

**QUESTION TAKEN ON NOTICE**

**BUDGET ESTIMATES HEARING: 23 May 2006**

**IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO**

**(262) Output 2.1: Settlement Services**

Senator Hurley (L&C 23) asked:

In relation to IHSS contract, how does the Department intend to measure the KPIs?

*Answer:*

The Department uses several methods to measure KPIs:

- six monthly reports from Service Providers (which include client satisfaction as per the client feedback mechanisms, progress in implementing the work program, any issues arising, and progress in advocacy and planning activities)
- the Department's Quality Assurance mechanisms (home visits, audits of service provision)
- feedback from stakeholders, community members, clients and volunteers
- direct communication with the Service Providers through formal contract management meetings and ongoing informal contact
- a client satisfaction survey will be conducted at an appropriate time in the contract period.