QUESTION TAKEN ON NOTICE

ADDITIONAL BUDGET ESTIMATES HEARING: 9 FEBRUARY 2010

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(106) Program 5.1: Settlement Services for Migrants and Refugees

Senator Humphries asked:

For each of the following settlement services programs:

(1) Adult Migrant English Program.
(2) Australian Cultural Orientation Program.
(3) Complex Case Support
(4) Settlement Grants Program.
(5) Integrated Humanitarian Strategy Scheme.
(6) Diverse Australia Program.
(7) National Action Plan.
(8) Language, Literacy & Numeracy Program.
(9) Workplace English Language and Literacy Program.
(10) English as a second language – New Arrivals Program.
(11) Employment Pathways Program.
(12) Work Readiness Program.
(13) Any other program under outcome 5 or outcome 6 not listed.

Please provide the following by financial year for 2007-08, 2008-09, 2009-10:

(a) Funding.
(b) Terms of Reference and mission statement
(c) Services provided by each program, including any sub-programs.
(d) Process and guidelines for providing funding.
(e) DIAC staffing requirements, by type of personnel.
(f) Methods of monitoring and reporting service delivery.
(g) Primary service provider for each program.
(h) Outcomes and Key Performance Indicators.
(i) Eligibility requirements and method of application.
(j) Duration.
(k) Cost of each program to the applicant.
(l) Number of persons enrolled in the programs.
(m) Number of persons enrolled in the programs by ethnicity, age and gender.
(n) Number of persons who've successfully completed the programs.
(o) Number of persons who've failed the programs.
(p) Number of persons employed who've successfully completed the program

Answer.

Part (e) for each of the programs includes a question relating to DIAC staffing for the program. The following response covers part (e) for each of the programs.

It is difficult to identify specific staffing requirements supporting each settlement service program listed in the question due to our service delivery network being structured so that staff may attribute their time across several settlement services programs as part of their responsibilities. DIAC is not able to readily derive staffing requirement across these services separately.

DIAC is able to provide the approximate ASL, across National Office and the service delivery network, which is directly attributable to either outcome 5 or outcome 6 activities, through use of driver based costing (DBC). DBC is used by the department to attribute resources to outcomes. DBC does not break staffing down by type of personnel.

Using DBC, total staffing across the department attributed directly to Outcome 5 activities is 325 ASL. Staffing attributed directly to Outcome 6 activities, including citizenship, is 474 ASL. This staffing does not include National Office overheads and corporate costs.

1 AUSTRALIAN MIGRANT ENGLISH PROGRAM (AMEP)

(a) Funding

2007-08	$167.5m
2008-09	$197.7m
2009-10	$208.9m

(b) Terms of Reference and mission statement

The AMEP provides access to a quality national English language tuition program for all eligible new migrants and humanitarian entrants who do not have functional English.

(c) Services provided by each program, including any sub-programs

• Eligible migrants have a legislative entitlement to English tuition through the AMEP for up to 510 hours or until they reach functional English, whichever comes first.
• Additional tuition is available through the Special Preparatory Program to humanitarian migrants with limited education or difficult pre-migration experiences such as torture or trauma.
• Eligible clients can also access an employment focused course with vocational specific English, through the Employment Pathways Program and Traineeships in English and Work Readiness program.

(d)   Process and guidelines for providing funding

AMEP is delivered by 13 service providers who are paid fees for services provided under the terms of the contract.

There is one non-tuition contract for quality monitoring and accreditation of service providers by the National ELT Accreditation Scheme (NEAS).

(e)   DIAC staffing requirements, by type of personnel.

See page 2 for response.

(f)   Methods of monitoring and reporting service delivery

• The AMEP service delivery contracts require contractors to provide quarterly reports and annual reports to the department. These reports are followed by quarterly meetings between service providers and DIAC staff.

• Monitoring and accreditation of service providers by the National ELT Accreditation Scheme (NEAS).

(g)   Primary service provider for each program

  The AMEP is delivered nationally by 13 service providers with learning centres in more than 250 locations. The 13 contracted service providers for the AMEP are:

- ACL Pty Ltd, NSW
- Brisbane Migrant English Centre, Qld
- Canberra Institute of Technology, ACT
- Central TAFE, WA
- Charles Darwin University, NT
- LM Training Specialists Pty Ltd, SA
- Northern AMEP Consortium, Vic
- NSW Education and Training AMEP Consortium, NSW
- TAFE SA - English Language Services, SA
- Tasmanian Polytechnic, Tas
- Training Queensland, Department of Education, Training and the Arts, Qld
- VIC Adult Multicultural Education Services, Vic
- West Coast Institute of Training, WA

(h)   Outcomes and Key Performance Indicators

Key Performance Indicators (termed 'Performance Information' in PBS) for 2007/08

Quality: English language tuition is available, accessible and of good quality in all contract areas.
Result: Good quality tuition was available and accessible.

Key performance indicators for 2008/09

Quality: English language tuition is available, accessible and of good quality in all contract areas.
Result: Service standards were met and good quality tuition was available and accessible.

Key performance indicators for 2009/10

Quality: Settlement focussed English language training is made available to all eligible humanitarian entrants and migrants through contracted service providers: 100%

Implementation of the recommendations of the English Language Skills Program Review

Result: Not available at the time of preparation of this answer.

(i)   Eligibility requirements and method of application

The Immigration (Education) Act 1971 provides that the Commonwealth is obliged to provide tuition to a person if the person:
- has been granted a permanent visa and is at least 18 years of age;
- does not have Functional English;
- has paid, or is exempt from paying visa application charges; and
- is not otherwise excluded by legislation from being provided with English tuition.

(j)   Duration

The Commonwealth is obliged to provide 510 hours of tuition in an approved English course to eligible migrants who do not have functional English. Special Preparatory Program clients may be eligible for an additional 100 or 400 hours, depending on their age, level of schooling and whether they have had difficult pre-migration experiences such as torture and trauma. Participants in the employment specific programs may access up to an additional 200 hours.

(k)   Cost of each program to the applicant.

There is no fee payable by eligible clients.

(l)   Number of persons enrolled in the programs

2007-08	50,432
2008-09	52,720
2009-10 (July – December)	37,852

(m)   Number of persons enrolled in the programs by ethnicity, age and gender

Ethnicity - Not available

Age

Age group	2007-08	2008-09	2009-10 (July – December)
16 – 44 years	39,580	40,806	28,215
> 44 years	10,852	11,914	9,637

Gender

	2007-08	2008-09	2009-10 (July – December)
Female	34,148	35,784	25,092
Male	16,284	16,936	12,757

(n) Number of persons who've successfully completed the programs

The AMEP uses Certificates in Spoken and Written English (CSWE), a competency based national curriculum and assessment framework, to measure English proficiency. CSWE in the AMEP consists of three certificate levels. Students complete learning activities towards a module. Those who achieve the required number of modules for a particular level receive a certificate and those who complete modules within levels receive a statement of attainment.

