

Review Of Settlement Services for Migrants And Humanitarian Entrants – Recommendations Implementation – 24 Oct 2005

Recommendation	Progress	Indicative Timeframe
<p>1. That Australia participates in the proposed Organisation for Economic Cooperation and Development Working Party on Migration's review of integration policies and contributes to the development of international benchmarks for successful settlement.</p>	<p>The Organisation for Economic Cooperation and Development (OECD) Working Party visited Australia in early 2005 to gain a full picture of the programs Australia has in place to assist migrants and humanitarian entrants.</p> <p>The OECD's paper is expected to be released in late 2005.</p>	<p>Implemented.</p>
<p>2. That further research be undertaken on the settlement experiences of newly-arrived humanitarian entrants against the indicators for successful settlement.</p>	<p>The department is commissioning research into the settlement experiences of recent humanitarian entrants and comparing them to earlier waves. Focus groups and five hundred interviews with recently arrived humanitarian entrants will be conducted.</p> <p>A Request for Tender has been released. It is expected that the contract will be completed in 2006.</p>	<p>Progress underway</p>
<p>3. That DIMIA-funded settlement services be directed to new arrivals and concentrate on building self-reliance, developing English language skills and fostering connections with mainstream services.</p>	<p>The Integrated Humanitarian Settlement Strategy (IHSS) is designed for and targeted to humanitarian generally entrants in the first 6 months after arrival when settlement needs are at their greatest. The IHSS aims to help humanitarian entrants achieve self-sufficiency as soon as possible by providing them with specialised settlement services on a needs basis.</p> <p>Under the IHSS, contracted service providers deliver Initial Information and Orientation Assistance, Accommodation Support, Household Formations Support to help new arrivals achieve self-reliance.</p> <p>The Early Health Assessment and Intervention (EHAI) helps entrants to overcome physical and psychological health problems and also assists them to establish links with mainstream health agencies.</p> <p>Beyond this initial intensive assistance, the department's settlement services focus on establishing the appropriate links with mainstream service agencies, and helping communities to advocate on their own behalf. This is achieved through the CSSS and the Migrant Resource Centres and Migrant Service Agencies</p>	<p>Implemented.</p>

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	<p>networks.</p> <p>The Adult Migrant English Program (AMEP) provides up to 510 hours of English tuition to help new arrivals participate in and settle into Australian society. AMEP assists new arrivals to develop basic English language skills, and provides general orientation to new arrivals to help them participate in the wider Australian society and access available services. Additional hours of specialised tuition are also provided to some humanitarian entrants under the Special Preparatory Program.</p>	
<p>4. That DIMIA-funded settlement services focus on:</p> <ul style="list-style-type: none"> ▪ the provision of services to individual migrants in the settlement services target group, ie permanent residents who arrived in the previous five years as humanitarian entrants and family stream migrants with low English proficiency; and ▪ communities that require assistance to develop their capacity to organise, plan and advocate for their own needs and which are receiving significant numbers of new arrivals who are in the settlement services target group. 	<p>The targeting of department-funded settlement services to humanitarian entrants and migrants who have arrived in the last five years, and communities that require assistance to develop their capacity to organise, plan and advocate for their own needs is ongoing. This was reflected in the Community Settlement Services Scheme (C3SS) Applicant Information Kit for 2004-05 and 2005-06, and also the Migrant Resource Centre (MRC)/Migrant Service Agency (MSA) information pack for 2005-06.</p> <p>The targeting of the department's settlement services to the Settlement Services Target Group is also reflected in the policy parameters of the new Settlement Grants Program, which will commence on 1 July 2006.</p> <p>The Settlement Grants Program will also provide funding to assist communities with large numbers of new arrivals in the Settlement Services Target Group to plan, organise and advocate to meet their own needs.</p>	<p>Implemented.</p>

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<p>5. That DIMIA-funded settlement services continue to give priority within the settlement services target group to providing assistance to members of small and emerging communities and to those in regional areas.</p>	<p>Department-funded settlement services are targeted towards new arrivals with the greatest settlement needs. Within this target group, priority is accorded to new arrivals in regional areas, and to small and emerging communities that have less capacity to meet their own settlement needs. This targeting is ongoing.</p>	<p>Implemented.</p>
<p>6. That the Commonwealth Government request the Auditor-General to consider undertaking an audit of:</p> <ul style="list-style-type: none"> ▪ the current state of play in relation to implementation of access and equity principles under the Charter of Public Service in a Culturally Diverse Society; ▪ the extent to which costs of meeting the needs of a diverse client base are factored into the budgets of service provision agencies; ▪ the adequacy of data collections; and ▪ the scope to develop a more effective reporting framework, which would identify best practice in service provision. 	<p>The different options to achieve the recommendation's objectives are being considered.</p>	<p>Progress underway.</p>
<p>7. That DIMIA, other Commonwealth Government service delivery agencies and the Australian Bureau of Statistics work together to improve the adequacy of existing indicators of disadvantage for potential use in mainstream data collections.</p>	<p>A set of questions to identify an interviewee's visa category have been developed for use in the Household, Income and Labour Dynamics in Australia Survey; the Characteristics of Migrants Survey; and the General Social Survey.</p> <p>A Migrant Statistics Unit has also recently been established in the ABS. The Unit will provide a central point within the ABS for the gathering, analysis and dissemination of Australian Government statistics relating to migrants.</p>	<p>Progress underway.</p>

