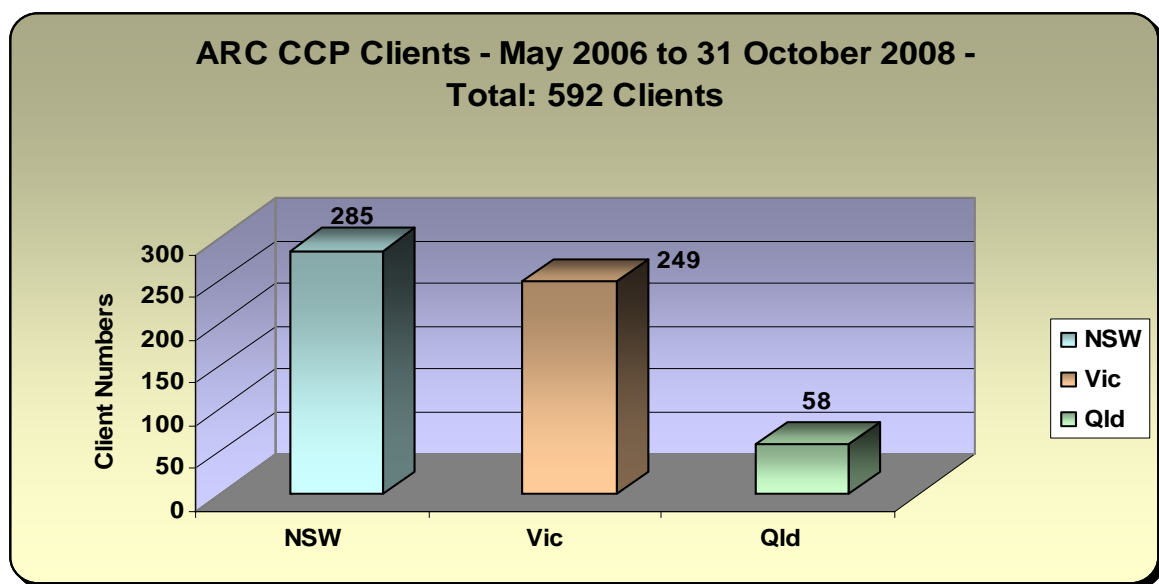


Australian Red Cross Referrals

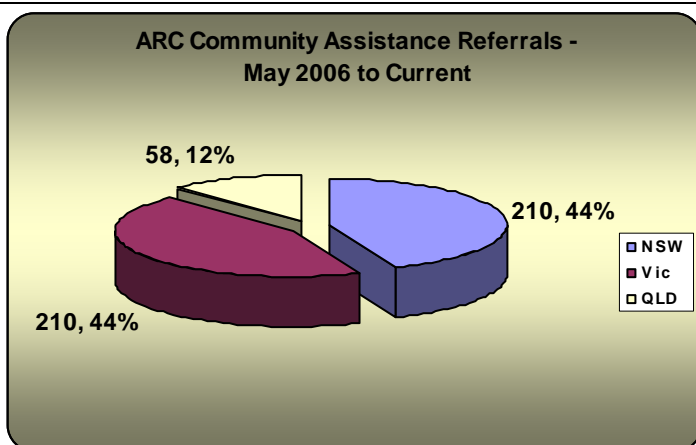
Similar to recent months, the ARC received a significant number of referrals during October. As at 31 October 2008, referrals to the ARC:

- had increased to 592 clients (*Refer: Graph 7*) - (*Note: these figures include 45 clients which have been withdrawn or classified as pending and 100 closed Transitional Clients referred to the ARC*);
- included 478 clients referred for community assistance (*Refer: Graph 8*). Of these, 200 have exited the CCP;
- included 114 transitional support clients, which involves the ARC providing support for clients following an immigration outcome (*Refer: Graph 9*). Of these, 102 clients have now exited the CCP and are now closed;
- in total the ARC have finalised 300 client referrals (includes 45 clients which have been withdrawn or classified as pending and 102 closed Transitional Clients referred to the ARC).