In 2008/09, of the clients who exited the AMEP:
- 21.9 percent attained certification at CSWE Level 3;
- 21.7 percent reached CSWE Level 2;
- 41.4 per cent attained CSWE Level 1; and
- 15 per cent were awarded statements of attainment.

(o) Number of persons who've failed the programs

Not applicable, all clients achieve English language gains.

(p) Number of persons employed who've successfully completed the program

Not applicable.

2 AUSTRALIAN CULTURAL ORIENTATION PROGRAM (AUSCO)

(a) Funding

The International Organization for Migration (IOM) was awarded a three year contract in September 2006 to deliver Australian Cultural Orientation (AUSCO) courses. The contract has been extended for one year by way of a deed of

variation to 31 August 2010. The estimated cost of the four year contract is anticipated to be A$7.5M.

(b)   Terms of Reference and Mission Statement

The core goals of AUSCO are to provide our clients with:

    a)   accurate information on departure proceedings and the initial stages of settlement in Australia
    b)   the facts of the settlement process in Australia
    c)   a realistic picture of life in Australia
    d)   practical information about the services available to them upon arrival in Australia and how to access them
    e)   encouragement in self-sufficiency and basic skills and the training necessary to achieve it
    f)   the necessary tools to deal with initial settlement concerns and with the different stages of cultural, social and economic adaptation.

(c)   Services provided by each program, including any sub-programs

The AUSCO program is a five day pre-embarkation cultural orientation course available to all refugee and special humanitarian entrants who are over five years of age. AUSCO is delivered prior to their departure to Australia and marks the beginning of the settlement process.

AUSCO courses are designed and delivered to four main groups:

-     Adults;
-     Youth;
-     Children; and
-     Pre-literate entrants.

In addition special Family Day session is also provided and aims to address issues associated with resettlement including the shift in family dynamics. Concurrent sessions for singles are being trialled (which primarily focus on managing on your own in a new environment).

(d)   Process and guidelines for providing funding

The AUSCO Program is funded under Departmental funding arrangements. The contract between the department and the service provider is a 'service for fee' arrangement, including reimbursement for services rendered.

(e)   DIAC staffing requirements, by type of personnel

Humanitarian Business Processes Section, Humanitarian Branch manages the AUSCO Program. The current staffing levels applied to this program include:
-     50% of an Executive Level 2
-     80% of an Executive Level 1
-     100% of an APS 6

(f)   Methods of monitoring and reporting service delivery

The overall assessment of the AUSCO Program's is based on analysis of the following:
- class attendance sheets
- monthly narrative reports
- quarterly and annual AUSCO contract reports
- reports of the Global Coordinator visits
- Issues Register
- Complaints Register
- IHSS Exit Interview responses to the AUSCO questions
- overseas post evaluation visits
- Ad hoc feedback from stakeholders, and
- feedback from IHSS service providers and DIAC STO settlement staff.

In addition to this, feedback on AUSCO is attained through surveys or research into humanitarian entrant settlement experiences. The AUSCO program was subject to a Internal Evaluation in 2009; an Internal Audit in 2005; and reviewed by the Refugee Council of Australia in June 2004.

(g)   Primary service provider for each program

The IOM is currently contracted to deliver AUSCO globally until 31 August 2010.

(h)   Outcomes and Key Performance Indicators (KPIs)

The current AUSCO KPIs closely follow the seven Service Requirement Outcomes listed in the AUSCO contract. These KPIs allow DIAC to monitor the quality of the services being delivered through a rigorous reporting regime that includes several specified templates. The key aspects of the contract KPIs and performance measures are detailed in the table below.

Table: AUSCO contract service requirements and KPIs

Service Output	Performance Measures
1 Liaise with DIAC staff in Australian overseas missions Intent is to ensure timely referral of eligible clients, good working relations with regular communication and classes are scheduled at appropriate times.	• class lists available to service provider before AUSCO classes are conducted and before the client's departure • 90% of invited clients attend all course sessions which will be recorded in Class Attendance report • feedback from DIAC staff in overseas missions
2 Class facilities requirements Intent is to ensure provision of: ▪ appropriate venue and safe	• Monthly Narrative reports • client complaints based upon

learning environment ▪ provision of childcare to encourage parents to attend ▪ provision of culturally-appropriate meals and refreshments to all clients to encourage concentration and participation.	client feedback as reported in Monthly Narrative Reports • findings from random evaluations/site visits by DIAC staff
3 Class and delivery specifications Service Provider must ensure that classes meet the programme's objectives and are: ▪ scheduled at appropriate times of day (client safety) ▪ delivered to no more than 25 (now 30) clients reasonable length days with breaks ▪ in preferred language or through interpreters ▪ Australians are encouraged to attend classes and/or teacher-training sessions to act as resource persons.	Class Attendance reports • 90% scheduled clients to attend all sessions of the programme • 90% classes not to have more than 25 (now 30) clients • 90% classes to be conducted in the majority preferred language (or use interpreters) • Client complaints based upon client feedback in Monthly Narrative Reports • findings from random evaluations/site visits by DIAC staff
4 Curriculum development and teaching resources Intent is to ensure all developed curricula are delivered and courses are based on approved materials, use DIAC approved resources, are tailored to the needs of each group and are modified as required. All clients who complete the programme must be provided with a Certificate of Completion.	• Curriculum and student handbooks to be approved by DIAC National prior to commencement of programme • Monthly Narrative report (with photos of clients with certificates)
5 Staff Development Intent is to ensure trainers are: 5a) vetted, qualified and given ongoing training and 5b) given adequate time to prepare for classes;	• Monthly narrative report

5c) subject to ongoing monitoring and performance reviews; and 5d) where possible, have demonstrated knowledge of Australian society and culture as well as the settlement process.	
6 Financial obligations Intent is to ensure: 6a) all AUSCO clients are either reimbursed for transport to classes or provided transport. 6b) adequate insurance coverage for all contracted staff and clients and all property and vehicles used.	• Class Attendance reports • Monthly invoices • Certificate of insurance to be provided on signing the panel contract
7 Reporting requirements Ensure timely and quality reports including: 7a) monthly class attendance reports 7b) monthly statistical summary for each region 7c) monthly invoices to DIAC National Office and 7d) monthly narrative reports that include surveys of class knowledge before course commencement.	• 90% class attendance, monthly statistical summary, invoices and monthly narrative reports to be provided to contract manager by the 20th day of the following month.

