1. Describe progress made in implementing the Annual Work Plan for this reporting period.

The ACL IHSS Consortium Annual Plan 2006 – 2007 identifies a number of objectives and proposed activities to achieve those objectives. These have been identified for each of the Consortium partners in relation to their role within the overall delivery of IHSS services in the two contract regions. The following information is provided in relation to the progress made by each Consortium partner in achieving identified objectives.

ACL

1. Newcastle

- Newcastle office and staffing: There is nothing new to report in relation to the office and staffing in Newcastle since the previous report. An event to mark the opening of the new office was held for clients and key stakeholders in March 2007.
- Encouraging clients to visit the ACL offices: This is an ongoing activity.
- Working with the ECC - as a regional peak body for ethnic communities, the Hunter ECC provides referrals to the ACL Case Coordinator, and where appropriate, ACL is able to refer clients and client representatives such as volunteers to services provided by the ECC, particularly in relation to their Children's Services unit that operates an (educational) Toy Library and related support services. ACL is no longer co-located with the ECC but maintains contact through regional forums and mutual referrals.
- Mapping of services – This was reported as completed in the previous report for the period July 1 – December 30, 2006
- Key forums in Newcastle and Hunter for interagency networking are the Hunter Refugee Support Network that meets bi-monthly and the Hunter Centrelink Multicultural Forum. The Case Coordinator and the Manager Community Relations continue to attend these forums. Membership of these forums reflects the interactive nature of the settlement work carried out across the area. ACL often provides statistical information not readily available to many Hunter based groups as a way to demonstrate openness and transparency in what we do and to assist them in their own planning and decision making. Feedback is also provided to the Hunter Refugee Support Network, mainly in the form of statistical reports and impending policy changes, from the Sydney based NSW Refugee Support Network.
- Newcastle IHSS Community Advisory Panel: In light of the existing forums in this regional area, this advisory group will not be established. ACL considers that this regional area has sufficient forums which ACL attends and reports to so that all key stakeholders in the region have multiple opportunities to raise issues, ask questions and receive information about IHSS service delivery in the region.
- ACL's promotional resources in Newcastle: This is an ongoing activity, as occasions arise in this region. No new resources have been developed in this reporting period.
- Support has been provided to the Newcastle Case Coordinator and Caseworkers in terms of supervision and training. The Case Coordinator Team Leader and the Caseworker Team Leader have visited the Newcastle office on several occasions during this reporting period to provide case supervision, information, advice and training for all staff.

2. *ACL Database*

Development work is still ongoing on a database that will interface with HEMS to streamline workflow and produce a range of reports to assist planning and improve service delivery. Before going live, extensive training was provided to all ACL users (early May 2007). The database went live for use by Case Coordinators in ACL in early June 2007.

Back-filling of client data commenced using data entry temporary staff in early May, beginning with files of exited clients. Once this task was concluded, they began back-entering data on current clients. Since going live, all new referrals are being scraped from HEMS directly into the ACL IHSS database.

Through these processes, a number of bugs or errors were exposed, as expected. These have been reported to the software developers, who have been making continuous improvements to the database to rectify these problems. This process of refinement will continue for some months.

3. *Reporting*

The monthly reporting and invoicing systems within the Consortium have continued to improve during this reporting period. This is an area of operations which will continue to be scrutinised for opportunities for improvement. A start has been made on establishing processes and procedures for manual invoicing in this reporting period and it is expected that this will be clarified and finalised in July 2007.

4. *Special Humanitarian Program (SHP)*

In the Annual Plan, ACL committed to act upon any relevant recommendations that may arise from the DIAC initiated study on SHP Proposers and entrants. While the research report was distributed and considered by the Consortium, the implementation of any recommendations has largely been superseded by the more recent IDC Taskforce Discussion Paper, ***Measures to Improve Settlement Outcomes for Humanitarian Entrants***, which has sought input from stakeholders on improvements to the SHP program.

A Proposer Information session for prospective Proposers was conducted in Fairfield during this reporting period. An offer was made to conduct one in the Illawarra region; however it was not conducted in this reporting period. ACL has offered to conduct these sessions throughout the contract regions. These are organised wherever there is sufficient interest and demand.

ACL has continued to work with STARTTS to find ways to encourage SHP entrants to access STARTTS services and Caseworkers have assisted in escorting clients to their initial appointment.

ACL and DIAC met in June 2007 to discuss improvements to the service delivery for SHP Proposers and clients. There was agreement that DIAC staff would assist in cases where Proposer contact details were outdated in order to improve opportunities for ACL to assist Proposers prior to the entrant family arriving. ACL has agreed to implement a system of monthly contact with SHP clients to ensure that all settlement issues arising are dealt with in a timely manner. Spreadsheets have been developed with a filter function which alerts Case Coordinators to the contact calls which need to be made each day. The use of these spreadsheets was implemented within a couple of days of the meeting with DIAC staff. Coordinators report that they have been keeping these regular calls up to date. This new system is also monitored through monthly case supervision sessions which Case Coordinators have with their Team Leaders.

Further, the Manager, Community Relations has done extensive capacity-building work in this reporting period with key communities which are active Proposers for families applying for 202 visas. Please see the section in this report on advocacy and community awareness-raising activities for further details.

5. *Entrant Information*

The DIAC DVD for entrants from African source countries is now completed and was launched in NSW at the ACL Refugee Week event on June 21, 2007 at the Auburn Town Hall. DIAC has advised that this resource may be enhanced by having it available in additional languages relevant to the current cohort of arrivals. In light of these national initiatives, it is unlikely that ACL will proceed with developing a specific DVD resource for clients in ACL's two contract regions.

The extensive information packages which are prepared for both Refugees and Proposers are still provided to all clients on arrival.

6. *Interpreters*

ACL has encouraged Caseworkers to seek NAATI accreditation as interpreters and promoted the opportunities available for them to pursue this.

Resolve FM

Significant progress has been made in implementing the 2006-2007 Annual Work Plan. In summary the major achievements are as follows:-

- **To continue to provide the entrant with safe, secure and suitable short term accommodation on arrival to match the family size.**

  All short term accommodation (STA) properties have been pre-approved by DIAC. The condition of these STA properties is constantly being monitored to ensure they are fit for purpose. A number of changes have been made to the 24 STA properties. The reasons have been identified below.

  Approved changes to STA properties are:-

  New
  3/81 Castlereagh St, Liverpool - leased from 15/12/07
  9/23 Methven St, Mt Druitt - leased from 4/5/07
  8/49 Meacher St Mt Druitt - leased from 15/5/07

  We thank DIAC for their prompt response on approving the above new properties as with the tight rental market we require fast approval to allow us to submit property rental applications before some else rents the property.

  Returned
  Resolve FM are aware that DIAC have concerns that a number of STA properties were used by DIAC during the previous contract. Since Resolve FM took over these properties no major refurbishment works has been undertaken. To satisfy DIAC requirements, apart from the properties listed above, Resolve FM is embarking on replacing a number of STA properties with replacement properties. Replacement will depend on the availability of suitable properties in the marketplace. We have been trying to source a 3 bedroom townhouse in Fairfield since early April 2007. To date, none have been available to rent.
  DIAC needs to be aware that significant rent rises have occurred over the period that this contract has been in place. Current rent passed onto clients is below market rent. Any changes to STA properties will result in much higher market rents having to be paid by the client after week 5.
  Upon receipt of the referral an appropriate STA property is located to match the family makeup, location of the community group and address of the link identified. Should a STA property not be available to satisfy the latter two requirements then the closest available property is selected.

Cleaners are engaged to clean every property once a client vacates. Annual cleans are carried out and include carpet steam cleaning. Sometimes annual cleans are performed earlier due to the state of the STA property after the client vacates.

Each STA property is checked on average 3 days prior to the entrant's arrival to ensure the property is clean and operational. This check forms the basis of the condition report used for the licence agreement for the next arrival allocated.

- **To continue to assist the entrant to secure their own appropriate and stable accommodation as soon as possible after arrival.**
  Resolve FM continues to work within the constraints set by clients in sourcing a suitable longer-term accommodation as soon a possible after arrival. A number of available properties are shown to a client who chooses the best available property. In just about all instances properties shown are far greater than the specified three properties, sometimes we are arranging and showing up to 45 properties before a client is accepted or accepts a property. No pressure is applied for the client to accept any property.