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<p>8. That Job Network management and performance reporting have the capacity, from the commencement of the Third Employment Services Contract, to count and report on:</p> <ul style="list-style-type: none"> ▪ the services purchased through the Job Seeker Account, including the extent of use of interpreter services; ▪ employment outcomes by visa category and country of birth; ▪ referrals to complementary programs including the Adult Migrant English Program (AMEP), the Personal Support Program and use of Personal Advisers; and ▪ participation in Intensive Support arrangements. 	<p>With the Machinery of Government (MoG) changes in October 2004 information previously only available to DEWR through the Job Seeker data set, including visa subclass and date of arrival in Australia, became available to DEWR from Centrelink administrative systems.</p> <p>This data enables the tracking of humanitarian entrants in their participation in employment assistance and use of the income support system. The department is continuing to work with DEWR on the use of this data.</p> <p>Further initiatives undertaken by DEWR include the development of a training module for Job Network Members on servicing the needs of Culturally and Linguistically Diverse (CALD) clients called the CALD toolbox, and use of the Active Participation Model to increase job placements for CALD clients, including the development of quality resumes, excellent work preparation training, and the appropriate use of the Job Seeker account. An evaluation of the Active Participation Model is planned and will include information on the performance of key groups, including migrants and refugees. The CALD Toolbox was launched at the NESCA Conference in July 2005 and is currently being promoted to Job Network members.</p>	<p>Implemented.</p>
<p>9. That the Department of Family and Community Services continue to monitor the reach of the Personal Support Program to humanitarian entrants and consider with DIMIA how to coordinate it with Integrated Humanitarian Settlement Strategy (IHSS) services in order to avoid overlaps in service provision.</p>	<p>DEWR now has responsibility of the Personal Support Program (PSP). The department will work with DEWR to enable them to better target services provided under the PSP for culturally and linguistically diverse communities.</p>	<p>Progress underway.</p>

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<p>10. That agencies funded under the Commonwealth's Australians Working Together initiative develop new service options for migrants and humanitarian entrants, including mature-aged workers, which allow them to gain work experience early on in their job search, with scope to combine work experience with English language and other training elements.</p>	<p>DEWR commenced a pilot in March 2004, providing humanitarian entrant job seekers in Job Network with additional labour market assistance and work experience. The pilot finished in late 2004, and the participating Job Network members have submitted their final reports to DEWR.</p> <p>DEWR has undertaken an evaluation of the pilot, and is currently finalising the report. The report will be provided to DIMIA for comment.</p> <p>The main aim of the pilot was to identify better practice in servicing humanitarian entrant job seeker clients, and the findings will be widely publicised across Job Network to encourage better practice.</p>	<p>Implemented.</p>
<p>11. That DIMIA, Australian Education International through the National Office of Overseas Skills Recognition (AEO-NOOSR) and Trades Recognition Australia seek to engage key stakeholders in the development of streamlined arrangements for obtaining information about skills assessment in all States/Territories.</p>	<p>The Government announced \$1m over four years in the 2005-06 Budget to establish a national skills web portal to help new arrivals and potential skilled migrants have their overseas skills and qualifications recognised in Australia.</p> <p>The National Skills Recognition Web Portal is currently in its development phase, and the department project managers are liaising closely with state and territory governments, DEST, DEWR and national skills assessment authorities. The aim of this liaison is to collate current and accurate overview information on the processes of skills assessment and how to contact national assessment authorities and all state and territory licensing and registration bodies. Testing of the prototype will commence around December 2005 with official launch of the Portal in May 2006.</p> <p>A strategy for the Commonwealth and States and Territories to publicise and promote the new website is being developed. It is proposed that a draft of the Communication Strategy will be sent to Commonwealth and State/Territory Portal contacts for their consideration and comments late October/early November. A meeting to discuss the proposed Strategy may be convened around that time.</p>	<p>Progress underway.</p>

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<p>12. That AEI-NOOSR and Trades Recognition Australia consider the scope to provide more targeted assistance to groups of permanent Australian resident overseas-trained professionals and tradespeople, including humanitarian entrants.</p>	<p>This Recommendation will be progressed as part of the development of the skills recognition portal.</p>	<p>Progress underway. Refer to Recommendation 11.</p>
<p>13. That DIMIA, in collaboration with AEI-NOOSR Trades Recognition Australia, the Department of Family and Community Services and Centlink review information provision, including pre-embarkation information, about skills recognition processes to prospective and newly-arrived migrants, particularly family stream and humanitarian entrants.</p>	<p>This Recommendation will be progressed as part of the development of the skills recognition portal.</p> <p>The Recognition of Overseas Qualifications Working Group of the Ministerial Council of Immigration and Multicultural Affairs (MCIMA) have developed a checklist template indicating key steps in the skills recognition process. This checklist has been provided to the Minister for Employment and Workplace Relations for distribution to Job Network Members.</p>	<p>Progress underway. Refer to Recommendation 11.</p>
<p>14. That the Department of Family and Community Services and State/Territory housing authorities canvass the implications of the changing demographics of public housing applicants, including humanitarian entrants, for the type and amount of public housing stock in each State/Territory, in their negotiations for the Commonwealth-State Housing Agreement in 2003.</p>	<p>This Recommendation was considered in the course of negotiations on the bilateral agreements with the states for the new 2003-08 Commonwealth-State Housing Agreement.</p> <p>Housing issues are also being considered by MCIMA. The Chair of MCIMA has written to the Chair of the Housing Ministers Council seeking advice on how the housing needs of humanitarian entrants are being met.</p>	<p>Implemented.</p>

