

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 12 February 2007

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(67) Output 1.2: Refugee and Humanitarian Entry and Stay

Senator Hurley (L&CA 86) asked:

Provide details of the quality assurance framework for the existing AUSCO programme.

Answer:

The International Organization for Migration (IOM) is contracted to deliver the Australian Cultural Orientation (AUSCO) programme on behalf of the Department of Immigration and Citizenship (DIAC). A new three year contract commenced in September 2006.

The contract has detailed Key Performance Indicators covering delivery, provision of facilities, staffing and professional development and reporting requirements. These are monitored in a number of different ways, including:

- through the provision of monthly narrative reports from IOM;
- attendance reporting;
- the development of a complaint mechanism;
- evidence of presenters qualifications;
- regular discussions with IOM on key activities;
- monitoring visits by the Global Coordinator; and
- visits by DIAC staff to training sessions.