  Over the last six months it has been noticed that clients are placing tighter restrictions on Resolve FM for their longer term properties. The two major restrictions are:
  1. Specific areas in only one suburb where client is prepared to live.
  2. Client places limit on rent they are prepared to pay, which does not reflect the current market.

  Both of these limitations place severe restrictions on moving a client to their LTA due to the tight rental market and the high increase in rents over the past six months.

- **To continue to satisfy the accommodation services KPIs.**
  Resolve FM continues to use its own database system and information maintained in this system, along with surveys are used to monitor on a daily basis the delivery of the accommodation services to ensure KPIs are satisfied. Further details are provided in Section 3.

- **To continue to be a proactive team member in this Consortium**
  Resolve FM continues to communicate regularly with all members of the Consortium to ensure all information is readily dispersed. Resolve FM attends internal meetings as well as external community meetings. The external meetings are used to explain the workings and achievements of the accommodation services to assist in lifting the profile of the IHSS program to the community. In particular, Resolve FM has been involved in meetings with:-

  IHSS Community Advisory Panel (ICAP)
  Refugee Support Network (RSN)
  Illawarra Refugee Issues Forum (IRIF)
  NSW Department of Housing Multicultural Forum
  Centrelink
  Centrepay

  To assist the understanding of other Consortium members on accommodation services we have conducted a half day training session for Case Co-ordinators, Caseworkers and volunteers. Training for volunteers has been conducted in Newcastle and Wollongong. Training was provided on all facets of property management ranging from how to lease a property, how to resolve disputes, to how to address maintenance issues if they arise.

- **Review the entrant's referral and seek clarification if required.**
  Constant communication is held with other Consortium partners on clarification if required to ensure the entrant experiences no stress after arrival.

- **Review the suitability of the contents of the food package provided to clients.**
  Monitoring of the suitability of the food package has continued over this period. No major changes have occurred as the results of our surveys indicate that clients are happy with the contents and make-up provided. Clients have indicated their satisfaction with the cash component of the food parcel as it allows them the choice in purchasing culturally sensitive food for the remainder of the first weeks food parcel provided.

- **Deliver the food parcel, short term accommodation keys and cash as programmed.**
  All of these items are delivered to the STA property or ACL office in accordance to the policies set up in the Consortium, normally the day prior to arrival so as the food is as fresh as possible.

- **Conduct regular audits of all short term properties to ensure the property, chattels and furniture are maintained at an acceptable standard**
  Furniture and chattels are inspected and checked operationally every time a client occupies and vacates a STA property. When occupying a STA property a new property condition report is compiled on the properties fabric, furniture and chattels to ensure it condition and operation satisfies the family make up.

  Should chattels be found to be missing then the property is restocked. Furniture is repaired or replaced as the need arises.

  Maintenance repairs identified are notified to the agent. The senior property officer is responsible for following up any maintenance issue raised, through to completion should problems occur. In some instances the agent has trouble getting the landlord or strata to complete the repairs. Refer Section 3 for further details.

  When a client vacates an outgoing inspection is conducted and any issues identified are addressed.

- **Proactively identify any maintenance issues for all short term properties and manage the repairs.**
  These inspections are carried out every time there is a client change in the STA property. Refer item above. This inspection minimises any inconvenience to the client while they occupy the STA property.

- **Manage all rent and utilities payments for the short term properties and notify the entrant if in arrears.**
  Internal systems have been set up to closely monitor rent and utilities payments due from the clients. When issues occur the client is notified as is the allocated property officer and Case Co-ordinator so action can be taken immediately. It should be noted that a lot of issues still occur due to rent and utility payments being paid in arrears.

- **Discuss with the entrant their requirements for long term accommodation and then provide the full service to allow settlement into long term accommodation.**

  Feedback on the entrant's longer-term accommodation requirements is sourced from both the property officers' discussions with the client, through the case worker and ACL discussions with the client. We find receiving information from both avenues assists us in quickly determining the specification required to allow us to progress in looking for available rental properties. The majority of clients place limitations on the speedy delivery of this service when applied to the current rental market. Unless the client choices are relaxed there is little we can do to satisfy their requests in the short term.

A number of clients are asking us not to move them to LTA as they are quite happy to stay in our STA. There are various reasons given but the majority are telling us that they are waiting on DIAC to approve their relative to come to Australia as they want to rent a property with this family member. This request impacts on satisfying the KPI for moving 75% of refugees into LTA within 28 days.

- **To further develop a relationship with real estate agents.**
  We continue to work with real estate agents in strengthening relationships so refugees are better accepted as part of their clientele. In some instances we have received better than positive responses, in particular one agent in Fairfield and one in Auburn. We have stopped visiting real estate agents to explain our role under the IHSS program as we were finding that by the time a client is available to rent in their area we have to go through the whole process again.

  A number of agents who have worked with us in the past are now not working with us due to issues arising after clients have rented their LTA from them. Issues are varied but range from not seeing the importance of keeping lawns and gardens neat and tidy, being behind in rent to constantly complaining of minor maintenance issues not being addressed. For those agents who are reluctant to rent houses to us because clients are not keeping lawns and gardens neat and tidy, they are still happy to rent units to us.

  We are still identifying a number of real estate agents who have assisted us in gaining application approvals in the ACL IHSS Newsletter and sending copies to the selected agents to promote what some of their colleges have done in assisting us in approving private rental properties for clients. This relationship building has greatly assisted us in sourcing properties in the tight Sydney market.

  We do notice, however, that some agents are reluctant to lease to anyone on benefit payments whether they are refugees or not.

- **To further develop a relationship with various Government Departments including Centrelink and the Department of Housing and with Tenants Advice and Advocacy Groups.**
  Resolve FM continues to meet or have discussions with various Government bodies to streamline the approvals resulting in more efficient operations overall. Organisations involved are Centrelink, Centrepay and Department of Housing.

  In early November 2006, Resolve FM submitted an application to gain access to Centrelink's main computer system for income confirmation of clients. This information will assist with rental applications with agents as well as Department of Housing Rentstart. Our application has still not been approved during this reporting period.

  Even though Resolve FM has modified our internal systems to better suit Centrepay's computer system so rent and utilities payments are deducted from client's payments correctly in accordance to the contract conditions, problems still exist. We believe the problems relate to Centrelink obtaining the tax file number from the ATO. Centrepay cannot set up the deductions until Centrelink finalise their side of the data entry into the computer system. We are finding that clients who have their family benefits delayed are also having their primary benefit delayed. Hence no rent and utilities payments are received causing these clients to have large arrears. Over the last three months the number of clients affected has increased.

  Minimal issues have arisen with Department of Housing (DOH). The only issues that have risen are when staff changes have been made to their counter staff and some have not been adequately trained with the knowledge that refugees receive the full Rentstart benefit. These issues were quickly resolved. Department of Housing have altered some of their application procedures in some offices. All applications for the Newcastle office are now by fax rather than by counter appointments. This change has delayed lease signing as the lease cannot be signed until the bond money has been received by the agent, which is now posted by the Department of Housing. This delay impacts on placing the HGA order. Fairfield office has adopted this change in procedure as well. We are now not using this office due to the uncertainty of when the agent will receive payment of bond and the two weeks rent.

Two other minor issues have occurred with the Department of Housing. The first issue is we now have to give written reasons why a refugee should receive Rentstart if they have been in the country for over three months. This request has been asked from the Liverpool office. The second issue is with the Parramatta and Liverpool offices. They have indicated that the client will not receive the full Rentstart if they lease privately rather than through an agent. They deem the risks are higher when renting privately. We have achieved receiving the full Rentstart when either of these situations has arisen.

Several meetings were held with the Southern Sydney Tenants Advice and Advocacy Group (SSTAA) to overcome their concerns with the licence agreement suitability in satisfying the contract and contravening the NSW Tenancy Act. We developed a number of solutions which satisfied the contract, the SSTAA and still fulfilled the requirements of the Tenancy Act. This revised document was sent to DIAC for approval on 30 August 2006. DIAC responded on 25 June 2007. Their comments are still being reviewed. We are using the original document until we receive final approval from DIAC for this new document.