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<p>15. That early intervention strategies at a whole-of-government level recognise and support school children and young people at risk of not making successful transitions due to their pre-migration experiences, low English language proficiency, and recency of arrival in Australia.</p>	<p>The Government committed \$8.1m over four years in the 2004-05 Budget to create Newly Arrived Youth Support Services (NAYSS) to assist migrant and humanitarian entrant youth. The program involves ensuring Job Placement, Employment and Training (JPET) and Reconnect services are accessible to migrant and humanitarian entrant youth and are delivered from the one multi-function outlet. Responsibility for NAYSS rests jointly with FACS and DEWR, with FACS as the lead agency. DIMIA will work with FACS and DEWR to identify areas where there are high levels of settlement by young newly arrived migrants and humanitarian entrants. Six NAYSS service centres opened recently, and a selection process for another eight centres is underway.</p> <p>The Government agreed to \$5.2m in the 2004-05 Budget to target additional family support services to humanitarian entrant families. Community organisations will be engaged to deliver culturally appropriate family relationship support and information to humanitarian entrants and their families through the Family Relationships Services to Humanitarian Entrants Program. FACS has conducted a tender process to ensure the increased funding for the program is well targeted. Six services providers were successful and the program is expected to be launched by the Minister for Family and Community Services in October.</p> <p>The Government also announced \$36.8m over four years in the 2004-05 Budget for additional hours of English language tuition under the Special Preparatory Program for AMEP clients.</p>	<p>Implemented.</p>

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<p>16. That the Ministerial Council on Education, Employment, Training and Youth Affairs (MCEETYA) consider the transition needs of newly-arrived migrant and humanitarian entrant youth and develop approaches to support them in the work of its Transition from School Taskforce.</p>	<p>As a result of a request from the department, MCEETYA considered the transition needs of newly-arrived youth at its meeting of 12-13 May and:</p> <p>1 - Agreed to consider how it might best fulfil its responsibilities under Recommendation 16 of the <i>Review of Settlement Services for Migrants and Humanitarian Entrants</i>; and</p> <p>2 - Required Australian Education Systems Officials Committee (AESOC) to develop early intervention strategies that recognise and support recently-arrived humanitarian entrant school children and young people with very low levels of literacy and sometimes no experience of schooling.</p> <p>As this item has not been considered by AESOC since its referral by MCEETYA, the Chair of MCIMA has written to the Chair of MCEETYA, the Hon Dr Brendan Nelson, Member for Education, Science and Training, request a progress report, and asking that the transition needs of newly-arrived youth be considered by the newly-formed Ministerial Council on Vocational Education and Training. The department has separately been pursuing this matter with the Secretariat of AESOC.</p>	<p>Progress underway.</p>
<p>17. That DIMIA work with local educational authorities, bilaterally or through Settlement Planning Committees, to plan for timely responses to the needs of newly-arrived humanitarian entrants of school age.</p>	<p>DIMIA consults with state and territory governments as part of the needs-based planning process for DIMIA-funded settlement services (Recommendation 24). These consultations identified service needs, and analysis of the data gathered may highlight gaps in department-funded settlement services and also mainstream services, including education.</p>	<p>Implemented</p>
<p>18. That the Department of Education, Science and Training review New Apprenticeships Access Program eligibility criteria to ensure that the program considers the needs of newly-arrived migrants and humanitarian entrants to improve their access to pre-vocational training and support.</p>	<p>DEST has reviewed the New Apprenticeships Access Program (NAAP) eligibility criteria to ensure that the program is accessible to newly arrived migrants and humanitarian entrants.</p> <p>Altering NAAP eligibility is unlikely to improve participation in the program. The MCEETYA Transition from School Taskforce's role includes raising the profile of apprenticeships. This may be a better approach to identify and address barriers to participation in the NAAP.</p>	<p>Implemented.</p>