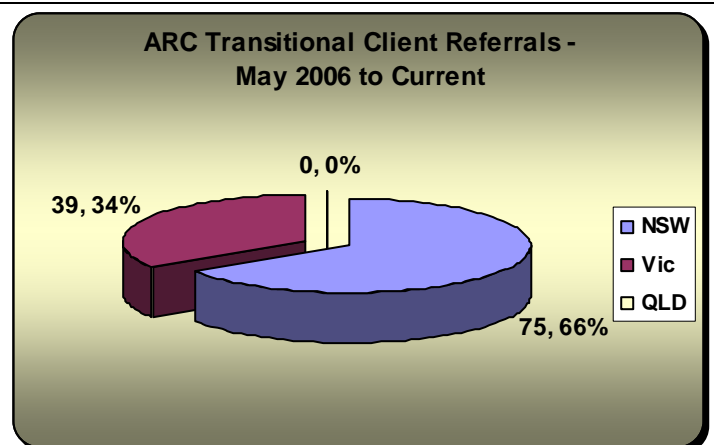
Graph 7: ARC CCP Clients – May 2006 to 31 October 2008



Graph 8: ARC non-Transitional Client Referrals



Graph 9: ARC Transitional Case Referrals

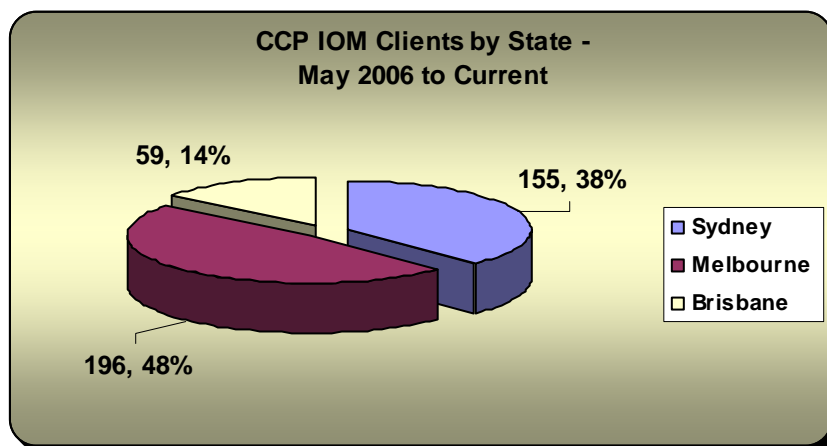


IOM Referrals

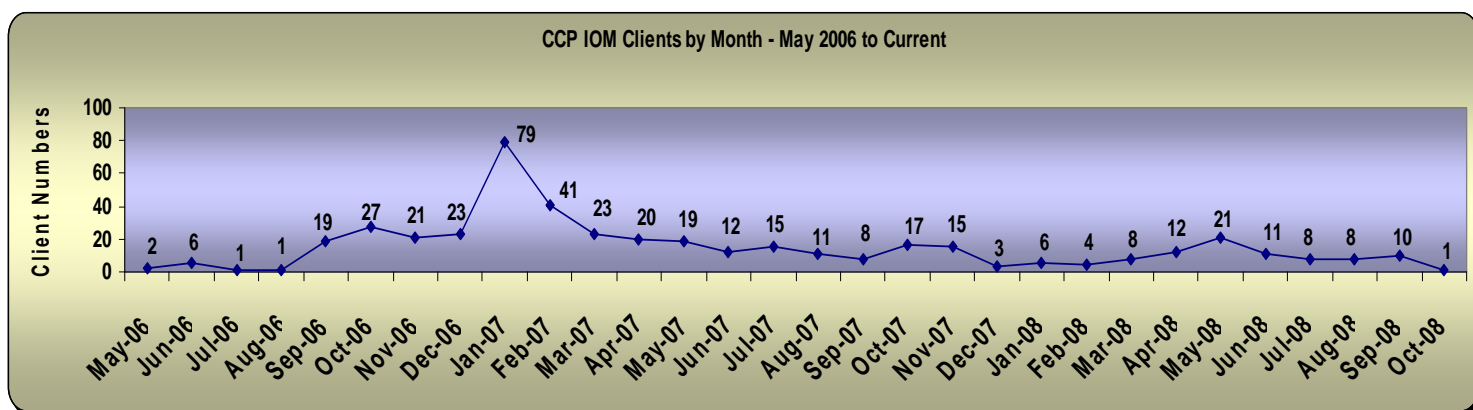
During October, IOM received 1 client referral from the CCP. As at 31 October 2008, referrals to IOM:

- increased to 410 clients;
- included 155 clients referred from Sydney, 196 from Melbourne and 59 referred from Brisbane;
- included 56 detention based clients, all of which IOM has classified as either discharged or closed. Of the 354 community based clients, IOM have categorised 284 as either discharged or closed as not seen for a reasonable period (*Refer: Graphs 10-11*).

