

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 February 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(67) Output 2.1: Settlement Services

Senator Hurley (L&C 76) asked:

Provide details of other meetings and conferences that are provided for in the IHSS contract.

Answer:

In addition to being required to participate in quarterly contract management meetings with DIMA, Integrated Humanitarian Settlement Strategy (IHSS) service providers are required by the contract to attend the following meetings and conferences:

- a planning/evaluation session with DIMA Contract Managers at the beginning of the contract period and every subsequent year, to identify:
 - what worked during the year, what needs to be reviewed and/or revised, and emerging issues to be fed into the year's planning (not applicable to the initial meeting);
 - objectives overall for the year;
 - activities to be undertaken for the year including, where relevant, performance standards and measures;
 - resources, including staffing, training and development;
 - areas for improvement;
 - emerging issues which affect service delivery and potential strategies to address them;
 - a detailed plan of work for the next year;
- an annual conference of service providers and DIMA Contract Managers held in Canberra;
- an annual coordination meeting with DIMA and other regional service providers held in the relevant State or Territory capital; and
- bi-annual meetings with a reference group or similar established by the service provider to gain input and feedback from client communities and other stakeholders regarding the delivery of services. Meeting records are to be provided to the DIMA Contract Manager.