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<p>19. That the Department of Health and Ageing review its existing arrangements for consultation with migrant communities with ageing populations and its arrangements for facilitating access to services for all ageing communities from diverse cultural and linguistic backgrounds.</p>	<p>The Government announced \$11.6m over four years in the 2004-05 Budget to establish a new program aimed at promoting and facilitating increased and sustained access by culturally and linguistically diverse communities with significant aged care needs to aged care support services. The Community Partners Program commenced on 1 January 2005 with transitional funding arrangements.</p> <p>Calls for applications for funding for the 2005-06 round opened in early March and applications closed on 15 April 2005. The Australian Government is providing nearly \$2.4 million to the program in the year 2005/06. 40 organisations have been successful in their applications, with funding commencing on 1 July 2005.</p>	<p>Implemented.</p>
<p>20. That DIMIA, in consultation with National Integrated Settlement Strategy stakeholders, seek to focus the National Integrated Settlement Strategy on services of particular significance in achieving early settlement outcomes for clients in the settlement services target group.</p>	<p>As part of the new needs-based planning arrangements, jurisdictions have revised their settlement planning processes and mechanisms to ensure that settlement planning is targeted towards achieving the best settlement outcomes for clients in the Settlement Services Target Group. Needs-based planning arrangements replace the previous National Integrated Settlement Strategy structure although some elements, such as Settlement Planning Committees, have been maintained or revitalised.</p>	<p>Implemented. Refer to Recommendation 24.</p>
<p>21. That DIMIA, in consultation with National Integrated Settlement Strategy stakeholders, establish a process for identifying and articulating clear, outcomes-focused, priorities for action within the National Integrated Settlement Strategy framework that are consistent with Migration Program and Humanitarian Program policies and with broader national social policies.</p>	<p>The new needs-based planning arrangements for department-funded settlement services will identify a range of national priority settlement needs on an annual basis. These will be identified through broad consultation with key stakeholders, and will be used to inform the development of advertisements for the Settlement Grants Program and subsequent assessment of funding applications to ensure that settlement services are targeted to clients and locations in most need of settlement assistance.</p>	<p>Implemented. Refer to Recommendation 24.</p>

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<p>22. That the National Integrated Settlement Strategy have a stronger focus on outcomes with greater attention being paid to articulating and pursuing objectives through the most appropriate and effective mechanisms available, including regional committees and networks.</p>	<p>See response to Recommendation 20.</p>	<p>Implemented. Refer to Recommendation 20 and 24.</p>
<p>23. That DIMIA develop an improvement plan for the Settlement Database, including development of options for facilitating greater regional-level use of this resource.</p>	<p>An improvement plan for the Settlement Database (SDB) has been developed. The department is currently redeveloping and improving the technology of the SDB and its reporting facilities to improve the usability of the reports and the data for departmental officers. Part of this redevelopment is moving internal reporting access of the data to a new intranet format, with new user friendly screens and reports, which access settlement data stored in a modern and more flexible configuration (the settlement data mart).</p> <p>The Settlement Reporting Facility (the replacement for the Community On Line Data (COLD) system) is accessible via the department website and provides limited access to SDB reports for external users.</p>	<p>Implemented.</p>
<p>24. That DIMIA develop and implement, by October 2004, a more proactive, thorough, consistent, transparent, consultative and regional needs-based planning process for its own services and to inform the planning of mainstream agencies.</p>	<p>The department has developed new needs-based settlement planning arrangements to provide a clearer picture of settlement patterns and needs within the Settlement Services Target Group at a national, state and territory, and regional level. The new arrangements constitute an annual process of information gathering, analysis and dissemination.</p> <p>Information about settlement needs is gathered through a range of mechanisms, including consultations with the community, the settlement services sector and state and territory governments, and through the use of other existing data sources such as department's Settlement Database.</p> <p>This information is used to inform the advertisement and assessment of Settlement Grants Program funding, enabling more effective targeting of department-funded settlement services. Should the department identify any settlement needs that can be addressed through better coordination of its own services, or through</p>	<p>Implemented.</p>

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	<p>mainstream services, this information will be provided to the responsible agencies for their consideration and action.</p> <p>Outcomes of consultations on settlement needs and analysis of data on settlement patterns have been used to develop supporting materials for organisations wishing to apply for funding in the Settlement Grants Program 2006-07 funding rounds. These materials are available on the Settlement Grants Program website.</p>	
<p>25. That the needs-based planning process support the direction of humanitarian entrants to regional locations offering appropriate employment opportunities and access to specialist and mainstream services.</p>	<p>This Recommendation will be progressed as part of the development of a new regional needs based planning framework – Recommendation 24.</p>	<p>Implemented. Refer to Recommendation 24.</p>
<p>26. That the needs-based planning process enable DIMIA to:</p> <ul style="list-style-type: none"> ▪ assess client needs on a geographic and demographic basis (and make this analysis publicly available); and ▪ advertise and assess CSSS grants on the basis of this analysis. 	<p>This Recommendation will be progressed as part of the development of a new regional needs based planning framework – Recommendation 24.</p>	<p>Implemented. Refer to Recommendation 24.</p>
<p>27. That DIMIA develop a communication and consultation strategy for settlement planning, incorporating regionally-based communication mechanisms as well as feedback on issues progressed at State/Territory, Commonwealth and national levels.</p>	<p>This Recommendation will be progressed as part of the development of a new regional needs based planning framework – Recommendation 24.</p>	<p>Implemented. Refer to Recommendation 24.</p>
<p>28. That DIMIA:</p> <ul style="list-style-type: none"> ▪ develop a model that strengthens case management and coordination across IHSS service types and minimises the number of agencies that humanitarian entrants must deal with on arrival in Australia; and ▪ specify in the next Request for Tender for IHSS services a requirement for providers to liaise with providers of other DIMIA-funded settlement services. 	<p>This Recommendation was incorporated within the new IHSS tender for services.</p> <p>The Request for Tender was released on 4 September 2004 and closed on 10 January 2005.</p> <p>The contract period will be from 1 October 2005 to 30 September 2010.</p>	<p>Implemented.</p>