- **To assist the other Consortium members in liaising with Community Groups**
  Resolve FM has been proactive in attending and reporting at a number of community meetings including ICAP, RSN, IRIF to name a few. Resolve FM also provides any information required to the lead Consortium partner for response to ministerials, press and other publicity which requires a response.

- **To further develop relationships with utilities companies**
  Clients who hold a pension or health card are still receiving the benefits we organised with our utility supplier namely:

  - $112.00 off bill for new accounts
  - 3% off bill if paid on time for the life of the account
  - No bond or contract to be signed
  - Connection fee of only $26.00

  We have altered our procedures to include clients signing an authority form to allow us to act on their behalf in connecting utilities to eliminate any possible problems down the track.

- **Work with ACL in providing information on HEMS database requirements so greater efficiency and information results when information is extracted or added to this database.**
  Resolve FM and ACL continue to issue a specialised spreadsheet detailing client details between both partners on regular intervals, sometimes many times in the one day to ensure up-to-date communication is available to both parties at all times.

- **Increase the cross training of all staff to ensure service delivery is not affected when any staff member is away from work.**
  Refreshers courses are still conducted with staff to ensure staff continue to have an understanding of the role of other staff and the impact they have on the work of other staff. The contract specific QA manual has been reviewed and associated paperwork updated. Staff have accepted all changes and assist each other whenever asked.

- **Continue to improve information recording in case files so prompt answering of queries occur.**
  QA audits are still conducted of property officer's case files to ensure all necessary documentation is completed and filed correctly. The QA audits are quite detailed and cover not only the operational components of the contract but also the financial. The improvement is noticeable and allows prompt answering of any queries received. The audit has resulted in identifying some further training needs and this training has been undertaken as indicated.

New procedures have been developed as a result of these audits. The check sheets used on the inside of the case files have been altered to allow property managers to better manage the delivery of the accommodation service to clients.

In addition, Resolve FM has developed a detailed database for each client. This database is used to manage all facets of accommodation services for every client. With the use of case files and the database nearly all queries received can be answered as soon as requested. It should be noted that all property officers use this database to manage their service delivery for their respective clients allocated.

- **Continue to improve operational support to staff in Newcastle.**
  Support to our staff in Newcastle continues. We have set up a system where staff have to ring our Sydney office and speak to the contract manager or senior property manager at least three times each week. During these discussions any operational issues requiring attention are actioned during the conversation.

  The storms in June 2006 caused significant operational issues with clients, related to both availability of STA properties and sourcing LTA. Significant negotiations with managing agents were undertaken to minimise stress to clients regarding both of these types of accommodation.

- **Progress on Resolve FM annual training plan for July 2006 to June 2007**
  This information is included on pages 64 and 65, with a training update from all Consortium partners.

NSW STARTTS

- **To ensure that referral processes between partners result in 100% referrals for refugee clients and to increase the number of Special Humanitarian Program (SHP) referrals to STARTTS.**

  The strategies implemented include:

  - training of ACL and Consortium partners and volunteers

  - STARTTS continues to maintain referral pathways external to the Consortium in order to ensure that entrants are able to access counselling services for the 12 month period post arrival. While the number of referrals from external agencies has reduced (reflecting the increased referrals from ACL CCIR, approximately 5% of all referrals in this period are from agencies or individuals external to the Consortium.

  - Regular meetings between STARTTS counsellors and ACL Case Coordinators have continued and resulted in detailed referral information received by STARTTS as well as more liaison facilitating meeting Refugee and SHP entrant settlement needs. The consequence of these meetings continues to be increased cooperation between services.

  - The standard agreed within the Consortium is that all refugee entrants are referred at 6 weeks from date of arrival. STARTTS STTTC Administrative Officer checks referrals received against arrival lists on a monthly basis to ensure that all newly arrived Refugees have access to on-arrival assessment with STARTTS counsellors. This system has resulted in 100% of referrals for Refugees in this period.

- STARTTS continues to provide information sessions for Proposers and SHP entrants. These have been provided for the ACL AMEP Consortium at Macquarie Community College in this period. SHP referrals in this period were 40.5% of total referrals and 35.4% of the total number of families assessed in this period. There will be further discussion of this point in the Issues Section.

- The new version of the STARTTS brochure **"A New Beginning"** which provides an explanation of counselling and STARTTS services specifically written for Proposers and Special Humanitarian Program entrants is now provided in all Proposer Packs by ACL CCIR and is distributed at information sessions for clients and at community consultations. This brochure is currently in the process of translation into Arabic, Sudanese Arabic, Dinka, Dari/Farsi and Karen. The Sudanese Arabic and Dinka versions will be produced in an audio format.

- **To deliver culturally appropriate assessment and short term counselling services to newly arrived refugees and Special Humanitarian Program entrants.**

  As reported in the Annual Plan and in the previous 6-monthly report, there is an ongoing commitment at STARTTS to review and evaluate cultural appropriateness of current clinical practice and to explore innovative approaches in working with torture and trauma survivors. This is done through a variety of means, including STARTTS professional development events (clinical Master classes, clinical presentations, and staff development days), the employment of bi-cultural trainees who bring their cultural knowledge and expertise to the organisation, the review of clinical resources, and ongoing community consultations. The following occurred within the past 6 months:

  - The STARTTS clinical resource folder has been established and resources continue to be added to this, specifically focusing on short term intervention strategies for working with torture and trauma survivors.

  - The following Clinical Master Classes were held at STARTTS and attended by STTTC staff:

    - Dance Movement therapy
    - Psychodynamic Work with Children & Adolescents who Experienced Trauma
    - Medicines & the Mind
    - The Biology of Trauma

  - STARTTS STTTC in this period employed bicultural counsellors (who both work with STTTC clients and contribute to the cultural knowledge of other counsellors) from:

    - Sierra Leone
    - Sudan (northern and southern)
    - Iraq
    - Iran

  - Examples of innovative programs which have been run in the last 6 months for STTTC clients include:

    a. STARTTS youth camps in the Metropolitan Sydney Regions. Four camps were run for the 14 -17 year old age group and were gender specific (two girls camps, two for boys) and one was for the 10 -13 year old age group (mixed gender). The two boys' camps were run in conjunction with UNSW Football United and the focus was on addressing identified client issues including self esteem, isolation and social skills through the use of sports. In all the camps group sessions were run on self care, relaxation and psycho education, and

social skills building, also aiming to reduce social isolation. An evaluation process was conducted and it was found that camps achieved the set objectives – increased self esteem, increased social confidence and reduced isolation

b. Child and Adolescent counsellors have facilitated art groups
c. A psycho-education program on symptom and stress management was run for Assyrian women

- **To continue to improve the responsiveness of STARTTS staff to the needs of newly arrived humanitarian entrants from new and emerging refugee communities through continued training as follows.**
    - Clinical supervision (weekly for fulltime counsellors)
    - Clinical presentations
    - Staff development activities (see Staff Training Plan section)

- **To consult with refugee communities in order to continue to develop culturally consonant counselling practices to better fit the client's world view and enhance their awareness of the impact of trauma**

  A community consultation was held with the Hazara community in this period to follow up on the preliminary consultation held in the previous 6 month period. While formal report is yet to be presented with recommendations for further action, issues raised at the consultation include the following:

  - family cultural transition issues
  - discussion regarding counselling and when to refer to STARTTS
  - need for Hazara interpreters
  - remedial tutoring for children
  - illiteracy levels amongst women impact on ability to acquire English skills

  During the consultation, the Hazara community engaged in discussion about the relevance of counselling processes. Through this discussion, they clarified when counselling was appropriate, when they began to be aware of benefits and when to refer friends and family members. As described previously, through this process of feedback, recommendations will effect change in STARTTS' counselling and community education/health promotion practices.

- **To provide quality assurance by implementing the FASSTT national standards for torture and trauma services and by continuing to monitor outcomes for clients.**

  STARTTS staff participated in a self-assessment exercise against the National Standards for the services working in the treatment of torture and trauma survivors. The process involved collection of evidence and identification of performance against the national standards. A quality improvement plan was developed in March 2007 in response to areas identified for further improvement. In April 2007 STARTTS participated in a Forum of Australian Services for Survivors of Torture and Trauma (FASSTT) national workshop designed to share experiences from the self-assessment process and agree on a peer assessment process for the standards.

