

## **QUESTION TAKEN ON NOTICE**

### **BUDGET ESTIMATES HEARING: 21-22 MAY 2012**

#### **IMMIGRATION AND CITIZENSHIP PORTFOLIO**

#### **(BE12/0484) Program 5.1: Settlement Services for Migrants and Refugees**

Senator Cash (L&CA 91-92) asked:

Are there KPIs that AMEP counsellors and the service providers need to meet?

*Answer:*

There are two key performance indicators in the current Adult Migrant English Program (AMEP) contracts that relate to counsellors. These are as follows:

- 85 per cent of AMEP clients are interviewed by the AMEP counsellor within two weeks of registration with the AMEP (including face to face tuition, Home Tutor Scheme or distance/e-learning); and
- 100 per cent of AMEP client absences from class for seven consecutive sessions are followed up by an AMEP counsellor.