(i)   Eligibility requirements and methods of application

Attendance at AUSCO is voluntary and classes are offered to all visa grantees aged over 5 years of age. The contract covers the Humanitarian Program visa subclasses of:
• Class 200 – Refugee
• Class 201 – In-country Special Humanitarian
• Class 202 – Global Special Humanitarian
• Class 203 – Emergency Rescue, and
• Class 204 – Woman at Risk.

(j)   Duration

In general AUSCO classes are 5 days in duration however at times it is difficult to provide a full five day course for all eligible entrants for a variety of reasons (e.g.

short lead-time before visa entry expiry or very small groups requiring assistance) and in these instances abbreviated classes have been introduced where required.

(k)   Cost of each program to the applicant

AUSCO classes are free of charge.

(l)   Number of persons enrolled in the program.

The number of persons enrolled in the AUSCO program is as follows:
FY 2007/2008 – 5,289 clients / 284 courses
FY 2008/2009 – 6,476 clients / 360 courses
FY 2009/2010 – 2,607 clients / 150 courses (to 1 January 2010))

(m)   Number of persons enrolled by ethnicity, age and gender

Number of persons enrolled by country

Country	2007/8	2008/9	2009/10
Afghanistan	813	689	136
Burma	1611	1729	747
Bhutan	116	498	337
Burundi	197	113	31
Cameroon	0	0	5
Chad	1	0	0
Congo (unspecified)	79	74	40
Congo (Dem Rep. of)	33	64	125
Congo (Rep of)	5	0	0
Egypt	3	0	0
Eritrea	31	49	6
Ethiopia	47	161	87
Guinea	0	0	4
Iran	211	53	27
Iraq	1252	2222	606
Cote d' Ivore	5	4	0
Jordan	0	1	0
Kenya	0	5	0
Liberia	0	243	150
Lebanon	0	2	0
Mauritania	56	0	0
Pakistan	0	4	0
Rwanda	27	26	47
Sierra Leone	147	143	224
Somalia	47	207	125
Sudan	249	242	117
Tibet	35	6	38
Togo	91	34	26
Uganda	1	7	4

		Zimbabwe	0	0
Stateless	116	0	0

Number of persons enrolled by age

Age	2007/8	2008/9	2009/10
0 – 6 years	302	51	15
7 – 12 Years	560	620	283
13 – 16 Years	700	842	394
17 – 20 Years	694	892	348
21- 29 Years	1112	1447	635
30 – 39 Years	962	1241	580
40 – 49 Years	571	802	394
50 – 59 Years	251	429	193
60 + years	137	252	116

Number of persons enrolled by gender

Gender	2007/8	2008/9	2009/10
Male	2680	3174	1455
Female	2609	3402	1423

(n)   Number of persons who have successfully completed the program

The completion of AUSCO classes by clients is not assessed, graded or moderated in such a way to produce 'pass' or 'fail' outcomes. Instead clients are viewed as having completed the course based upon their attendance and participation.

(o)   Number of persons who have failed the program

Not applicable.

(p)   Number of persons employed who have successfully completed the program.

As the AUSCO Program is delivered pre-embarkation, its intention is to provide a brief introduction to Australian society and prepare them for their departure to Australia; and not to prepare them for employment. As such, statistics on the number of AUSCO clients who have obtained employment in Australia is not kept and cannot be provided.

IT IS IMPORTANT TO NOTE THAT AS AUSCO IS PROVIDED OUTSIDE OF AUSTRALIA IT IS A COMPONENT OF OUTCOME 2.

3 COMPLEX CASE SUPPORT

(a)   Funding

Part of Integrated Humanitarian Settlement Strategy Funding.

(b)   Terms of Reference and mission statement.

To provide specialised and intensive case management support to humanitarian entrants whose needs extend beyond the scope of core settlement services (such as the Integrated Humanitarian Settlement Strategy (IHSS) and the Settlement Grants Program (SGP)).

(c)   Services provided by each program, including any sub-programs.

The program provides flexible, tailored and localised responses to address the needs of each case through individual case management plans.

(d)   Process and guidelines for providing funding.

A panel of 38 Complex Case Support (CCS) service providers (called the Humanitarian Services Panel) was established through an open tender process during 2007/2008. A panel provider model allows the Department to 'buy-in' case management services on a needs basis.

(e)   DIAC staffing requirements, by type of personnel.

See page 2 for response.

(f)   Methods of monitoring and reporting service delivery.

HSP providers are required to submit a case management plan specifying costs, service outcomes, timeframes and milestones to be achieved to address the individual needs and particular circumstances of the case.

Monitoring of service provision is conducted via scrutiny of milestone and exit reports for each case. Upon exit, each client is assisted to complete a client survey regarding the services they received.

Service provider performance and monitoring is prescribed under Deeds of Standing Offer signed with each provider.

(g)   Primary service provider for each program.

The 38 CCS panel members are:

Humanitarian Services Panel Members: Complex Case Support	State

Companion House	ACT
ACL Consortium	NSW
Anglicare North Coast	NSW
Cabramatta Community Centre (Fairfield MRC)	NSW
Metro Migrant Resource Centre	NSW
Centacare Wagga Wagga	NSW
Liverpool MRC	NSW
Northern Settlement Services	NSW
Sydney Multicultural Community Services	NSW
Melalueca Refugee Centre	NT
Assisting Collaborative Community Employment Support Services (ACCES)	QLD
Multicultural Development Association Inc (MDA)	QLD
Multilink Community Services	QLD
Spiritus Toowoomba	QLD
Australian Refugee Association (ARA)	SA
Baptist Care	SA
Migrant Resource Centre of SA	SA
Multicultural Youth SA	SA
Supporting Survivors of Torture and Trauma (STTARS)	SA
Centacare Tasmania	TAS
Colony47	TAS
Migrant Resource Centre Northern Tasmania	TAS
Adult Multicultural Education Services (AMES)	VIC
Centre for Multicultural Youth	VIC
Geelong Ethnic Community Council (Diversitat)	VIC
Immigrant Women's Domestic Violence Service (IWDVS)	VIC
Migrant Information Centre (MIC)	VIC
MRC North West Region	VIC
New Hope	VIC
South Eastern Region MRC	VIC

Spectrum Migrant Resource Centre	VIC
Victorian Arabic Social Services (VASS)	VIC
Victorian Foundation for Survivors of Torture Inc.	VIC
Whittlesea	VIC
Association for Services to Torture and Trauma Survivors (ASeTTS)	WA
Communicare	WA
Metropolitan Migrant Resource Centre (MMRC)	WA
Multicultural Services Centre of WA	WA

(h)   Outcomes and Key Performance Indicators.