  This strategy has been agreed on by all FASSTT service agencies to continue to enhance the standard of service delivery of torture and trauma services across Australia.

Please see the clinical goals and assessment goals section (under Key Performance Indicators) to view how STARTTS monitors outcomes for clients.

- **To improve the responsiveness of mainstream health and allied health professionals to understand the needs of newly arrived refugees through the provision of training and consultancy.**

  Please see Attachment R which demonstrates how STARTTS is meeting its targets in providing training for improving the responsiveness of mainstream health and allied health and counselling service providers working with humanitarian entrants.

  The emphasis continues to be on establishing relationships with health and allied health stakeholders in order to deliver training programs that are fully tailored to their specific needs in terms of content, duration and scheduling. This remains an ongoing strategy. The Diversity Trainers in Health State-wide Network was attended in this period for the purpose of networking with other trainers with the intention of creating marketing links. Discussions with Mission Australia and NSCCAHS (North Sydney Central Coast Area Health Service) have resulted in those organisations making a commitment to organising STARTTS training for their counsellors.

  The training database continues to be reviewed and fine-tuned in order to further improve the capacity for training data analysis.

  It has been noted that it is challenging for one position to primarily sustain training functions which include marketing, material development and staff support as well as training delivery throughout northern/southern metropolitan regions. It is anticipated that the recruitment of a new Training Officer and the decision to expand the training team at STARTTS will significantly increase potential to reach health and allied health professionals and to develop the STARTTS training program (including further material development and marketing strategies).

- **To ensure that training materials are both current and relevant to the needs of new and emerging communities.**

  Completion of the STARTTS Introductory Training Package. This includes PowerPoint presentation, facilitator notes/guide and options for the duration of delivery and case-study examples.

  A high demand for programmes addressing children and family issues has led to the initiation of development of a training module "Through a Child's Eye", exploring the refugee experience from the view point of a child and addressing the impact according to loss and grief, childhood development, the impact on attachment, family, health and learning issues.

  Continued support has been offered to staff in the planning/development of training programmes and training delivery. Many staff require ongoing support in skill development in a training capacity so that the training function can be mainstreamed throughout the organisation. PowerPoint training has been provided as has support around reviewing conference presentations. A staff development programme focusing on training skills development was scheduled to take place in June but unfortunately needed to be cancelled as a result of the Training Officer's resignation. This training has been recommended as a priority when the position is filled.

  The training database continues to be reviewed and fine-tuned in order to further improve the capacity for training data analysis.

Mission Australia

Client Services:

- **Conduct a Volunteer Feedback Survey to ensure feedback from volunteers is sought and analysed and the results are used to improve service delivery.**
  The Annual Survey was conducted in May 2007. For a copy of the survey and the analysis of the results, please see Attachment U.

- **Review volunteer files for Prohibited Employment Declarations and Police Checks. To ensure compliance with legislation which prohibits people convicted of particular offences from working in child-related volunteering positions**
  Audit of volunteer files conducted in June 2006 as part of Client Record Audit. Review conducted in February 2007

- **Volunteer Coordinators will continue to maintain regular and ongoing contact with volunteers to ensure that volunteers are engaged in activities which are documented in the client's case plan and are appropriate**
  The 3 Volunteer Coordinators in Sydney and the Assistant Coordinator in Newcastle maintain regular contact with active volunteers via phone, email, workshops and the VCU newsletter. Opportunity to maintain contact with volunteers also arises as active volunteers regularly visit the unit in Auburn to discuss their clients or to claim reimbursement for out of pocket expenses.

- **Conduct volunteer induction to ensure that volunteers understand how the new IHSS model operates and their role, rights and responsibilities within that model. The induction will also provide volunteers with relevant information about, and induction into Mission Australia policies and procedures as well as relevant information on the needs of clients and appropriate strategies to meet these needs**.

  VCU Induction. July 2006/June 2007

Dates	Region	Volunteers attended
8/8/06, 15/8/06, 22/8/06	Sydney	38
6/3/07, 13/3/07, 20/3/07	Sydney	28

  The VCU trained 159 volunteers between January 2006 and June 2006. The majority of these volunteers expressed interest in continuing with the VCU in the 2006 – 2007 financial year.

  No Induction sessions were conducted in Wollongong or Newcastle as activity levels have been low and there is an existing surplus of trained volunteers

- **Review and revise the Volunteer Induction format and information to ensure that relevant and current information, that meets the needs of the volunteer, is being disseminated at Induction**
  Completed. Volunteer Coordinators have reviewed and revised the contents of the Induction.
  All four Consortium partners are now presenting at the Volunteer Induction for volunteers.

Business Processes:

- **Ensure that all employees take part in a formal Performance & Development Plan and Review System**
  Staff Performance Reviews commenced and will be ongoing.

- **Publish VCU newsletter "Volunteer Voice" quarterly to provide support and information to volunteers and to enhance the profile of the VCU.**
  Editions October 2006, January 2007, March 2007, and June 2007 were published and posted to all volunteers on the VCU volunteer database and other stake holders in Sydney, Newcastle and Wollongong:

Occupational Health and Safety:

- **Review OH&S information distributed to volunteers**
  Complete. Every edition of the VCU newsletter, Volunteer Voice", has included an OH&S competition to reinforce the importance of OH&S in volunteering activity. 3 prizes are available in each edition.
  Prizes for each competition have been claimed by volunteers.

- **Organise relevant and needs- based workshops to engage and inform volunteers.**

VCU workshops – July 2006/June 2007

Date	Region	Topic	Volunteers
22/7/06	Sydney	Anti-Discrimination	22
23/9/06	Newcastle	Conflict Resolution	12
14/10/06	Sydney	Financial Awareness / Taxation	24
28/10/06	Wollongong	Financial Awareness /Taxation	8
05/05/07	Wollongong	Community Justice Centre/Illawarra Legal Centre	10

2. Describe any issues which have arisen during the reporting period and areas which need to be addressed.

General service delivery issues

- Impact of Welfare to Work policies – there was much discussion, consultation with Centrelink on this issue – in particular, the issue surrounding JCA assessments being conducted within 2 weeks of arrival in Australia. ACL provided a written response to a SCIMA survey on this issue, providing input from both AMEP and IHSS perspectives.

- Medical interpreters – still an ongoing issue which can sometimes result in clients being denied access to medical assistance.

- Domestic violence and family breakdown continue to be issues affecting service delivery. This is sometimes but not always related to cultural differences and expectations around gender roles and responsibilities and financial pressures within families.

- Financial pressures – rent arrears, repayment of flight costs, and financial support for family members left overseas all contribute to financial pressure in families for many months after arrival. These will in part be addressed by recently announced budget initiatives to support newly-arrived refugees and Special Humanitarian Program entrants.

- Health matters – the current cohort of families arriving in Australia have a range of physical, mental and psychosocial health problems to deal with after arrival. In some cases, the current DIAC alert system assists with preparing to deal with such issues. In some case little or no information is available or it does not arrive in a timely manner. The issue of confidentiality of health information has arisen as an OH&S issue in regard to protecting the health and welfare of all IHSS workers.

- Exiting – the Consortium faced a large number of families ready to exit over a short period of time. This was addressed by employing a temporary team of people to conduct the exit processes and refer clients to appropriate post-IHSS services. Exit processes were streamlined to increase efficiency.

- Flooding in Newcastle – the severe flooding in Newcastle in June 2007 exacerbated the already tight rental property market in Newcastle. The acute shortage of properties will have an impact for some months.

Accommodation-related issues:

A number of issues have arisen during the reporting period. The more important issues in no particular order are detailed below:-

- Proposers have a considerable influence over the families they sponsor which impacts the delivery of accommodation services. The extent and type of influence we are seeing ranges from demanding Resolve FM to arrange 'a government house' inside 1 year of arrival to the Proposer taking money to reimburse the Proposer's cost of the air fare they paid. With the latter, Resolve FM cannot assist with a property to rent as insufficient money is left to pay rent. We are also rebuked by the Proposer as they believe we are only showing their client 'bad houses' as they do not realise the tightness of the market, nor the limited number of affordable housing in the market place, to dictating what area/street their client will elect to live in or what rent their client will pay. These statements impact on the delivery of the service as well as confuse the client shortly after arrival.