Graph 10: IOM CCP Client Referrals by State – May 2006 to 31 October 2008



Graph 11: IOM CCP Client Referrals by Month – May 2006 to 31st October, 2008



IAAAS Referrals

During October, there were 8 new referrals to IAAAS service providers and as at 31 October 2008:

- the 8 new referrals comprised two clients from Sydney and Melbourne and one case referral involving four clients from Brisbane;
- the total number of referrals to IAAAS service providers was 89 clients;
- of these 89 clients, 33 have been referred from Sydney, 51 clients from Melbourne and five from Brisbane (*Refer: Graph 12*).

Graph 12: IAAAS Referrals by State – May 2006 to 31 October 2008

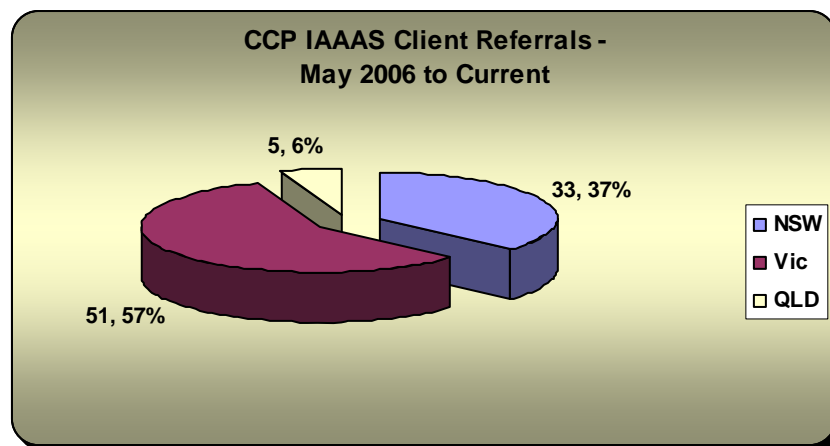


Table 1: Overview of CCP Activity May 2006 – 31 October 2008

| | |
|---|--|
| <p>1. Total CCP client numbers as at 31/10/2008 (includes adults and minors and clients who have exited the Pilot)</p> <ul style="list-style-type: none"> • Total no of clients accepted by Sydney • Total no of clients accepted by Melbourne • Total no of clients accepted by Brisbane • Total no of families assisted by the CCP • Total no of cases | <p style="text-align: right;">859</p> <p style="text-align: right;">430</p> <p style="text-align: right;">337</p> <p style="text-align: right;">92</p> <p style="text-align: right;">126 (422 clients)</p> <p style="text-align: right;">563</p> |
| <p>2. Client numbers accepted by IOM</p> <p>Total IOM <i>cases</i></p> | <p style="text-align: right;">410 (includes 354 community based clients and 56 detention based clients)</p> <p style="text-align: right;">247</p> |
| <p>3. Client numbers accepted by ARC</p> <p>Total ARC <i>cases</i></p> | <p style="text-align: right;">592 (these figures include 45 referrals which have been withdrawn or classified as pending, etc and also 100 closed Transitional clients)</p> <p style="text-align: right;">373</p> |
| <p>4. Client numbers accepted by IAAAS</p> <p>Total IAAAS <i>cases</i></p> | <p style="text-align: right;">89</p> <p style="text-align: right;">57</p> |
| <p>5. Total clients receiving DIAC BROKERAGE</p> <p>Number of referrals</p> | <p style="text-align: right;">60</p> <p style="text-align: right;">47</p> |
| <p>6. Total clients that exited the Pilot</p> | <p style="text-align: right;">498</p> |
| <p>7. Total clients currently in the Pilot</p> | <p style="text-align: right;">361</p> |
| <p>8. Financial Management</p> <p>As at 31 October 2008, actual expenditure for CCP is on track. Referrals to CCP and Australian Red Cross (ARC) and International Organization for Migration (IOM) are limited by Case Management network capacity; subsequent ARC case work and client associated expenditure is driven by demand and based on individual needs. Recent activity trends have seen client numbers increase. As a result of this increase in CCP client numbers and increased Assisted Voluntary Return (AVR) activity through the Status Resolution Trial (where referrals are not limited by case management capacity), and subsequent engagement with and assistance through IOM, the projected forecast expenditure to 30 June 2009 may result in an overspend. We will continue to monitor this closely on a month by month basis and highlight any significant increase in expenditure each month.</p> | |