At the individual client level, outcomes are measured against the agreed case management plan, including exit goals and key service activities and milestones to be achieved.

Prior to a client's planned exit from the CCS program, the service provider completes a client Exit Report which must address the client's transition from the program and the program objectives.

(i)   Eligibility requirements and method of application.

Humanitarian Program entrants whose needs extend beyond the scope of core settlement services, such as Integrated Humanitarian Settlement Services (IHSS) and the Settlement Grants Program (SGP). When a client is assessed as requiring CCS services, the department refers the case to the most appropriate Service Provider to develop a case management plan.

(j)   Duration.

The average duration of CCS case management plans in 2008-09 was approximately 3.5 months and in 2009-10 (to date) was approximately 4 months.

(k)   Cost of each program to the applicant.

None.

(l)   Number of persons enrolled in the program.

There have been 2020 persons in cases accepted into the program since commencement.

(m)   Number of persons enrolled in the program by ethnicity, age and gender.

The CCS program data is recorded on a case, rather than individual basis. Age and gender tables below refer to the main applicant only. Data on ethnicity is not collected. Country of Birth information is below.

Top 10 Countries of Birth (cases) There are no figures for 2007-2008 as the program commenced 1 July 2008.

2008-2009		2009 - 31 Jan 2010	
Country of Birth	Number of cases	Country of Birth	Number of cases
Sudan	77	Sudan	72
Burundi	37	Iraq	41
Burma	35	Burundi	32
Iraq	24	Burma	28
Congo	14	Afghanista	15
Afghanistan	13	Congo	14
Ethiopia	9	Ethiopia	9
Eritrea	9	Somalia	9
Somalia	8	Liberia	7
Sierra	6	Eritrea	4
Other	26		25
Total	258	Total	256

Age of Main Applicant

2008-2009		2009 - 31 Jan 2010	
Age of main applicant	Total number of cases	Age of main applicant	Total number of cases
0-20	24	0-20	20
21-40	150	21-40	148
41-60	81	41-60	79
61+	3	61+	9
Total	258	Total	256

Gender of Main Applicant

2008-2009		2009 - 31 Jan 2010	
Gender of main applicant	Total number of cases	Gender of main applicant	Total number of cases
Female	183	Female	178
Male	75	Male	78
Total	258	Total	256

(n)   Number of persons who've successfully completed the program.

Of the 514 accepted cases to 31 January 2010, 299 cases have exited the program.

(o)   Number of persons who've failed the programs.

Not applicable

(p)   Number of persons employed who've successfully completed the program.

Not applicable

4 SETTLEMENT GRANTS PROGRAM

For Settlement Grants Program, please provide the following by financial year for 2007-08, 2008-09 and 2009-10:
(a)   Funding

2007-08	$32.0m
2008-09	$34.1m
2009-10	$35.6m

(b)   Terms of Reference and mission statement

The SGP is a discretionary, application-based grants program. Its aim is to deliver services which assist eligible migrants and humanitarian entrants to become self reliant and participate equitably in Australian society as soon as possible after arrival.

(c)   Services provided by each program, including any sub-programs

1. Orientation to Australia – Practical Assistance to Promote Self-reliance
2. Developing Communities
3. Integration – Inclusion and Participation

(d)   Process and guidelines for providing funding

State and territory offices of DIAC are allocated funding from the total pool available for each program year. A formula is used to determine the percentage of funding to be provided to each state and territory for new projects. This formula is based on the share of SGP target group arrival numbers in each state and territory in the previous five years, adjusted by applying a higher weighting to humanitarian arrivals, to most recent arrivals and to SGP clients settling in rural and regional areas.

The amount of funding available for new projects depends on the amount of funding each state and territory has committed in previous years for multi-year grants.

(e)   DIAC staffing requirements, by type of personnel

Responsibility for effectively managing SGP is divided between DIAC's National Office and STOs. National Office is responsible for program policy, including developing SGP materials and documents and advertising the annual funding rounds, while STOs are responsible for day-to-day administration and grants management.

(f)   Methods of monitoring and reporting service delivery

Service delivery is monitored by quarterly reporting against the objectives and activities of each project and compliance with the conditions of the funding agreement. SGP funded organisations are required to provide six monthly progress reports, at mid-year and the end of the financial year, plus structured interviews at the end of the first and third quarter.

(g)   Primary service provider for each program

Details of SGP grant recipients for 2007-08, 2008-09 and 2009-10 in each state and territory can be found in the DIAC website:

http://www.immi.gov.au/living-in-australia/delivering-assistance/settlement-grants/funded-orgs.htm

(h)   Outcomes and Key Performance Indicators

Outcomes are measured through assessing whether agreed milestones have been achieved through the funding year. Organisations evaluate outcomes achieved at the project level and provide a report to the Department at the end of the program year. This is assessed by the Department and feedback provided to organisations.

The SGP has streamlined elements of program administration to ensure a strong focus on outcomes for clients and improved evaluation of these outcomes. A recent development for the quarterly reporting template has been the addition of outcomes reporting in SGP work programs. This ensures that organisations stay

focussed and report on the effects of their project on the client group throughout the life of the project.

The Department is developing an evaluation framework for the SGP at the program level in accordance with recommendations of ANAO Performance Audit No. 36. This framework will improve identification and monitoring of client outcomes and enable qualitative reporting of SGP outcomes against settlement indicators such as economic & social participation, health & wellbeing and independence.

(i)   Eligibility requirements and method of application

The following organisations are eligible to apply for SGP funding through the open application process:

- not-for-profit, incorporated, organisations
- local government organisations
- those currently funded to deliver services under the Adult Migrant English Program (AMEP)
- government service delivery organisations in rural and regional areas

(j)   Duration

SGP funding is offered for fixed periods of one, two or three years. Funding is based on financial years and is provided to organisations on a project basis.

(k)   Cost of each program to the applicant

N/A

(l)   Number of persons enrolled in the programs

N/A

(m)   Number of persons enrolled in the programs by ethnicity, age and   gender

N/A

(n)   Number of persons who've successfully completed the programs

N/A

(o)   Number of persons who've failed the programs

N/A

(p)   Number of persons employed who've successfully completed the program

N/A

5 INTEGRATED HUMANITARIAN STRATEGY SCHEME

(a)   Funding.

