



# *Opening address*

Andrew Metcalfe

Secretary

Department of Immigration and Citizenship

‘Putting the client first: effective settlement  
with dignity’

Settlement Council of Australia

Canberra

29 May 2009

# UN declaration of human rights

‘...the inherent dignity  
and the equal and  
inalienable rights  
of all members of the human family’



# 2009-10 Humanitarian Program



Next year the program increases to 13 750 places

Major resettlement focus will continue to be on the three key regions of

- Africa
- Asia
- Middle East

© Care Australia

# AUSCO

- The Australian Cultural Orientation Program:
  - Adult
  - Children
  - Youth
  - Pre-literate
- Conducted in:
  - Africa
  - Asia
  - Middle East and
  - Other areas as required
- Provides information about travel, settlement and life in Australia



*Photo courtesy of Private Collection*

# Settlement Programs

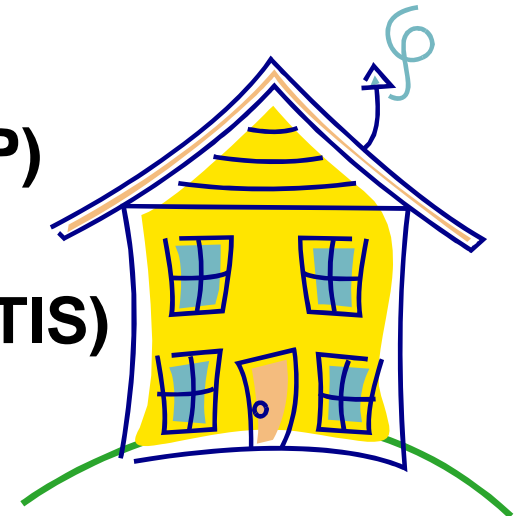
**Integrated Humanitarian Settlement Strategy (IHSS)**

**Settlement Grants Program (SGP)**

**Adult Migrant English Program (AMEP)**

**Translating and Interpreting Service (TIS)**

**African Settlement DVD**





# Feedback

‘DIAC staff, from the minister’s office through to the case managers on the ground, are clearly working very hard to provide unauthorised boat arrivals with the most efficient and compassionate service possible in an isolated location such as Christmas Island.

“...comments from detainees such as ‘I feel safe and respected for the first time in my life’ are a real testament to the current organisational culture of the department”.

Bernadette McGrath

Forum of Australian Services for Survivors of Torture and Trauma



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