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<p>29. That DIMIA:</p> <ul style="list-style-type: none"> ▪ seek further opportunities to settle humanitarian entrants in regional Australia; and ▪ liaise more closely with relevant stakeholders regarding regional locations where employment opportunities exist and appropriate services and community support exist or may be developed. 	<p>The department has developed criteria for identifying regional locations that may be suitable for humanitarian settlement in consultation with states and territories. These detail the necessary services, infrastructure and opportunities required in a settlement location to ensure that humanitarian entrants have the best possible prospects of rebuilding their lives in Australia.</p> <p>The department has also entered into discussions with the NSW, SA and VIC governments regarding a number of specific locations within those jurisdictions, and has commenced joint Commonwealth/State consultations with key local stakeholders within some of those locations. Specifically, preparation for humanitarian settlement is well advanced in Shepparton and it is expected that direct referral of unlinked refugees will commence in late 2005. Community consultations are also underway in Mildura and Murray Bridge.</p> <p>Actual referral of humanitarian entrants to those locations will depend upon outcomes of ongoing consultations with local stakeholders. The department will not settle refugees in new regional locations without agreement from state and territory, and local governments.</p> <p>Progressive expansion is planned for future years.</p> <p>The department is also seeking to increase levels of humanitarian settlement in current regional locations where IHSS services are already established. This will be an ongoing process.</p>	<p>Implemented</p>

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<p>30. That DIMIA trial the introduction of pre-embarkation cultural orientation classes for African humanitarian entrants in the light of the difficulties being experienced by current Humanitarian Program caseloads.</p>	<p>Pre-embarkation cultural orientation classes commenced at the Kakuma refugee camp, Kenya in September 2003.</p> <p>During 2004-05 the course was expanded out of Kenya to locations in Egypt, Uganda, Tanzania, Guinea, Ghana, Sierra Leone, Jordan, Lebanon, Syria, Turkey, Pakistan, Iran and Thailand. As at 30 June 2005, since the Program commenced in September 2003, over 379 courses had been held, assisting approximately 7570 entrants.</p> <p>In early 2004, the department contracted the Refugee Council of Australia to conduct an internal evaluation of the course. The report on the evaluation was finalised in June 2004 and concluded that the course was having a significant and positive impact on the entrants' early settlement experience and should be an integral part of Australia's resettlement program.</p> <p>The report also stated that enhancements could be made to the course and provided 28 recommendations. From July 2004 a number of changes have been made to the program based on the majority of the recommendations. These included the facilitation of exposure visits to Australia for several contracted trainers to allow them to gain first-hand knowledge of Australian culture and settlement services.</p> <p>Training materials were enhanced, including the development of a new video/DVD depicting Australian life and the settlement process. The video/DVD is available in English and has been translated into Arabic, French and Dari. The program curriculum was also updated and expanded to better address the requirements of course participants from different backgrounds and settlement needs.</p> <p>The department will expand the course to other regions as needed and will continue to enact recommendations made in the evaluation to make improvements to the program.</p>	<p>Implemented.</p>

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<p>31. That the financial assistance be increased for humanitarian entrants to move into longer-term accommodation and for utilities bonds, if required, as part of future tenders.</p>	<p>This Recommendation was incorporated into the new IHSS tender for services – Recommendation 28. Increased financial assistance is already being provided for entrants to access longer term accommodation.</p>	<p>Implemented.</p>
<p>32. That DIMIA develop mechanisms for ensuring that humanitarian entrants receive post-arrival advice, training and reinforcement of pre-embarkation information on household maintenance, budgeting and living in Australia.</p>	<p>A tenancy training program was introduced into IHSS from July 2003. IHSS initial assistance arrangements include advice on budgeting and living in Australia.</p>	<p>Implemented.</p>
<p>33. That DIMIA enhance the package of household goods available under the Household Formation Support service in the light of the significantly greater needs of current Humanitarian Program caseloads, a reduction in the availability of and restrictions on the use of donated and second-hand goods, and the need for flexibility to accommodate varying family compositions.</p>	<p>The value of the Household Formation package was initially \$1,200 per family, adjusted annually for Consumer Price Index increases. It was increased in July 2003 to \$3,600 per family, with annual Consumer Price Index adjustments. This is the amount paid by the department to the Household Formation Support contractor per family and represents an average value. The contractor assesses the needs of each family and provides an appropriate amount of household goods accordingly.</p>	<p>Implemented.</p>
<p>34. That DIMIA ensure that the respective roles and expectations of Initial Information and Orientation providers and Early Health Assessment and Intervention providers are clarified to ensure that humanitarian entrants requiring medical attention within the first two weeks of arrival receive the necessary assistance to access medical services.</p>	<p>Enhancements to the IHSS from July 2003 require that the Initial Information and Orientation providers meet any immediate health needs of humanitarian entrants through linkages to local health services, up to the time that the Early Health Assessment and Intervention providers conduct the physical health screening and referral. The Initial Information and Orientation providers must advise the Early Health Assessment and Intervention providers of any linked health services.</p>	<p>Implemented.</p>
<p>35. That DIMIA develop, in consultation with IHSS providers and volunteers, revised arrangements for volunteer involvement in humanitarian settlement which connect volunteers with funded service providers and clarify the roles and responsibilities of each.</p>	<p>Revised volunteer arrangements will be reflected in the outcomes of the IHSS tender process – Recommendation 28. The Refugee Resettlement Advisory Council will be developing a guide to volunteer involvement. The guide will clarify the role of volunteers and outline opportunities for involvement, and will be released in late 2005.</p>	<p>Progress underway.</p>