2007-08	$51.6m
2008-09	$70.3m
2009-10	$67.0m

(b) Terms of Reference and mission statement.

The Integrated Humanitarian Settlement Strategy (IHSS) provides initial settlement support to refugees and other humanitarian entrants to assist them to settle successfully in Australia.

(c)   Services provided by each program, including any sub-programs.

* on-arrival reception and initial orientation
* information about and referral to other service providers and mainstream agencies
* assistance with accommodation and basic household goods
* short term torture and trauma counselling
* volunteer coordination
* advocacy and raising community awareness.

(d)   Process and guidelines for providing funding.

The IHSS service providers were selected following an open national tender process.

(e)   DIAC staffing requirements, by type of personnel.

See page 2 for response.

(f)   Methods of monitoring and reporting service delivery.

* 6 and 12 month service provider reports to DIAC
* annual audit of services provided by IHSS service providers against key performance indicators in the Contract
* client contact visits conducted by DIAC of approximately 5% of IHSS   clients, to obtain feedback on the performance of service providers
* quarterly contract management meetings between DIAC and each service provider

(g)   Primary service provider for each program.

STATE/ TERRITORY	IHSS CONTRACT REGIONS	SERVICE PROVIDER
New South Wales	Northern Metropolitan Southern Metropolitan	The Australian Centre for Languages Pty Ltd
	Rural NSW	Anglicare Sydney
Northern Territory		Melaleuca
Queensland	Toowoomba	Spiritus
	Metropolitan Brisbane	Multicultural Development Association
	Logan/Gold Coast	Assisting Collaborative Community Employment Services Inc
	Townsville and Surrounds	Townsville Multicultural Support Group Inc
	Cairns/Innisfail and Surrounds	Migrant Settlement Services Centacare
South Australia	Northern Metropolitan and Rural Western and Southern Metropolitan	South Australian Multicultural Consortium Settlement Services
Tasmania	Northern Tasmania	MRC Northern Tasmania
	Southern Tasmania	Centacare Tasmania
The ACT and Surrounds	ACT	CatholiCare
	Riverina	St Vincent De Paul
Victoria	Eastern Metropolitan Western Metropolitan Rural Victoria	Adult Multicultural Education Services
Western Australia	Northern Metropolitan and Rural North	Metropolitan Migrant Resource Centre
	Southern Metropolitan and Rural South	Centrecare Migrant Resource Services

(h)   Outcomes and Key Performance Indicators.

Service level standards in IHSS contracts are met.

(i)   Eligibility requirements and method of application.

Humanitarian Program visa classes.

DIAC refers eligible clients to IHSS service providers who conduct a needs assessment to determine what services they require.

(j)   Duration.

IHSS services are generally provided on a needs basis for around six months, but this may be extended.

(k)   Cost of each program to the applicant.

Not applicable

(l)   Number of persons enrolled in the programs.

Assisted under IHSS by program year

	2007 - 08	2008 - 09	2009 - 2010 (Jan 31)
TOTAL	9,556	12,035	7,629

(m)   Number of persons enrolled in the programs by ethnicity, age and gender.

Top 10 Ethnic Groups

2007–08		2008–09		2009-10 (31 Jan)	
Karen-Burma	1 486	Iraqi	2 605	Hazara (Afghani)	1,092
Iraqi	1 326	Karen (Burma)	1 557	Karen (Burma)	865
Burmese	922	Hazara (Afghani)	793	Iraqi	829
Hazara (Afghani)	775	Nepalese	764	Unknown	597
Dinka (Sudanese)	534	Chaldean (Iraq)	498	African (NFD)	563
Hutu	256	Chin (Burma)	488	Tamil	285
Iranian	228	Dinka (Sudanese)	455	Nepalese	283
Chaldean	214	Burmese	277	Chin	239

(Iraq)				(Burma)	
Tamil	181	Hutu	258	Arab (NFD)	216
African (NFD)	1 868	African (NFD)	1 030	Chaldean (Iraq)	200
Other	1 724	Other	3 367	Others	2,460
Total	9 514	Total	12 092	Total	7,629

Age

Age (years)	2007-08 (no.)	2008-09 (no.)	2009 - 2010 (Jan) (no.)
00 - 24	5986	7016	3375
25 - 64	3476	4758	4101
65 - 80^{+}	94	261	153
Total	9,556	12,035	7,629

Gender

2007-08		2008-09		2009-10 (Jan 31)	
Female	Male	Female	Male	Female	Male
53%	47%	52%	48%	46%	54%

(n)   Number of persons who've successfully completed the programs.

Not applicable

(o)   Number of persons who've failed the programs.

Not applicable

(p)   Number of persons employed who've successfully completed the program.

Not applicable

6 DIVERSE AUSTRALIA PROGRAM AND NATIONAL ACTION PLAN TO BUILD ON SOCIAL COHESION, HARMONY AND SECURITY (COMMUNITY GRANTS)

(a) Funding

Diverse Australia Program
2007-08 $2.1m
2008-09 $2.2m
2009-10 $2.2m

National Action Plan to Build on Social Cohesion, Harmony and Security (Community Grants)

2007-08 $0.51m
2008-09 $0.58m
2009-10 $0.54m

(b) Terms of Reference and mission statement

The Diverse Australia Program (DAP) is an Australian Government initiative that aims to address cultural, racial and religious intolerance in the broader community by bringing people together to break down barriers. It was launched on 28 January 2009, following a departmental review of the Living in Harmony Program.

(c) Services provided by each program, including any sub-programs

DAP is delivered through four key elements:
-       Community Grants, including small scale and large community grants;
-       Emerging Issues Funding;
-       Pacific Seasonal Worker Pilot Scheme community engagement activities; and
-       an information component that includes Harmony Day.

Community Grants
Community grants are open to incorporated not for profit organisations and local governments through an annual funding round. The National Action Plan to Build on Social Cohesion, Harmony and Security (NAP) aims to respond to the pressures Australian communities are facing as a result of increased intolerance and the promotion of violence arising from events around the world and in Australia since 2001. Further information on NAP is at Point 8. In 2009 the DAP Community Grants annual funding round incorporated the NAP Community Grants in order to streamline the administrative arrangements of the two programs.

Emerging Issues Funding (EIF)
EIF addresses significant community relations issues by funding regional and national projects involving community based activities. The funding is available outside of the annual funding rounds.