(Note: Some clients in the Pilot are currently receiving multiple services from the ARC, IOM & IAAAS)

Table 2: Overview of CCP Client Nationality

(Note: 80 nations and 1 stateless as at 31 October 2008)

| | | | | | |
|-------------|-----|--------------|----|--------------|----|
| Afghanistan | 13 | Italy | 1 | Singapore | 5 |
| Albania | 12 | Ivory Coast | 1 | Somalia | 7 |
| Algeria | 1 | Jamaica | 2 | South Africa | 5 |
| Bangladesh | 25 | Japan | 4 | South Korea | 26 |
| Bulgaria | 1 | Jordan | 6 | Spain | 1 |
| Burma | 1 | Kenya | 6 | Sri Lanka | 80 |
| Cambodia | 5 | Korea | 9 | Sweden | 1 |
| Cameroon | 3 | Kuwait | 4 | Sudan | 3 |
| Canada | 2 | Laos | 1 | Syria | 5 |
| Chad | 1 | Lebanon | 36 | Taiwan | 1 |
| China | 158 | Macedonia | 4 | Tanzania | 3 |
| Columbia | 2 | Malaysia | 14 | Thailand | 5 |
| East Timor | 8 | Mauritius | 2 | Tibet | 1 |
| Egypt | 5 | Morocco | 1 | Tonga | 15 |
| Eritrea | 2 | Nepal | 7 | Trinidad | 1 |
| Ethiopia | 6 | Netherlands | 2 | Turkey | 23 |
| Fiji | 44 | New Zealand | 3 | UK | 11 |
| France | 1 | Nigeria | 10 | Ukraine | 5 |
| Germany | 6 | Pakistan | 12 | USA | 9 |
| Guyana | 4 | Palestine | 1 | USSR | 3 |
| Hong Kong | 3 | PNG | 9 | Uzbekistan | 1 |
| India | 36 | Philippines | 24 | Vanuatu | 1 |
| Indonesia | 42 | Poland | 1 | Vietnam | 17 |
| Iran | 18 | Romania | 7 | Yugoslavia | 11 |
| Iraq | 17 | Samoa | 5 | Zambia | 6 |
| Ireland | 2 | Senegal | 1 | Zimbabwe | 14 |
| Israel | 2 | Sierra Leone | 5 | Stateless | 1 |

Breakdown of Nations with Most CCP Clients

| Nation of Origin | Client Numbers | %Total Clients |
|------------------|----------------|----------------|
| China | 158 | 18.39% |
| Sri Lanka | 80 | 9.31% |
| Fiji | 44 | 5.12% |
| Indonesia | 42 | 4.89% |
| India | 36 | 4.19% |
| Lebanon | 36 | 4.19% |
| South Korea | 26 | 3.03% |
| Bangladesh | 25 | 2.91% |
| Philippines | 24 | 2.79% |
| Turkey | 23 | 2.68% |
| Iran | 18 | 2.10% |
| Iraq | 17 | 1.98% |
| Vietnam | 17 | 1.98% |

(Note: Top 13 nations of origin from 80 nations as at 31 October 2008)

