

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 23 May 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(261) Output 2.1: Settlement Services

Senator Hurley (L&C 22) asked:

Provide a copy of the section of the contract that relates to the six-monthly business report.

Answer:

A copy of the section of the contract that relates to the six-monthly business report is attached.

Attachment A

IHSS SIX-MONTHLY REPORT- CONTRACTUAL REQUIREMENTS

8. Reporting

8.1 Reports Generally

The Service Providers will be required to submit the following reports for each year of the Term:

- a) one six monthly report; and
- b) one Annual Report.

These reports will inform the annual planning process and the development of the Annual Work Plan. The format of these reports is to be agreed with the DIMIA Contract Manager.

8.2 Six Monthly Report

The Six Monthly report must be provided by the Lead Agency no later than 1 February or nearest Business Day in each year of the Term and must include reports on:

- a) progress in implementation of the Annual Work Plan in the first 6 months of that year;
- b) any issues which have arisen in that period and areas which need to be addressed;
- c) performance against the Output Specifications and Key Performance Indicators;
- d) the extent to which clients were satisfied with the Services they received as indicated by the client feedback mechanisms;
- e) the impact of pre-embarkation program;
- f) networking to improve housing options for Entrants;
- g) progress against torture and trauma advocacy and training plan of activities;
- h) progress against advocacy and community awareness raising plan of activities;
- i) regional planning activities undertaken with other DIMIA settlement service providers and mainstream agencies and any needs identified in relation to post-IHSS services; and
- j) all other matters listed in Schedule 3 – Service Delivery Outcomes and Key Performance Indicators