- A number of church and community groups become greatly involved with the client's settlement. A recent incident occurred in Wollongong where the church group instructed us on where we were to house the client. The area they suggested was not close to transport or English language classes but close to their church. Nonetheless the church group was insistent about a particular house they found and we complied. We believe the client has been disempowered and is unduly reliant on members of the church group for assistance.

- The Newcastle Department of Housing office has implemented changes to the issuing of Rentstart Plus. Application information is now faxed to Department of Housing. The 4 weeks bond and 2 weeks rent is sent direct to the agent after the application has been assessed and approved. We have no idea when the agent will receive this cheque so we cannot plan the lease signing nor arrange the furniture delivery. This procedural change will make the timing of moving a client more difficult to manage. It will also require clients more often to have available the money to pay a one week holding deposit while the Rentstart processing is being undertaken. Clients in the past rarely paid a holding deposit.

- The number of affordable rental properties in the current rental property market has worsened over the past six months. The REIA releases vacancy rates in the market place. The residential property market vacancy rate was over 3.5% at date of tender. Twelve months ago was 2.5%. The lowest recorded vacancy rate since records began was 1.9% in the year 2000. Vacancy rates below 2.2% indicate a tight market effectively meaning no rental properties are available in the market place. In September 2006 the vacancy rate was 1.7%, October - 1.5%, February 2007 – 1.4%, March – 1.2% and end of June 07 estimated to be 1.0% (we are waiting on the official figures to be released). Properties which are affordable to entrants in this tight market are only a very small percentage of those properties included in these vacancy rates. In addition, the majority of clients select only certain suburbs to live in. This selection impacts greatly on the time to move clients into their own longer term accommodation. This tight rental market with their selective choice is meaning we have to keep clients in short term accommodation for much longer periods than tendered. Hence we have to utilise more and more serviced apartments to accommodate clients in addition to our STA properties. The cost of this type of accommodation is formidable to us.

  We use a rule of thumb to determine the number of rental properties available at any one time. This rule of thumb is:-

Number of people living in Sydney	4,000,000
Number of accommodation properties (allow 3 people per property)	1,333,333
Number of rental properties in Sydney (50% of all properties are rentals. NSW has the highest percentage of percentage of rental properties. Other States are around 30% to 40%)	666,000
Vacant Rental Properties available (1% Vacancy Rate)	6,660
Affordable properties (30% of available properties)	2,000
Suburbs where refugees and SHP's are prepared to live (10% of available suburbs)	200
Properties suitable to occupy in areas prepared to live in (20% of properties require a lot of maintenance and are therefore discounted)	160
Specific areas acceptable in suburbs where refugees and SHP's (10% of areas)	16

The above table indicates that only 16 affordable rental properties are available at any time to house refugees and SHP's. There is high competition in the marketplace for these properties. Competition is not only internally from Resolve FM staff as sometimes different staff are sourcing the same property for different clients but also from other community groups, viz Mercy Refugee Services, and private tenants. The result is agents now only conduct open houses, similar to when selling a property, with between 10 and 35 people in attendance. The agent normally receives seven applications within the hour of closing the open house.

If clients are willing to be less demanding than we can move up the table resulting in greater choice of available properties. This increase in property numbers will increase our chances of application acceptance resulting in settlement occurring earlier. For example, there are many more rental properties available in the Penrith area with cheaper rents. As an example, in Auburn if we are lucky enough we may find a studio apartment to rent at $160 per week. In Penrith we can lease a two bedroom unit for the same amount i.e. $160 per week.

Attachment L lists the suburbs where clients settled between the period April 2006 to May 2007. During this period 1,060 families have been settled in our Regions. Fifty percent of the clients are settling in five suburbs and 80% in fifteen suburbs. Fairfield, the most popular suburb, had 183 properties leased. Penrith had only 2 properties leased.

- Refugees are placed under an additional stress as in the majority of cases they vacate our short-term accommodation properties owing rent and utilities. This debt is due to rent and utilities always being paid in arrears. When payment issues occur with Centrelink the debt from the arrears is even greater. The client on commencing the lease for their longer term accommodation has to contend with paying not only their ongoing costs for this new property but also their rent arrears from the STA property. The majority of clients are very embarrassed in being in debt to others which makes discussions on repayment plans difficult. They cannot understand that they have done the right thing but still be in debt.

- We are still experiencing greater delays in the approval of the Centrelink Family Tax benefits for a number of refugees. This delay affects a number of areas of the client's settlement. Firstly, it affects their rent and utilities payments due which causes the client to fall further into arrears. It should be noted that Centrepay will not deduct any amounts due from back payments so the client will always be in arrears. We are also noticing that the client who received the family tax benefit is also not having any rent deductions from their primary benefit. In the past only the family tax benefit was affected. This delay in approval of the family tax benefits is impacting on the receipt of the client's total income statements required when submitting applications for rental properties to agents when properties do become available. Many clients cannot have applications submitted as income cannot be justified resulting in them losing selected properties. Also this delay prevents the receipt of Rentstart Plus benefits as we cannot demonstrate to the NSW Department of Housing the total income received by the client and family. We understand this delay is caused by the approval of the tax file number with the ATO.

- Securing longer-term affordable housing (i.e. housing where rent paid is no more than 50% of income) for single entrants who do not want to share is proving more difficult as the rental market tightens. Most single entrants can only afford up to $135 per week in rent, however the majority of 1 bedroom properties available in preferred areas now start at $150 per week. Higher rentals and far fewer properties are seeing singles remaining in our short term accommodation for longer periods due to the rental and utility subsidies provided. Further detail is provided in Attachment K.

- Affordable accommodation in preferred areas for single clients who want to share is now virtually non-existent. The single person is not much better off in a shared arrangement as the rent assistance provided by Centrelink is much lower under a shared arrangement than if they rent themselves bearing in mind that they now require a 2 bedroom property whose rent is far greater than a single bedroom property. Further details are provided in Attachment K.

- Single entrants who are under 21 are impossible to house in longer term accommodation due to affordability of rent and the Centrelink youth allowance they receive. Sharing is the only option but finding agreeable entrants to share with them is extremely difficult and time consuming. Further details are provided in Attachment K.

- The shortage of rental properties in the greater Sydney area has led to significant increases in property rents. This increase has led to the absence of low cost accommodation for the lower income tenants, namely those tenants that rely heavily on Centrelink benefits. Rents are predicted to soar by 15% over the next twelve months. This increase is caused by landlords capitalising on the low vacancy rates. Mortgage brokers are predicting that with the high rent increases many renters will become first home buyers. Wizard Home Loans have conducted a research during the first three months of this year and revealed 217,000 people in NSW intended to buy their first home in the next twelve months - a staggering 60% more than 2006. If anywhere near this figure is realised then affects to the rental market will be catastrophic.

- With the June 2007 floods in Newcastle a lot of the area was classified as a State of Emergency. As a result a lot of agents are warning us that rents will skyrocket in the area. Owners and tenants made homeless by the storms in early June are jostling for housing with established renters. As a result of the floods it was reported that hundreds of houses were too damaged to live in. For example, Dalton Partners at the Junction had 60 properties in Merewether, Mayfield and Hamilton where tenants were unable to return home with another 200 properties with serious damage; Robinson Property real estate had 20 properties in Merewether, Hamilton, North Georgetown and New Lambton which were not habitable and another 200 properties seriously damaged with lower rents being negotiated by tenants who want to remain; Leah Jay Real Estate have 32 properties uninhabitable and hundreds more seriously damaged with only six tenants permanently rehoused. After the floods we were asked to vacate our serviced apartments currently used as STA to house entrants as insurance companies were offering to rent them for six months at a time. No other serviced apartments were available.

  A recent survey at the end of this reporting period revealed that serviced apartments will not become available until September/October 2007.

- An increasing number of clients when they arrive are telling us they will not move from our STA properties as they are waiting on their friends to arrive in Australia. Some of their friends are not expected to arrive for many months. This situation is tying up our STA properties causing us to lease serviced apartments at a significant increase in cost to our provision of STA. This issue was raised at our last contract meeting.

