

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 22 May 2007

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(121) Output 2.1: Settlement Services

Senator Hurley (L&CA 44) asked:

In relation to the AMEP program, how is the number of hours completed reported? Some participants, whatever, will say to their provider, 'That's enough. I am not coming again. I have a job,' or whatever, and they will know. But some clients will just simply not turn up. I am just wondering how that is reported to the department in terms of statistics. Is it actual hours attended at the end of the year or the end of the session? Or is it kind of an estimate?

Answer:

If a client does not attend the AMEP for more than a couple of days, service providers will contact them and discuss reasons for the absence. Follow up strategies used by providers may include telephone calls, emails or formal letters. If the service provider knows that a client is leaving the program an exit interview is conducted. At this interview clients are asked why they are leaving if they have not yet reached functional English or completed their entitlement and are advised of further study options. This information is then entered in the AMEP Reporting Management Systems (ARMS). Once information is input into the system, reports can be produced on exit reasons or hours attended.

Reasons for leaving the program include employment, health and family commitments.

Clients who cannot be contacted and who do not attend classes will be identified in the system as a withdrawal.