

QUESTION TAKEN ON NOTICE

ADDITIONAL ESTIMATES HEARING: 12 February 2007

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(107) Output 2.1: Settlement Services

Senator Ludwig asked:

1. Can the Department provide further details of the client satisfaction survey of AMEP and how it is to be used in the tender process for the next round of AMEP tenders?
2. Was the survey design contracted out?
 - (a) If so, which company designed the review and what was the cost of the contract?
3. Is the data compiled by the Department or by a contractor/consultant?

Answer:

1. Under the contract the Department has with AMEP services providers, the Department undertakes an external assessment of client satisfaction with services performed by the service providers, once in the term of each contract.

The purpose of the survey is to:

- monitor performance of the AMEP service providers against client expectations;
- provide statistically reliable and valid information at the national and service provider levels for client satisfaction with the AMEP and with individual AMEP service providers;
- provide confirmation that the performance standards set for the AMEP are consistent with client expectations; and
- provide confirmation that quality services are delivered efficiently under the nationally outsourced AMEP.

The results of the survey are expected to inform preparation for the next tender round.

2. Yes. The survey design was one component of a request for tender issued in early 2006. The tender was won by URBIS JHD Pty Ltd. The value of the contract is \$604,264.25.
3. The data will be compiled by the contractor.