- We are having a number of clients who after submitting an application for the longer term property they like, are accepted by the agent and then reject the property. In a tight rental market this practice is unacceptable as it damages our relationship with agents for future clients. We do not know how to overcome this issue without limiting the client’s choice.

- We have had a number of arrivals who have rejected our short term accommodation and stay with their relatives. They remain with their relatives for many months, despite efforts to secure longer-term properties for them. Some of these clients have advised that they wish to stay with their relatives for up to three months before they start looking for a property of their own. This decision impacts on the contract KPI's. We have found that lengthy stays with some relatives can cause family friction and breakdown in the extended family unit.

- We have observed that a number of clients exhibit signs of mental health issues. We are concerned that this may impact on their capacity to enter into a Tenancy Agreement, understand their obligations in doing so and also their interaction with property officers. Any advice that DIAC officers could provide on this aspect of client health would greatly assist us in handling these clients appropriately.

- A number of entrants are rejecting the short term accommodation provided and are choosing to live with their relatives or links. When the entrant moves in with their relative or link they are in breach of the relative or link's lease, especially when they stay for many weeks and sometimes months. Leases for rental properties specify the number of people who can occupy the property. This breach is sufficient to evict not only the relative or link's family from the property, but also the entrant and their family.

- There are numerous examples where relatives or links are insisting on helping the entrants regarding their accommodation and instructing us not to assist in certain areas of accommodation support. One example is with the checking of longer-term accommodation condition reports. Problems may arise when the client decides to vacate and the condition report has not been checked properly. We abide by the link's wishes so no additional stress is placed on the client. Other examples are telling us what rent the client will accept as well as where they want to live without having any current knowledge of the rental market.

- When a client vacates our STA property we spend considerable time explaining to them how their arrears occurred and how the amount owing was calculated. In a number of cases the client then sets up a repayment plan. Some of these repayment plans will continue for the next 3 years as the client can only afford to pay $10 per fortnight. We are now noticing a growing trend that when the client is exited from the Program they perceive this exiting to also mean all debts has been waived. If the client stops the payments of the arrears, we have limited options to recover this debt. Several strategies are put in place to recover the debt owing. The final option, should all else fail, is to take the client to the Tribunal to register the debt after they vacate our STA property so we have a means of recovering the debt.

- We are finding clients are finding their own properties as they are becoming increasingly frustrated in the delay in moving into LTA. Clients do not understand that the restrictions of area and/or rent they are prepared to pay impacts on moving. Hence clients are now finding their own properties for us to show them but they do not realise these properties will not become available for another 3-4 weeks. Agents are advertising early so the vacancy period is minimised and their management fee is maximised. In addition we have experienced a number of times where the client misunderstands the difference between a property for lease and a property for sale. We have enquired many times to gather further information on a property that the client has advised us to pursue for renting only to find out it was for sale.

- We have stopped issuing receipts for cash received for any furniture upgrades or outstanding rent payments made. We find clients confuse receipts with bills and ring us constantly. We now only issue receipts when requested. Receipts not requested are stored in our office.

- Due to the tightness of the rental market a number of agents now do not take appointments by phone e.g. some agents in the Liverpool area. Appointments can only be made in person. This change severely reduces our chances in showing clients properties. In addition, a lot of agents closer to the city now only have open days on weekends. Showing these properties is severely limited.

- We are finding some agents want to interview applicants, for example agents in Liverpool, before accepting rental applications. We have complied with their request to increase our chances of obtaining rental properties.

- There have been a number of instances where the Link stays with the client in our STA property. This additional family member increases our workload and costs e.g. additional laundry costs. We have not planned or budgeted for undertaking this additional workload.

- There are a number of instances where the Link wants us to move them with the client into the client's longer term property. We have not planned or budgeted for undertaking this additional workload. Sometimes the link is more than a single family member.

- We are finding a number of clients are doing footpath shopping and storing goods collected in our STA property. Some of the goods collected are electrically dangerous, e.g. electric bar heaters and old computers. Where this collecting occurs we try to take action as soon as possible, pointing out to the client that they will receive a household goods package when they move to their own accommodation. In most instances the client then disposes of the goods collected, however it is normally dumped outside the property which contravenes the Council and Strata Body By-Laws.

- We have introduced payment of any rent refunds by EFT transfer rather than cheque. A number of instances have occurred where the client does not understand that a cheque is money. Also, the payment of the rent refund can be done in a smaller timeframe when done by EFT assisting the client to live.

- We continue to spend time with agents keeping them on-side so as increasing our chances of rental application approvals. However we are noticing a higher number of landlords rejecting our applications, even though we have the agent's approval. Convincing the landlord is a much harder prospect to achieve. We experienced this difficulty when we applied for a replacement for one of our STA properties where we had the agent onside but the landlord still rejected our application.

- We have started to use the Tenancy Guarantee provided by a number of Community Housing groups. The Tenancy Guarantee is a way to encourage landlords/agents to accept people they consider as risk as tenants. Clients who have no rental or income history can be considered a risk. The Tenancy Guarantee provides up to $1,000 to pay for unpaid rent or damage if the bond is not sufficient. A Tenancy Guarantee lasts for the length of the lease, up to twelve months after the lease is signed or until the tenancy ends, whichever happens first. A number of agents have been able to change the landlord's mind when offered the tenancy guarantee. It should be remembered that a client will have to repay any money used from the tenancy guarantee.

- It is still common place for many families to view the available rental properties at any one time. It is the norm in some suburbs for 10 families to visit a property at once. This multiple visitation occurs both in Sydney and Newcastle real estate agents. Many families complete the rental application at the time of inspection and hand to the agent prior to leaving the visitation. Hence the importance of having correct and up-to-date paperwork.

- We continue to be aware of the need to minimise the client having to pay two rents when moving between their STA property to LTA property. In nearly all cases clients only pay one rent, however the logistics of organising all functions behind the scenes can sometimes be torturous.

- It is common occurrence now for rental properties to be advertised when they are still occupied. The landlord wants to maximise rental return as well as the agent wanting to obtain as much management income as possible. It becomes very difficult when the vacate date has been advised to us and it does not occur. This is similar to what occurs with a property purchase. We have to delay the furniture delivery, utilities connection and so on until we are advised the property is vacant, cleaned and an accurate condition report has been completed. Many times the client does not understand this delay which ends up with Resolve FM staff receiving abuse.

- The Department of Housing has altered their procedures for applying for Rentstart in Sydney. The Fairfield office is the first office in Sydney to trial the change. On 30/4/07 all applications for Rentstart are to be faxed to their Liverpool Help Desk. This Helpdesk assess the eligibility and notifies the agent of approval. As for Newcastle, we have no visibility of when the agent will receive the cheque for rent and bond so other services cannot be arranged in advance. We have trialled using this new service soon after implementation but found it more time consuming. As such we do not use this Department of Housing office. We use other offices that are still using their old procedures. We believe all Department of Housing Offices will change to this new method of operation in the near future.

- Primarily due to the tight rental market, there are numerous examples where clients are asking us to falsify the number of people living in the rented accommodation. This false information allows the client to rent a smaller property than required by Department of Housing and the agents. It has severe legal implications which can lead to monetary penalties and six months imprisonment if we falsify documents such as the application for Rentstart. In addition, Resolve FM can be prosecuted for supplying false and misleading information under the Trades Practices Act. Hence we have no dealings with clients or their links if they request us to perform our services in this way. We recently had one client who had 10 family members rent a 2 bedroom property. They listed only 5 people on the rental application and lease document. Once found out the lease will be cancelled and they will be removed from the property.

- Some of the split family arrangements cause us difficulty to move them into long term accommodation. One family after splitting had two males left in our STA property, one 17 years and the other 19 years. The 17 year old has their guardian living in another property. These two males do not earn sufficient income to rent a property. They arrived in Australia on 24/2/07. We have to wait for the 17 year old to turn 18 before any action can be taken.

Short-term torture and trauma counselling issues

- Recruitment difficulties and staff leave have impinged upon STARTTS capacity to provide timely services in this period.