STATUS RESOLUTION TRIAL

As at 31 October 2008

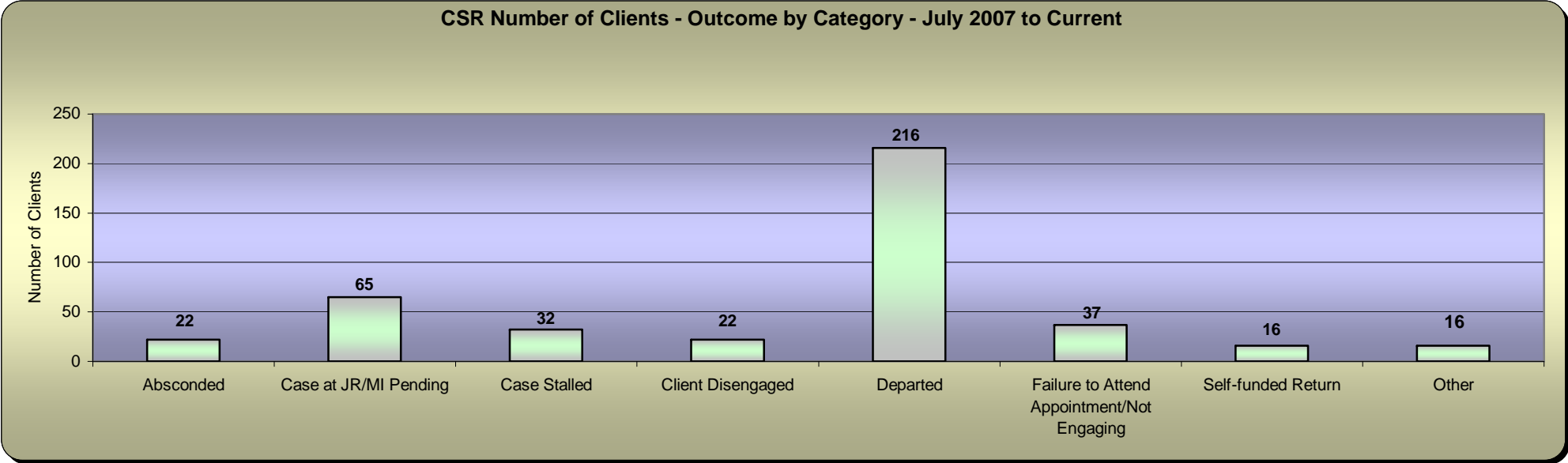
Overview

- The Community Status Resolution Trial (the Trial) was designed to test the impact of applying an early intervention approach to resolving BVE cases, including facilitating a pathway for clients who wish to pursue departure.
- Under existing departmental arrangements, clients who do not meet the vulnerability triggers for referral to Case Management cannot access services provided by the International Organization for Migration (IOM). The Trial provides a mechanism to allow non case-managed clients access to IOM services.
- Outside the CCP or the Trial, clients without the means to depart independently, have no access to AVR. In these cases they may request the Department to cancel their visa and they are removed as *unlawful non-citizens*. This has meant that the Department has detained clients in order to remove them, with the clients incurring an exclusion period and detention debt liabilities, when they may have returned voluntarily if they had access to AVR.
- AVR supports the Government's policy of *detention as a measure of last resort* and is consistent with our immigration value of treating people fairly and reasonably within the law, as well as being more cost effective than detention and removal.
- Those clients who present with significant health or welfare triggers continue to be referred to Case Management where they may have access to more intensive and appropriate services.

Status Resolution Trial – Activity and Outcomes

- During October, the CSR received 36 new client referrals increasing the total number of CSR referrals to 596 clients. These clients include 288 (48.3%) from Sydney, 295 (49.5%) from Melbourne and 13 (2.2%) from Brisbane.
- Of the 596 CSR clients, 429 client's cases (71.8%) are now closed.
- Current CSR clients total 167.
- Of the 429 closed client cases (*Refer: Graph 14*), 216 departed with assistance from IOM / AVR, 65 have pending claims before the Department, 37 have failed to engage after a period of time, 32 are experiencing a stall in resolution of their case, 22 clients disengaged themselves, 22 absconded prior to departure, 16 self funded their return and 16 were closed for other reasons, such as clients only requiring assistance with travel documents or the inappropriate referral of clients with criminal or character issues.

