

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 February 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(93) Output 2.1: Settlement Services

Senator Hurley asked:

According to the DIMA annual report 2004-2005 21 organisations were audited.

- (a) Can you provide list of organisations audited?
- (b) What was the general finding of the audit?
- (c) What steps are been undertaken to improve organisations performance I the resettlement process?

Answer:

(a)

<i>List of Organisations audited:</i>	<i>Location</i>
Horn of African Communities Network in Vic	Footscray
African Australian Welfare Council of Victoria Inc	Brunswick
Australian Croatian Community Services	Footscray
Lebanese Moslem Association	Lakemba
Friends of Refugees from Eastern Europe	Bondi
Coptic Orthodox Church – Diocese of Sydney and Affiliated Regions	Bexley
Cathay Community Association Inc	QLD Metropolitan Area
Multilink Community Services Inc	QLD Metropolitan Area
The Roman Catholic Trust Corporation for the Diocese of Cairns operating as Centacare Cairns (two grants audited)	Cairns
Northern Migrant Resource Centre YES	VIC Metropolitan
Australian Lebanese Welfare Inc	VIC Metropolitan
Migrant Resource Centre Westgate Region Inc	VIC Metropolitan
Springvale Community Aid and Advice Bureau Inc	VIC Metropolitan
Merhamet Muslim Welfare Association Inc	VIC Metropolitan
Migrant Information Centre (Eastern Melbourne) Ltd	VIC Metropolitan
Ethnic Council of Shepparton and District Inc	Shepparton
Cutting Edge Youth Service – Uniting Care	Shepparton

Migrant Resource Centre (Northern Tasmania)	Launceston
Migrant Resource Centre (Southern Tasmania)	Hobart
Lifeline Darling Downs and South West Queensland Ltd	Toowoomba

(b) ***General Finding of Audit:***

The audit (conducted by Ernst & Young in three rounds) identified a number of common performance and financial issues associated with the management of grants. These included:

- design and delivery of work programs
- standard and accuracy of reporting
- ability of grant recipients to provide sufficient evidence to substantiate progress as reported
- servicing of clients outside the grant's target group
- adequacy of client contact/service statistics
- financial management practices
- inconsistencies in reporting in financial statements

The audit made a number of recommendations relating to work programs, financial reporting, standards of evidence, service delivery and better practice opportunities.

(c) ***Steps being undertaken to improve the performance of organisations***

A number of measures have been taken to assist organisational performance under the Community Settlement Services Scheme (CSSS) and Settlement Grants Program (SGP). These include:

- the development of a standardised work program, incorporating quantitative and qualitative performance measures and supporting documentation
- the development of a budget pro-forma for grant applicants
- the development of internet-based reporting pro formas
- the development of a statistical reporting regime *The On-Line Settlement Client Activity Report (OSCAR)* (to be introduced 1 July 2006). This reporting facility will monitor the extent to which clients fall within the target group.
- the introduction of a risk assessment tool as part of the SGP 2006-07 grant round.