- Entrant families, especially Special Humanitarian Program entrants being referred to STARTTS STTTC and not attending appointments is a significant issue. Considerable time is spent contacting clients arranging appointments and sending letters and considerable cost is incurred both in terms of counsellor and interpreter (when required) time. While, attending STTTC for assessment is clearly on a voluntary as needs basis, it is evident that SHP entrants are having the most difficulty attending STARTTS appointments. Anecdotal evidence suggests that Proposers are not able to accompany/assist clients to attend STARTTS appointments and at times do not understand the relevance of this service.

  This non-attendance has implications at two levels. Firstly, there are a reduced number of SHP entrants accessing STARTTS services even when referred (which may impact on resettlement success). Secondly, because counsellors have allocated time to see clients (who ultimately do not attend appointment), as well as incurring significant lost time and interpreters costs, it creates further delays in seeing are accompanied to appointments by caseworkers and where, therefore, non-attendance is less of an issue. At least three appointments are offered to entrants families at assessment before a file is closed.

Referral period	Total number of entrant families referred	Number of SHP entrant families referred	Percentage of SHP referrals
Jan 07 to June 07 (6 months)	346	141	40.75%

No of 'no shows' within each visa category for period 1/01/07-30/06/07		**% of total referrals**
SHP	40	11.56%
Refugee	8	2.31%
WAR	2	0.58%
TPV	14	4.05%
PV 866	1	0.29%
Total Number of families who did not attend assessment("no shows")	65	18.79%

Referral sources for "no show" clients	65
ACL	63
Self	1
School- Secondary	1
Total	65

- The number of TPV/PPV entrants being referred to STARTTS is increasing. The timing of release of TPV/PPV entrants from detention centres sometimes creates difficulties in contacting the entrants. There is at times very limited contact information given for these entrants and considerable time is spent locating them through community support networks.

Referral period	Total number of entrant families referred	Number of TPV/PPV entrant families referred	Percentage of TPV/PPV referrals
July 06 to Dec 07 (6 months)	369	32	8.67%
Jan 07 to June 07 (6 months)	346	39	11.27%
Total for the year July 2006 - June 2007	715	71	9.93%

- It is essential that all newly arrived refugees continue to have access to counselling services for the duration of the twelve month period post-arrival. However, this has administrative implications for the Consortium in terms of files being re-opened. The fact that exiting STARTTS services is mandatory under the current contract in order for an entrant family to be discharged from the IHSS remains a major issue for the Consortium partners and for post-IHSS services. This has been brought to DIAC's attention at contract management meetings and by community services at network/interagency meetings.

- Lack of NAATI Accredited Interpreters for new and emerging communities continues to be an ongoing issue The following strategies implemented to address this issue include:
    - Identifying potential community members to undertake necessary training to be able to work as interpreters.
    - Consulting with community leaders on how best to find solutions for this difficulty.

  STARTTS continues to employ sessional contract interpreters and use TIS telephone interpreters if available in another state.

- The period between January –June 2007 has been one of considerable demand for STARTTS Training Program for both health and non-health services. As highlighted by previous feedback/evaluations received there remain a number of areas that require further research and development of materials. Developing this information is an identified priority. As mentioned earlier, in May 2007, the Training Officer, Jo-Anne Braithwaite resigned in order to pursue consultancy work. It is important to note that the fact that having to recruit and familiarise new staff with STARTTS training will have an impact in meeting training targets for the next period.

Volunteer coordination

- Management of Newcastle and Wollongong operations from Sydney: A part time Assistant Volunteer Coordinator is still employed in Newcastle. The Coordinator maintains contact with active volunteers in Newcastle and meets regularly with the ACL Case Coordinator to discuss client referrals. The position has now moved permanently into the ACL IHSS site in Darby Street, Cooks Hill. A networked computer and printer have been allocated to the site. Operations in Wollongong are still being managed from Sydney.

- Engaging trained volunteers in Newcastle and Wollongong: This continues to be an ongoing issue for the unit. Mission Australia has put in place a number of strategies to maintain interest in volunteering with IHSS clients. However, when there has been a delay in matching volunteers with IHSS clients due to fluctuating arrival numbers in these locations, sometimes volunteers begin to look elsewhere to become involved. In light of this, some volunteers in Newcastle and Wollongong also assist with post-IHSS services.

Areas which need to be addressed:

- Accommodations issues arising (see pages 14 – 19) are all areas which need to be addressed but which are out of the control of any of the ACL IHSS Consortium partners. Some are within the scope of DIAC to assist. In some cases, Resolve FM have identified some strategies in the Annual Plan 2007 – 2008 to ameliorate the impact of the accommodation crisis in Sydney but which in no way will solve the situation.
- SHP non-attendance at STARTTS: – One way this is being addressed by STARTTS is through home visits increasingly being utilised as a strategy of ensuring clients will be seen. Further, information sessions at ACL colleges continue as well as ensuring Proposers are provided with information about STARTTS services through information sessions by either ACL or directly by counsellors when possible. This issue has been captured in the Annual Plan for 2007/2008.
- STARTTS training - It has become clear over this past 12 months, that further resources need to be put into training in order to be able to do deal with all aspects of what is required i.e. training, delivery , resource development, marketing and support of staff. This has resulted in a review of the training human resources and strategy at STARTTS and additional staff are being recruited in this area. It is important to note that the fact that having to recruit and familiarise new staff with STARTTS training will have an impact in meeting training targets for the next period.

3. - Performance against the output specifications and KPIs; AND

- The extent to which clients were satisfied with the services they received as indicated by client feedback mechanisms.

Case Co-ordination, Information and Referrals (CCIR)

Item:	Contract reference(s):	KPI:	Performance standard:
Samples of needs assessments and case co-ordination plans for entrants (3 cases per contract region to be identified by DIAC)	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xvi	The extent to which Entrants … are assessed for IHSS service delivery and case coordination plans are developed.	Assessments and plans are established consistent with the specifications for 100% of clients.

Please provide needs assessments and case co-ordination plans for entrants with the following Case ID numbers:

Metro North
- 26163
- 27484
- 26226

Metro South
- 26152
- 27723
- 24987

These are provided as Attachments A and B.

Samples of needs assessments and plans of assistance for Proposers (3 cases per contract region, to be identified by DIAC)	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xvi and xx	The extent to which [Entrants and] Proposers are assessed for IHSS service delivery and case coordination plans are developed.	Assessments and plans are established consistent with the specifications for 100% of clients.

Please provide needs assessments and plans of assistance for Proposers of entrants with the following Case ID numbers:

Metro North
- 26447
- 27652
- 17884

Metro South
- 24348
- 26440
- 23949

These are provided as Attachments C and D.

Samples of exit interviews for entrants (3 cases per contract region, to be identified by DIAC)	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xix		

Please provide exit interview documentation for entrants with the following Case ID numbers:

Metro North
- 11169
- 10457
- 11985

Metro South
- 10557
- 14258
- 22318

These are provided as Attachments E and F.

Client feedback re CCIR services	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xviii	The extent to which clients are satisfied with the scope, timeliness and effectiveness of service delivery.	75% of Entrants are satisfied with the scope, timeliness and effectiveness of service delivery.

Client satisfaction with IHSS service delivery by the ACL IHSS Consortium is measured on client exit from the program through a client satisfaction survey instrument. The questions are framed so that they reflect the chronological order in which clients received services. In analysing the data for this report, therefore, the questions were re-grouped to reflect the contract areas on which we need to report. In some cases, one question overlapped more than one reporting area.

In this reporting period, 187 client satisfaction surveys have been analysed.

Results of the survey related to Case Coordination Information and Referral:

There are 5 questions which relate to CCIR and clients are asked to use a 5-point scale to evaluate their level of satisfaction.

	Question 1	**Question 2**	**Question 3**	**Question 4**	**Question 5**
Percentage of clients satisfied with service delivery	91.44% (7.49% empty responses)	93.05% (6.95% empty responses)	67.38% (32.62% empty responses)	80.75% (19.25% empty responses)	35.29% (64.71% did not respond)
Average score out of 5	4.7	4.7	4.6	4.7	4.9

Three of these questions have a high level of empty responses:

Q 3 – referrals to STARTTS
Q 4 – helping you with medical/dental needs
Q 5 – referral for volunteer support

Families arriving in the Sydney area who have family members and links in Sydney have often declined a link to a volunteer, as they feel that they have sufficient support already available to them. In addition, some clients are not always clear about whether someone who is assisting them is a Caseworker or volunteer. These factors may account for the high number of empty responses to question 5.