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<p>36. That DIMIA explore options for increasing support to Special Humanitarian Program entrants and proposers to improve settlement outcomes.</p>	<p>The Government announced \$41.9m over four years in the 2004-05 Budget for increased assistance for Special Humanitarian Program entrants and proposers, including \$6.8m for Special Humanitarian Program entrants' pre-departure medical checks and a one-off \$2.5m base for a no-interest loan scheme to assist proposers to meet the cost of airfares.</p>	<p>Implemented.</p>
<p>37. That projects funded under the CSSS do not include counselling requiring specialist qualifications and skills, and continue to focus on one or more of the following activities:</p> <ul style="list-style-type: none"> ▪ delivering settlement information and referral services to individuals and groups; ▪ building community capacity by helping communities to be self-reliant in planning, organising and working together to advocate for their needs to be met; and ▪ promoting/representing individual client needs to service providers and networking/building strong relationships with local settlement and mainstream agencies. 	<p>The Settlement Grants Program (SGP) will replace the CSSS from 1 July 2006. The SGP will fund eligible organisations to provide the following service types:</p> <ul style="list-style-type: none"> • <i>provision of information, referral and casework services</i> to new arrivals – casework refers to a staff member working intensively with individual clients over a relatively short time to develop a tailored response to their needs, such as linking them to a range of mainstream services; • <i>community capacity building</i> – supporting the settlement, establishment and participation of communities in the wider Australian community, including assisting them to develop their capacity to organise, plan and advocate for their own needs; and • <i>service planning, development and integration</i> – developing planning and service delivery networks to encourage delivery of culturally and linguistically appropriate services by mainstream and other settlement service providers, including playing an advocacy role. 	<p>Implemented. Refer to Recommendation 43.</p>

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<p>38. That DIMIA broaden eligibility for CSSS funding, particularly in rural and regional areas, to encourage more innovative and flexible service delivery arrangements which make better use of existing infrastructure.</p>	<p>The Settlement Grants Program (SGP) will replace the CSSS from 1 July 2006.</p> <p>To be eligible for funding under the SGP, an organisation must be:</p> <ul style="list-style-type: none"> • a not-for-profit, incorporated, community organisation; or • a local government organisation; or • an organisation which is currently funded to deliver services under the AMEP. <p>In rural and regional areas, government service delivery organisations which can demonstrate established links with the Settlement Services Target Group are also eligible to apply.</p>	<p>Implemented.</p> <p>Refer to Recommendation 43.</p>
<p>39. That consideration be given to the creation of a separate grants program that assists longer-resident communities to establish or maintain relationships with mainstream providers, with a view to:</p> <ul style="list-style-type: none"> ▪ clarifying their needs; ▪ participating in the development of culturally responsive mainstream services; and ▪ enhancing their willingness to access the available services. 	<p>Government funded settlement services are focussed on those people who are most in need, in particular those who arrived as humanitarian entrants and family stream migrants with low levels of English proficiency in the last five years. Following this intensive assistance it is expected that these individuals and communities will be able to participate fully and equitably in Australian society. The creation of a separate grants program focussed on longer resident migrant communities is consequently not under active consideration at this time.</p> <p>All government agencies and government funded organisations are required under the <i>Charter of Public Service in a Culturally Diverse Society</i> (the Charter) to deliver services that are sensitive and responsive to the language and cultural needs of all Australians, including migrants. The department actively encourages mainstream government agencies to provide services that are sensitive to the needs of culturally and linguistically diverse clients. In particular, the department highlights the performance of agencies in this area and their obligations under the Charter.</p>	<p>Not under active consideration.</p>