Community engagement funding for the Pacific Seasonal Worker Pilot Scheme
The Pacific Seasonal Workers Pilot Scheme funds projects that will provide opportunities for positive interaction between the local community, employers and workers in regions where the scheme is in operation.

Funding

2007-08   Nil
2008-09 $0.10m
2009-10 $0.30m

(d) Process and guidelines for providing funding

DAP and NAP Guidelines are reviewed annually. Under the 2009 guidelines, funding can be provided to not-for-profit community organisations, local councils and other eligible entities for stand alone sporting, recreational and other local events, designed to facilitate the broader community's acceptance of and engagement with diverse groups in the community.

(e) DIAC staffing requirements, by type of personnel

See page 2 for response.

(f) Methods of monitoring and reporting service delivery

Organisations that receive funding enter into funding agreements which set out regular reporting and financial acquittal requirements.

(g) Primary service provider for each program

DAP funds incorporated not-for-profit organisations and local governments to deliver projects. NAP funds incorporated not-for-profit organisations to deliver projects.

(h) Outcomes and Key Performance Indicators

Same as (f) above. Outcomes and key performance indicators are included in the funding agreements with each funded organisation.

(i) Eligibility requirements and method of application

Eligibility requirements and method of application are set out in the DAP guidelines for each sub-program and are reviewed on an annual basis.

(j) Duration

DAP and NAP Community Grants 12 months
Emerging Issues Funding 12 to 24 months

(k) Cost of each program to the applicant

Nil. There is no cost to applicants.

(l)   Number of persons enrolled in the programs
(m)   Number of persons enrolled in the programs by ethnicity, age and   gender
(n)   Number of persons who've successfully completed the programs
(o)   Number of persons who've failed the programs
(p)   Number of persons employed who've successfully completed the program

Questions (l) to (p) inclusive, are not applicable. DAP funds incorporated not-for-profit organisations not individuals.

7 NATIONAL ACTION PLAN TO BUILD ON SOCIAL COHESION, HARMONY AND SECURITY (NAP) STATE AND TERRITORY PARTNERSHIP FUNDING.

(a) Funding

Note: DIAC's funding allocation under the NAP consists of State and Territory Partnership funding (a specific purpose payment arrangement that ends on 30 June 2010) and Community Grants funding. The response for Community Grants is at item 6 Diverse Australia Program and the response below is in relation to the State and Territory Partnership funding.

Funding provided to state and territory governments for implementing projects under the NAP consisted of:

2007-08	$0.46m
2008-09	$0.96m covering projects for both 2008-09 and 2009-10
2009-10	Nil

(b) Terms of Reference and mission statement

The National Action Plan to Build on Social Cohesion, Harmony and Security (NAP) is a Council of Australian Governments (COAG) initiative developed by the Ministerial Council on Immigration and Multicultural Affairs (MCIMA). The NAP provides a framework for the promotion of a more inclusive society through government action, community consultation and research. Key focus areas at the time of inception included education, employment, community integration and security.

DIAC was granted funding under the community integration element for its NAP community grants. NAP State and Territory partnership projects address a cross-section of the four NAP focus areas of education, employment, integrating communities and enhancing national security, and reflect the NAP priorities of the Australian Government and state and territory governments, all of which have committed either financial or in-kind support.

(c) Services provided by each program, including any sub-program

DIAC partners state and territory governments in implementing projects under the NAP with partnership projects negotiated and formalised through Memoranda of Understanding (MOU). The MOUs reflect the NAP priorities agreed between that particular jurisdiction and the Commonwealth Government, as represented by DIAC. Areas of activity have included employment, community integration, raising community awareness, leadership and training within Muslim communities.

(d) Process and guidelines for providing funding

The MOUs are specific purpose payments to states and territories.

(e) DIAC staffing requirements, by type of personnel

See page 2 for response.

(f) Methods of monitoring and reporting service delivery

States and territories report against MOU requirements. DIAC regularly monitors MOU activity, including via face-to-face meetings where required. DIAC also reports to SCIMA/MCIMA on any relevant projects.

(g) Primary service provider for each program

The state and territory governments are funded by the Commonwealth to undertake relevant projects, and they determine the service provider where relevant.

(h) Outcomes and Key Performance Indicators

The NAP aims to achieve the following ten outcomes:

1) increased understanding of the causes of extremism and the radicalisation process through commissioned research
2) enhanced opportunities for vocational training, for meaningful and gainful employment
3) greater awareness by employers of workplace diversity issues impacting on communities and workplaces
4) increased opportunities for participation in mainstream social, cultural and sporting programs, thereby fostering social cohesion and inclusion
5) further opportunities for young Australians from different cultural and religious backgrounds to enhance their leadership skills and participation in mainstream Australia
6) strengthening mutual trust within communities and between communities and governments, through ongoing dialogue
7) increased understanding about and use of existing community support and complaints mechanisms by minority communities to deal with conflict and grievance within the law, without resorting to violence
8) enhanced awareness amongst Australians of national security arrangements and crisis management processes
9) targeted education initiatives to build better understanding and acceptance of Australia's cultural and religious diversity
10) enabling faith and community leaders to better represent their communities in mainstream Australia.

(i) Eligibility requirements and method of application

N/A (refer to d)

(j) Duration

Projects funded in 2008-09 covered 2 years to 2009-10.

(k) Cost of each program to the applicant

There is no cost applicable.

(l)   Number of persons enrolled in the programs

This information is not collected or is not available due to the nature of the projects.

(m)   Number of persons enrolled in the programs by ethnicity, age and gender

This information is not collected or is not available due to the nature of the projects.

(n)   Number of persons who've successfully completed the programs

This information is not collected or is not available due to the nature of the projects.

(o)   Number of persons who've failed the programs

This information is not collected or is not available due to the nature of the projects.

(p)   Number of persons employed who've successfully completed the program

PROGRAMS 8, 9, 10

The Language, Literacy and Numeracy Program, Workplace English Language and Literacy Program and English as a second language – New Arrivals Program are administered by the Department of Education, Employment and Workplace Relations.

PROGRAMS 11 AND 12

Please refer to the response relating to the Adult Migrant English Program (AMEP).

13 UNACCOMPANIED HUMANITARIAN MINOR PROGRAM

(a)   Funding.

2007-08	$2.3m
2008-09	$3.2m
2009-10	$3.3m

(b)   Terms of Reference and mission statement

'To have in place guardianship, monitoring, and settlement support arrangements for all UHMs until they reach 18 years of age' (Portfolio Budget Statement 2009-10)

(c)   Services provided by each program, including any sub-programs.