Graph 13: IOM CSR Client Cases by Outcome Category



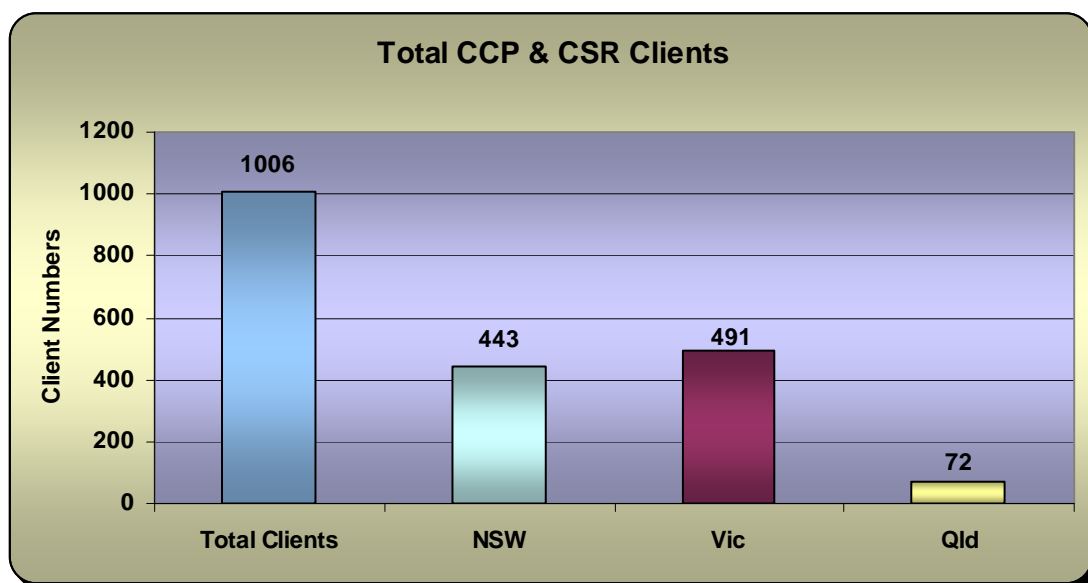
Assisted Voluntary Return Community Care Pilot and the Status Resolution Trial Comparison of Activity

CCP - May 2006 – 31 October 2008

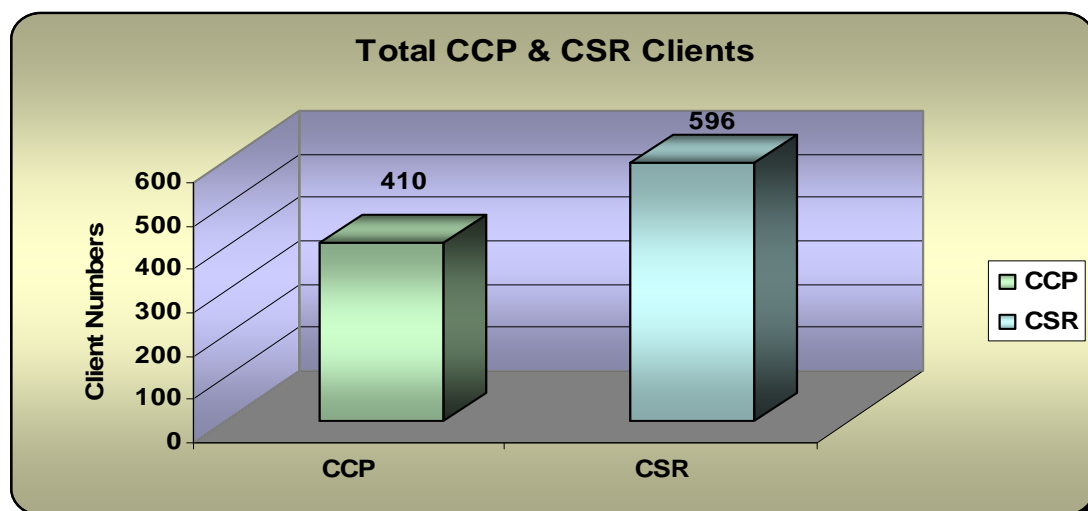
SR Trial - July 2007 – 31 October 2008

Overall, clients referred to IOM by the CCP and CSR now total 1006 clients, with 443 (44.0%) referred from Sydney, 491 (48.8%) referred from Melbourne and 72 (7.2%) referred from Brisbane (Refer Graphs 14-16).

Graph 14: Total CCP & CSR Clients



Graph 15: IOM CCP & CSR Client Totals by Program



Graph 16: IOM CCP & CSR Clients by State and Program

