

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 20 OCTOBER 2009

IMMIGRATION AND CITIZENSHIP PORTFOLIO

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

Senator Fierravanti-Wells asked:

The ANAO report on the Settlement Grants Program concluded that "DIAC has not developed or implemented effective performance indicators and a performance management framework that would assist it to measure, monitor and assess the performance of individual projects and the program as a whole." Given that the Government has been aware of this report since May 2009, can you detail what practical measures have been put in place to monitor and evaluate performance of projects?

Answer:

The Department has implemented a series of practical measures to monitor and evaluate the performance of Settlement Grants Program (SGP) projects and the program as a whole. Principally, the Department is working to establish a settlement framework which ensures a clear understanding of the linkages between policy, planning and funding. To this aim, work has commenced on research regarding settlement outcomes such as social participation, economic well-being, independence and personal well-being.

In addition:

- the Department is developing a framework to monitor and assess the impact of the program through focussing on project outcomes (to be completed by September 2010);
- the Department has implemented a new reporting template for all SGP grants which has a strong focus on reporting on performance outcomes;
- the Department is in the process of trialling a variety of service delivery models through the funding of a number of pilot projects, which will be evaluated to determine whether different methods tailored to needs identified by clients themselves are more effective.