Services to UHMs under the UHM Program include monitoring of care arrangements by a case worker and assistance with clothing, food, housing and educational requirements. Foster care services are provided to UHMs arriving without carers. UHMs are also eligible for services under the Integrated Humanitarian Settlement Strategy.

(d)   Process and guidelines for providing funding.

Funding is provided to the State Child Welfare agencies through long standing 50 per cent cost sharing agreements based on case worker salaries between the Commonwealth and state and territory governments.

The Department has also engaged a not-for-profit children's service provider to provide care and support to some UHMs arriving in Australia without an existing carer.

(e)   DIAC staffing requirements, by type of personnel.

See page 2 for response.

(f)   Methods of monitoring and reporting service delivery.

Departmental officers meet regularly with officers from the State Child Welfare agencies and private service providers to monitor the UHM Program.

(g)   Primary service provider for each program.

State Child Welfare agencies are the primary service provider for UHMs in conjunction with not-for-profit children's service providers

(h)   Outcomes and Key Performance Indicators.

The UHM program provides for guardianship, monitoring, and settlement support arrangements.

(i)   Eligibility requirements and method of application.

UHMs are non-citizen children under the age of 18 years who have been granted humanitarian visas and do not have a parent to care for them in Australia.

UHM Wards: UHM wards are covered by the Immigration (Guardianship of Children) Act 1946 (IGOC Act), which attributes legal guardianship of them to the Minister for Immigration and Citizenship. They do not have a close relative

over the age of 21 years to look after them in Australia. Responsibility for day to day guardianship has been delegated to State Child Welfare agencies.

UHM Non-Wards: have a close adult relative over the age of 21 to look after them in Australia. The Minister is not the legal guardian of UHM non-wards. As non-wards are not covered by the Act, they do not necessarily receive services from State Child Welfare agencies. Only Queensland, Victoria and South Australia provide services to non-wards

(j)   Duration

UHM Wards are no longer eligible for services under the UHM Program when they:
*   turn 18 years of age; or
*   become an Australian citizen; or
*   are re-united with their parent/s or are legally adopted; or
*   leave Australia permanently.

(k)   Cost of each program to the applicant.

No cost to client.

(l)   Number of persons enrolled in the programs.

As at 31 December 2007 there were 585 UHMs receiving assistance from State Child Welfare agencies under the UHM Program - 165 wards and 420 non-wards.

As at 31 December 2008 there were 531 UHMs receiving assistance from State Child Welfare agencies under the UHM Program - 161 wards and 370 non-wards.

As at 31 December 2009 there were 717 UHMs receiving assistance from State Child Welfare agencies under the UHM Program - 309 wards and 408 non-wards.

(m)   Number of persons enrolled in the programs by ethnicity, age and gender.

At 31/12/2007 there were 585 persons (165 Wards, 420 Non-Wards)
At 31/12/2008 there were 531 persons.(161 Wards, 370 Non-Wards)
At 31/12/2009 there were 717 persons (309 Wards, 408 Non-Wards)

At 31/12/ 2007 Country of Birth (top ten)	Persons	At 31/12/2008 Country of Birth (top ten)	Persons	At 31/12/2009 Country of Birth (top ten)	Persons
Sudan	218	Sudan	197	Afghanistan	171
Liberia	91	Liberia	89	Sudan	144
Congo	51	Congo	52	Liberia	107
Afghanistan	42	Myanmar	44	Burma	49
Burundi	37	Afghanistan	36	Congo	46

Burma	23	Burundi	34	Burundi	30
Sierra Leone	23	Sierra Leone	27	Myanmar	31
Ethiopia	20	Ethiopia	19	Sierra Leone	26
Myanmar	18	Iraq	15	Ethiopia	21
Iraq	14	Togo	4	Iraq	15

At 31/12/2007 Age	Persons n=585	At 31/12/2008 Age	Persons	At 31/12/2009 Age	Persons
0-18	585	0-18	531	0-18	717

At 31/12/2007 Gender	Persons n=585	At 31/12/2008 Gender	Persons n=531	At 31/12/2009 Gender	Persons n=717
Female	262	Female	230	Female	264
Male	323	Male	301	Male	453
Total	585		531		717

(n)   Number of persons who've successfully completed the programs.

N/A

(o)   Number of persons who've failed the programs.

N/A

(p)   Number of persons employed who've successfully completed the program.

N/A

13 SUSTAINABLE REGIONAL SETTLEMENT PROGRAM

The Sustainable Regional Settlement Program (SRS) is in recognition of the additional settlement needs implicated in the sustainable settlement of humanitarian entrants in regional locations.

(a)   Funding

2007-08 $0.15m
2008-09 $0.15m
2009-10 $0.15m

(b)   Terms of Reference and mission statement

The aim of the SRS program is to improve the sustainability of humanitarian settlement by building capacity in regional towns.

(c)   Services provided by each program, including any sub-programs

The funding may be used to:
- address service planning and skills development in areas of spontaneous humanitarian settlement
- address new and emerging regional humanitarian settlement needs and significant changes in circumstances, including those arising outside the annual Settlement Grants Program funding round
- develop approaches to improve retention of humanitarian entrants in regional locations.

(d)   Process and guidelines for providing funding

Funding priorities for the program are identified through the department's ongoing settlement planning processes and annual assessment of settlement needs. These processes draw on a range of information, including statistical data, issues identified by the department's National Settlement Planning Unit and State and Territory Offices, and ongoing interactions with stakeholders including the community, service providers, and Commonwealth, state and territory and local government agencies.

Where gaps have been identified in regional settlement services or service planning mechanisms, the department may approach appropriate organisations to submit a project proposal for funding. All applications will be submitted to the department's National Settlement Planning Unit. This allows for maximum flexibility in allocation of funds, consistency in project development and streamlined accountability for the funds.

(e)   DIAC staffing requirements, by type of personnel

See page 2 for response.

(f)   Methods of monitoring and reporting service delivery

Service delivery is monitored by reporting against the objectives and activities of each project and compliance with the conditions of the funding agreement. SRS funded organisations are required to provide progress reports, as stipulated in the funding agreement with the fended organisation.

(g)   Primary service provider for each program

List of primary service providers funded under the SRS are shown in Attachment A.

(h)   Outcomes and Key Performance Indicators

Outcomes are measured through assessing whether agreed milestones have been achieved through the funding period. Organisations evaluate outcomes achieved at the project level and provide a report to the Department at the end of the program funding. This is assessed by the Department and feedback provided to organisations.