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Recommendation	Progress	Indicative Timeframe
<p>40. That grants funding levels better reflect the cost of delivering work programs to meet identified needs.</p>	<p>The Government provided additional grants funding for community organisations working with migrants and humanitarian entrants in the 2004-05 Budget. Around \$8.5m over four years will be directed to improving the adequacy of new and existing grants, with \$4.9m of the new grants funding being directed toward regional settlement services.</p>	<p>Implemented.</p>
<p>41. That funded work programs from 2004-05 more clearly articulate the role of MRCs/MSAs to include: provision of orientation in the form of information assistance and referrals services to new arrivals; assessment and review of settlement needs; strategic planning and coordination of DIMIA-funded settlement services in partnership with mainstream and other settlement service providers; the development and maintenance of strong links with other DIMIA-funded settlement services; fostering, advising, auspicing and coordinating community organisations involved in community capacity building; and the provision of appropriately targeted outreach services to ensure optimum coverage to meet client needs, without duplicating existing services.</p>	<p>The department held consultations with the MRC network in October 2003, MRC/MSA work programs have been revised to refocus MRC activities on outcomes/outputs and addressing settlement needs. A new standardised work program was implemented on 1 July 2004, which has more closely aligned MRC/MSA funding requirements with the CSSS funding model (Recommendation 56).</p>	<p>Implemented.</p>
<p>42. That MRC/MS A funding be more closely aligned in work programs to outputs and outcomes and settlement needs.</p>	<p>See response to Recommendation 41.</p>	<p>Implemented.</p>

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Recommendation	Progress	Indicative Timeframe
<p>43. That, within two to three years, MRC/MSA core funding be combined with CSSS funding, with all grants applicants to compete for one, two or three-year funding to meet service delivery needs identified through needs-based planning processes.</p>	<p>The Settlement Grants Program (SGP) will commence on 1 July 2006. A policy paper outlining the policy of the program was released on 27 September 2005. The SGP Policy Paper was informed by feedback received during the consultation process undertaken in April and May 2005.</p> <p>The commencement of the SGP addresses the following recommendations:</p> <ul style="list-style-type: none"> ▪ needs-based planning arrangements (Recommendation 24); ▪ the range of activities to be included in the program (Recommendation 37); ▪ eligibility requirements (Recommendation 38); ▪ streamlined reporting arrangements (Recommendation 56); and ▪ service standards (Recommendation 59). 	<p>Implemented.</p>
<p>44. That, during the transition to the combined grants program proposed in Recommendation 43, performance be assessed on the basis of potential client numbers, physical accessibility, ability to promote community capacity building and mainstreaming, ability to network, and effective management.</p>	<p>MRC/MSA performance is currently assessed on the basis of potential client numbers, physical accessibility, ability to promote community capacity building and mainstreaming, ability to network, and effective management.</p> <p>Ongoing during the transition to the implementation of the new Settlement Grants Program.</p>	<p>Implemented.</p>
<p>45. That community organisations receiving DIMIA funding be able to demonstrate that their management committees include appropriate skills and/or qualifications, particularly in relation to management knowledge and expertise; and real or potential conflicts of interest can be managed, particularly those that relate to relationships between staff and management committees.</p>	<p>This requirement has been reflected in the new Settlement Grants Program – Recommendation 43.</p> <p>The department continues to liaise with organisations under existing arrangements to manage potential conflicts of interest and ensure management committees include appropriate representation and skills. This was reflected in the 2005-06 application process and assessment.</p>	<p>Implemented. Refer to Recommendation 43.</p>
<p>46. That DIMIA undertake research to identify the availability, eligibility requirements and use of English as a Second Language courses provided by State/Territory governments.</p>	<p>The department commissioned research to identify the availability, eligibility requirements and use of English as a Second Language (ESL) courses provided by State/Territory governments.</p> <p>The report on the research has been finalised.</p>	<p>Implemented.</p>

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Recommendation	Progress	Indicative Timeframe
<p>47. That DIMIA commission further research to profile the characteristics of clients who are not eligible for the Language, Literacy and Numeracy Program (LLNP) and who do not take up the options presented by State/Territory-specific English as a Second Language programs following completion of their AMEP entitlement.</p>	<p>Research to profile the characteristics of clients who are not eligible for the LLNP and who do not take up the options presented by State/Territory specific ESL programs will begin now the outcomes of Recommendation 46 are known.</p> <p>Consultations on options to progress this are currently underway.</p>	<p>Progress underway.</p>
<p>48. That DIMIA be given discretion to extend beyond five years the timeframe for completion of English language tuition under the AMEP to those with no access to the Language, Literacy and Numeracy Program or other English language programs.</p>	<p>On 7 March 2003 Minister Hardgrave announced the abolition of the five-year limit on English tuition. The new rules will cover all those eligible for the program who have either registered, enrolled or deferred English language tuition since 1 January 2003.</p> <p>An amendment to the legislation has been drafted and is expected to be available for introduction into Parliament in late 2005.</p>	<p>Implemented by policy direction.</p>
<p>49. That DIMIA vary the targeting of the Special Preparatory Program where necessary in order to provide increased hours of preparatory tuition for some specifically targeted humanitarian entrant clients of the AMEP.</p>	<p>The Government announced \$36.8m over four years in the 2004-05 Budget for additional hours under the Special Preparatory Program (up to 400 hours for clients aged 16 – 24 and to supplement hours for clients aged 25 and over who are eligible for up to 100 hours tuition).</p>	<p>Implemented.</p>
<p>50. That DIMIA, through the AMEP Research Centre, undertake a project to identify effective strategies for service providers to recruit volunteer tutors to assist AMEP delivery.</p>	<p>Research has been undertaken into effective strategies for service providers to recruit volunteer tutors to assist AMEP delivery.</p> <p>The research is expected to be completed by the end of 2005.</p>	<p>Implemented.</p>
<p>51. That DIMIA continue to support the development and maintenance of community language assistance programs through the Home Tutor Scheme Enhancement Program.</p>	<p>The department is continuing to support the development and maintenance of community language assistance programs through the Adult Migrant English Program's Home Tutor Scheme Enhancement Program.</p>	<p>Implemented.</p>
<p>52. That DIMIA further promote the use of telephone interpreting services, including the Doctors Priority Line, as a more efficient and equitable service than on-site interpreting.</p>	<p>Promotion of the Telephone Interpreting Service, including the Doctors Priority Line, is ongoing.</p>	<p>Implemented.</p>

