

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 23 May 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(263) Output 2.1: Settlement Services

Senator Hurley (L&C 24) asked:

What is included in the six-monthly report?’

Answer:

The information to be included in the six monthly report is as follows:

- 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