

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 13 February 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(95) Output 2.1: Settlement Services

Senator Hurley asked:

What strategies has been used by contract managers and service providers to rectify area of deficiency such as home tutor scheme enhancement program not meeting the requested target?

- What is the required target?

Answer:

The purpose of the Home Tutor Scheme Enhancement Program (HTSEP) is to provide support to community organisations and individuals who are providing informal assistance for English as a Second Language to people who are not eligible for tuition under the AMEP.

HTSEP is delivered by one service provider in each state and territory. Agreed target numbers for tutors to be trained and organisations to be supported are negotiated annually on the basis of the achievements of the previous year and in consideration of local needs. Consequently target numbers can differ from year to year and between providers.

Where an area of deficiency is identified, the service provider is contractually required to develop and implement an Action Plan, containing suitable strategies to rectify the identified deficiency within a set timeframe. For example, the service provider may increase promotional activities, check progress against targets on a quarterly basis and proactively explore areas of possible need. Action Plans are monitored through contract management processes and procedures.