

## QUESTION TAKEN ON NOTICE

### ADDITIONAL BUDGET ESTIMATES HEARING: 21 FEBRUARY 2011

#### IMMIGRATION AND CITIZENSHIP PORTFOLIO

#### **(333) Program 5.1: AMEP / Settlement Services for Migrants and Refugees**

Senator Cash asked:

As only 60% of eligible adults are accessing AMEP, what strategies does the Department have in place to increase this number?

*Answer:*

Amendments to the *Immigration (Education) Act 1971* on 1 January 2011 provide greater settlement support and flexibility for clients to access the AMEP. These changes include an extension of the registration period from three to six months to allow clients to establish themselves and their families when they first arrive in Australia.

To encourage greater participation in the AMEP the new business model, commencing on 1 July 2011 requires AMEP service providers to:

- promote the AMEP and the services they deliver, work with settlement organisations and communities and use AMEP client profiles to design strategies to improve AMEP client reach and retention
- deliver enhanced counselling and referral services to maximise client's AMEP study outcomes and to take advantage of post-AMEP learning options
- offer flexibility of delivery to meet individual client needs
- report to DIAC on their performance and strategies used to increase their reach