(i)   Eligibility requirements and method of application

The SRS program focuses on providing funding for sustainable humanitarian settlement in regional areas of Australia only.

In general, to be eligible for SRS funding an organisation will be:
*   a not-for-profit, incorporated, community organisation
*   a local government organisation or
*   a government service delivery organisation in regional areas.

(j)   Duration

SRS funding is offered for a fixed period as determined by the funding proposal submitted.

(k)   Cost of each program to the applicant

N/A

(l)   Number of persons enrolled in the programs

N/A

(m)   Number of persons enrolled in the programs by ethnicity, age and gender

N/A

(n)   Number of persons who've successfully completed the programs

N/A

(o)   Number of persons who've failed the programs

N/A

(p)   Number of persons employed who've successfully completed the program

N/A

13 FREE TRANSLATING AND INTERPRETING SERVICES

(a)   Funding. Fee free is funded through departmental funding and includes all costs associated with fee free translating including all departmental overheads.

2007-08	$11.1m
2008-09	$18.4m
2009-10	$13.6m

(b)   Terms of Reference

Free interpreting services are provided to approved individuals and organisations to help them communicate with non-English speaking Australian citizens or permanent residents. The Department also provides a free settlement-related translations service to eligible new migrants and humanitarian entrants.

(c)   Services provided by each program, including any sub-programs.

The Department provides a Translating and Interpreting Service (TIS) National that has access to over 1500 contracted interpreters across Australia, speaking more than 160 languages and dialects. Services are available 24 hours a day, seven days a week.

Medical practitioners can access free telephone interpreting through the Doctors Priority Line, 24 hours a day, seven days a week, for the cost of a local call. The Doctor's Priority Line provides priority access to interpreters.

(d)   Process and guidelines for providing funding.

Services are delivered by the Department of Immigration and Citizenship through TIS National.

(e)   DIAC staffing requirements, by type of personnel.

See page 2 for response.

(f)   Methods of monitoring and reporting service delivery.

The Department regularly reviews service usage data for Free Translating and Interpreting Services. TIS National encourages clients to provide feedback about their experience of the service. An annual Client Survey is conducted by TIS National, inclusive of clients utilising free interpreting services. Feedback is used to improve the overall service, in particular:
•   interpreter conduct and performance
•   interpreter availability
•   operator conduct and performance
•   booking procedures.

(g)   Primary service provider for each program.

Services are delivered by the Department of Immigration and Citizenship through TIS National.

(h)   Outcomes and Key Performance Indicators.

Program 5.1 Key Performance Indicator: Settlement information and services are available to eligible migrants and humanitarian entrants nationwide (PBS 2009-10).

In 2007-08, a total of 131 083 fee-free interpreting services were provided nationally. Of these services, 114 593 were telephone interpreting services and 16 490 were on-site interpreting services. The number of documents translated was 7855.

In 2008-09, a total of 170 005 fee-free interpreting services were provided nationally. Of these services, 149 720 were telephone interpreting services and 20 285 were on-site interpreting services. The number of documents translated was 9956.

In 2009-10 (to 31 January 2010), a total of 109 258 fee-free interpreting services were provided nationally. Of these services, 94 088 were telephone interpreting services and 15 170 were on-site interpreting services. The number of documents translated was 5620.

(i)   Eligibility requirements and method of application.

Free interpreting services are provided to assist non-English speakers who are Australian citizens or permanent residents. Services are available to: private medical practitioners providing services under Medicare; non-profit, non-government, community-based organisations for case work and emergency services (subject to their funding arrangements); Members of Parliament for constituency purposes, local government authorities (to communicate with residents on issues such as rates, garbage collection and urban services); trade unions to respond to members' enquiries or requests; Emergency Management Australia; and pharmacies for the purpose of dispensing PBS medications. Organisations apply for fee-free status – applications forms are lodged by fax.

Free settlement related translations are provided to eligible new migrants and humanitarian entrants during their initial two-year settlement period and applications are lodged in person around Australia through Adult Migrant English Program providers.

(j)   Duration.
        Free Translating and Interpreting Services is an ongoing program.

(k)   Cost of each program to the applicant.
        Nil.

(l)   Number of persons enrolled in the programs.
        Not applicable.

(m)   Number of persons enrolled in the programs by ethnicity, age and gender.
        Not applicable.

(n)   Number of persons who've successfully completed the programs.
        Not applicable.

(o)   Number of persons who've failed the programs.
        Not applicable.

(p)   Number of persons employed who've successfully completed the program.
         Not applicable.

Funded projects under the Sustainable Regional Settlement Program:

2007-08

Bendigo Regional Ethnic Communities Council (BRECC), Victoria

This project provided settlement services for approximately 20 East African humanitarian entrants in Castlemaine in recognition of internal migration. The project was funded for $20 000 over 6 months and finalised on 30 June 2008.

Lutheran Community Care project in Murray Bridge, South Australia

This project developed a Retention Plan in order to maintain and build on current levels of humanitarian settlement in Murray Bridge approximately 55 entrants when proposal submitted. A project leader conducted a case study of humanitarian settlement in Murray Bridge, mapped the future needs of humanitarian entrants and developed a Retention Plan through a reference group of service providers, industry and council representatives and humanitarian entrants. The project was funded for $27 323 over 12 months.

Migrant Resource Centre of South Australia project in Limestone Coast, South Australia

This project provided an innovative approach to addressing employment issues that assisted with the retention of entrants in the Limestone Coast region and potentially encouraged further humanitarian settlement. A project coordinator implemented a pilot Employment Training Program for approximately 20 humanitarian entrants, developed a Recruitment Strategy working with local industry and conducted a workplace Cultural Awareness Program to assist humanitarian entrants with employment pathways. The project was funded for $45 000 over 18 months.

2008-09

Queensland Program of Assistance for Survivors of Torture and Trauma / Gatton Sudanese Community Association

This project provided driver training to 15 Sudanese community members in the Gatton and Lockyer Valley Region in Queensland. The project was funded for $28 183 over 12 months.

Lockyer Valley Regional Council / HB Training

This project created an information directory Welcome Kit to new humanitarian entrants in the Lockyer Valley and ran a Skills for the Future training program which will induct humanitarian entrants in basic work requirements and on the Australian workplace culture and environment. The project was funded $19 950 over 12 months.

Orange City Council Migrant Support Service

This project assisted with information, referral and support for the new and emerging Sudanese secondary migration clients to Orange. The project was open to any other humanitarian entrants who may come to Orange. The project was funded $12 776 over 4 months.