

## QUESTION TAKEN ON NOTICE

### ADDITIONAL ESTIMATES HEARING: 13 FEBRUARY 2012

#### IMMIGRATION AND CITIZENSHIP PORTFOLIO

#### **(AE12/0467) Program 5.1 Settlement Services for Migrants and Refugees**

Senator Cash asked:

With reference to the ministerial press release on a new virtual AMEP program it was stated: "The Minister for Immigration and Citizenship, Chris Bowen MP, and Minister for Broadband, Communications and the Digital Economy, Senator Stephen Conroy, said the \$5.1 million trial would initially involve up to 200 new migrants and would complement the Australian Government's existing Adult Migrant English Program (AMEP): Based on this figure, what is the cost per participant for the program? How does this program differ from AMEP distance learning program? What was the cost per participant who undertook AMEP for the last 2 financial years? How does this compare to the projected cost per person for virtual AMEP? What process is to be put in place to ensure compliance in the virtual course?"

*Answer:*

The trial has not been determined or costed per participant. The trial offers the potential for costs associated with distance learning to move to parity with classroom tuition costs in the near future.

The trial seeks to enhance the distance/e-learning capacity available to Adult Migrant English Program (AMEP) clients by taking advantage of the national broadband network (NBN) improved infrastructure. This will enable better access to high quality English language services through a range of innovative virtual services, leading to the provision of virtual interactive classrooms.

The following table shows the Administered Appropriation of the AMEP and the number of individual clients in each of 2009-10 and 2010-11. This includes the delivery of the distance learning component of the program.

	<b>2009-10</b>	<b>2010-11</b>
Administered Expenditure	\$203.273m	\$191.807m
Clients	57,343	55,134

Under contractual arrangements with DIAC, performance will be managed through the AMEP performance management framework, which will inform new Key Performance Indicators, to be negotiated with the service provider, and measure language and settlement outcomes, program reach and retention, and client satisfaction.