QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 February 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(96) Output 2.1:   Settlement Services

Senator Hurley asked:

What strategy is being employed by the department to monitor the performance of AMEP administration?

- 2004-2005 how many migrants were enrolled in the AMEP?
- How many obtained their certificate?
- Have there been any breaches in 2004-2005, if so how have they been handled?

Answer:

As provided for under the AMEP contacts, the performance of service providers is monitored through quarterly and annual reporting against key performance indicators and regular contract management meetings.

Contracts with the AMEP Research Centre, the National English Language Teaching Accreditation Scheme (NEAS) and with Computer Sciences Corporation (CSC) for the AMEP Records Management System (ARMS) support the delivery of the AMEP. The performance of the AMEP Research Centre and of NEAS is monitored through quarterly and annual reporting against an annual work plan and through regular contract management meetings. CSC performance for the ARMS is monitored through monthly reporting by CSC and direct supervision of CSC staff by a DIMA contract manager.

- In 2004-05, the AMEP provided English language tuition services to 36,208 clients. The figure of 36,405 provided in evidence at Estimates hearings on 13 February 2006, represented the 2005 calendar year figure.

- Details of certificates obtained in the AMEP were provided in evidence at Estimates hearings on 13 February 2006. L&C pages 107 and 108 refer.

- In 2004-05, 24 contract breaches were identified. In all cases, Action Plans were developed by the service providers in consultation with the Department. Strategies were identified for rectification of the underperformances within agreed timeframes and their progress continues to be monitored through the contract management process. Results are expected to be reported by service providers in their 2005-06 Annual Reports.