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Recommendation	Progress	Indicative Timeframe
<p>53. That DIMIA pilot a program to fund subsidies for National Accreditation Authority for Translators and Interpreters (NAAATI) accreditation fees for appropriate bilingual people from small and emerging communities to gain NAAATI accreditation or NAAATI recognition in languages of small and emerging communities for which interpreters are in short supply.</p>	<p>A pilot program to fund subsidies for NAAATI accreditation fees for appropriate bilingual people from small and emerging communities for which interpreters are in short supply has been completed.</p> <p>Results of pilot: 8 NAAATI workshops across 6 states involved 133 potential interpreters; 67 accreditations/ recognitions resulted.</p> <p>The results of the pilot are being used to inform work on the development of basic interpreter training in new and emerging community languages. Funding over two financial years was allocated for this purpose as part of the increase in the Humanitarian Program announced in the 2004 Budget.</p>	<p>Implemented.</p>
<p>54. That DIMIA work with State/Territory governments to clarify the different Commonwealth and State/Territory responsibilities in provision of interpreting and translating services, and to disseminate this information to clients (particularly service providers).</p>	<p>Discussions with state and territory government officials to clarify the different responsibilities have been completed with reference to the 1998 resolution of MCIMA.</p>	<p>Implemented.</p>
<p>55. That DIMIA more actively educate service providers and newly-arrived migrants and humanitarian entrants on the role and availability of TIS.</p>	<p>Under the terms of the contract, AMEP service providers are required to educate clients on the availability of TIS fee-free services. Community organisations helping new arrivals are also actively advising new arrivals of TIS fee-free services.</p>	<p>Implemented.</p>
<p>56. That DIMIA streamline reporting requirements for MRCs/MSAs and for organisations in receipt of CSSS grants.</p>	<p>A new MRC/MSA standardised work program was implemented on 1 July 2004.</p> <p>The Department is also trialing a new performance review tool for MRC/MSAs.</p> <p>These measures will be evaluated with a view to streamlining reporting requirements for all funded organisations as part of the new Settlement Grants Program – Recommendation 43.</p>	<p>Implemented.</p> <p>Refer to Recommendation 43.</p>

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Recommendation	Progress	Indicative Timeframe
57. That DIMIA develop a more robust, integrated statistical data collection system for performance reporting for DIMIA-funded settlement programs.	The department is developing an online client statistics tool called the Online Statistical Client Activity Report (OSCAR). OSCAR will be introduced with the commencement of the SGP on 1 July 2006.	Implemented.
58. That DIMIA incorporate periodical evaluations of client satisfaction and outcomes in its settlement programs.	The department conducts regular client surveys relating to different aspects of the settlement experience. Recently, funding was made available to conduct a survey of the settlement experiences of humanitarian entrants arriving in Australia between late 2003 and early 2005. The survey will also evaluate qualitative data associated with the settlement experience. The data will be comparable to the two Longitudinal Surveys of Immigrants to Australia. The research is expected to be completed in 2006. A national AMEP client satisfaction survey is planned.	Progress underway.
59. That DIMIA produce service standards for funded organisations to be incorporated into contractual obligations under service agreements.	The Settlement Grants Program (SGP) contains Service Principles which provide an overarching guide for organisations to develop and deliver programs funded under the SGP. As part of the Service Principles, organisations must commit to and publicly display a Client Service Charter, which outlines what clients can expect from the organisation.	Implemented. Refer to Recommendation 43.
60. That DIMIA, by the end of 2003, in conjunction with stakeholders, develop a risk assessment tool for use in MRC/MSA and CSSS programs.	A risk assessment tool is being developed and will be piloted in the new Settlement Grants Program, 2006-07 funding year.	Implemented. Refer to Recommendation 43.
61. That, from June 2004, DIMIA put in place the Commonwealth standard funding agreement with MRCs/MSAs and all new CSSS-grant recipients.	It is proposed that the Commonwealth standard funding agreement be put in place at the commencement of the Settlement Grants Program, 2007-08 funding year.	Implemented. Refer to Recommendation 43.