Further details and analysis of the survey are provided at Attachment G.

Feedback from provider and entrants on any pre-embarkation training and information received by entrant and the impact of this on entrants' ability to cope with new environment	Clause 8.2(e) of Agreement; Schedule 3 of Agreement; RFT Part 1, Clause 5.6.16 and Attachment E, page xviii		

Included in the Exit interview, are two questions about pre-embarkation training:

What sort of training or information about Australia did you receive before you got on the plane?
How was that training helpful?

For those clients who received pre-embarkation training, it was loosely described as "a week" with little detail of the content.

The most common responses to the second question were:

- It made me very confident.
- It was helpful because I received a lot of information about Australia and life in Australia.
- Very helpful.
- Good training.
- Very good information.
- Very helpful – gave me a great view of Australia.
- Excellent information about a new country.

More specific comments include:

- The training was very helpful especially about meeting the client at the airport and giving him orientation on arrival.
- It was helpful especially about culture and Australian law.
- The training was very helpful especially about the schooling system.

However, a contrasting viewpoint was expressed by one client, who said "The information session was through the Australian Embassy, which gave us ideas about what is going on in Australia. But when we are faced with the reality, I was shocked."

Resolve FM, through their interactions with clients, have observed some of the financial pressures which are faced in the early period after arrival. These pressures have been exacerbated by the current problems in the Sydney property market, where clients are paying a higher and higher proportion of their income on accommodation. Resolve FM suggest that, since this is a trend across the country, AUSCO training should include some information on the cost of living in Australia and the potential limits on "discretionary" income that might be available to entrants to repay airfare costs to Proposers, for example, or to support family members left in countries overseas.

Feedback from Proposers on support provided	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xx	The extent to which Proposers are satisfied with the level of support received.	75% of Proposers report that they are satisfied with the level of support received.

In this reporting period, 309 SHP Proposers were interviewed as part of the exiting procedures to measure their level of satisfaction with support provided to them. There are 6 questions in the survey, 5 of which relate to specific services received, with the final question about overall level of satisfaction with all services.

The following is a summary of the survey findings:

Question 1 is a yes/no question about the information package which is provided to Proposers. 293 people reported receiving the package, 12 people reported that they did not receive the package and there were 4 empty responses to this item.

Question 5 is also a yes/no question about whether or not the entrant family received a Household Goods Package. 302 people responded that the family did receive a package, 1 responded that the family did not receive a package and there were 6 empty responses to this item.

Questions of satisfaction:

	Question 2 **Information from Case Coordinator**	**Question 3** **Help from Case Coordinator to solve problems**	**Question 4** **Help with LTA & satisfaction**	**Question 6** **Overall satisfaction with services**
Satisfied/very satisfied	98.70%	84.42%	2.58%	98.39%
Not at all satisfied	0.65% (2 people)	1.29% (4 people)	0.65% (2 people)	1.29% (4 people)
Not applicable			92.24%	
Empty responses	0.65% (2 people)	14.24% (44 people)	4.53% (14 people)	0.32% (1 person)

Further details and analysis of the survey are provided at Attachment H.

Client feedback on assistance provided to develop community networks	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxi	The extent to which entrants are satisfied with the assistance provided.	75% of entrants report that they are satisfied with the level of support received.

Client satisfaction with IHSS service delivery by the ACL IHSS Consortium is measured on client exit from the program through a client satisfaction survey instrument. The questions are framed so that they reflect the chronological order in which clients received services. In analysing the data for this report, therefore, the questions were re-grouped to reflect the contract areas on which we need to report. In some cases, one question overlapped more than one reporting area.

In this reporting period, 187 client satisfaction surveys have been analysed.

Results of the survey related to assistance provided to develop community networks:

There are 3 questions which relate to community networks and clients are asked to use a 5-point scale to evaluate their level of satisfaction.

	Question 1	**Question 2**	**Question 3**
Percentage of clients satisfied with service delivery	47.05% 52.95% empty responses	85.56% 14.44% empty responses	35.29% 64.71% empty responses
Average score out of 5	4.7	4.7	4.8

For all three questions, there were no respondents who gave a rating of 1 or 2 – all those who responded gave a rating of three or higher (1 being the lowest rating and 5 being the highest rating). The high level of empty responses to questions 1 and 3 could be due to the service not being applicable to them. In these questions, there is no option to answer N/A.

Further details and analysis of the survey are provided at Attachment G.

Report on the development and maintenance of collaborative relationships with other providers	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxi	The extent to which the SP is able to establish collaborative relationships.	DIAC is satisfied with the extent of relationships established by the SP.

The ACL IHSS Consortium has developed and maintained relationships with a wide range of other providers as an integral component of service delivery. These ongoing relationships encourage and facilitate access by Entrants to the services they require.

***AMEP Service providers*:** In the contract regions managed by the Consortium, there are three AMEP providers. Relationships with these providers are maintained on two levels.

At the program management level, there are a range of opportunities for interactions between the ACL IHSS Consortium and AMEP providers. AMEP providers are regularly invited to attend the quarterly IHSS Community Advisory Panel (ICAP) meetings, at which they are offered an opportunity to provide feedback to the Consortium on any issues arising in relation to IHSS clients accessing AMEP programs. AMEP providers and IHSS staff are members of several interactive forums where there are opportunities for discussion of any issues arising (such as the Illawarra Refugee Issues Forum, the Refugee Support Network (Sydney and Newcastle), the Humanitarian and Refugee Settlement Forum and several LGA-related Interagency meetings. ACL staff also maintain one-to-one relationships with AMEP providers on a more informal basis so that any issues arising may be discussed and resolved as they come up. This is particularly the case in the smaller centres of Newcastle and Wollongong, where interactions between IHSS and AMEP are very frequent and often face-to-face.

At the service delivery level:

- A complete list of all AMEP centres across NSW is provided in the Refugee and Proposer information packs which we compile and distribute to all clients. This lists the name of the centre, the address and a contact telephone number. We include the entire list in the knowledge that some clients may move elsewhere in NSW and may want information about services available in their new location.

- In the interview conducted with new arrivals by the Case Coordinator, entitlement to the AMEP is discussed, including the processes involved for registration, assessment and allocation to classes. The exact entitlement to hours is described as 510 hours with the possibility for an additional 100 or 400 hours depending upon their eligibility. Our staff do not have the AMEP expertise to be exact about eligibility, so they advise that the College/Centre will discuss this with them when they are ready to enrol.

- The Case Coordinator allocates a Caseworker, or asks the Proposer, to take every client to register for the AMEP. ACL links them to the AMEP centre which is closest to where they live, in the interests of increasing the chance that they will attend. If the Proposer is unable to assist, ACL will allocate a Caseworker to assist SHP clients to register and enrol in the AMEP. If anyone were to request assistance to enrol at any other centre which is not closest to them, this request would be honoured.

- Generally, options for study, such as Home Tutor Scheme and Distance Learning (in addition to the option of face-to-face classroom tuition) are not discussed with clients unless there is an obvious reason to do with the client's circumstances. In most cases, ACL expects that this discussion about options for learning would be conducted by the relevant AMEP provider in the context of the assessment interview.

- Many families prefer to wait until they have moved to LTA before beginning their study. Given the delays being experienced in moving from STA to LTA for refugees, ACL encourages them to begin study as soon as practicable. They are reassured that, should they move to another area in Sydney, they can transfer and continue their study without interruption.

In this reporting period, one of the Case Coordinator Team Leaders was invited to do a presentation to all of the AMEP counsellors who work in the ACL AMEP Consortium. The purpose of this session was two-fold: to provide counsellors with information about the range of settlement services offered in the IHSS and to negotiate communication protocols between counsellors and IHSS staff.

Refugee support services: As mentioned above, ACL IHSS Consortium staff (principally the Manager, IHSS, the Manager, Community Relations and the Promotions and Training Coordinator) participate in a wide range of refugee networks which operate in the regions within which the Consortium delivers services. Attendance at these network meetings serve the dual purpose of providing information about IHSS service delivery and receiving feedback from organisations in the field about issues they are aware of through their interactions with refugees and humanitarian entrants. This aspect of our work has been significantly bolstered in this reporting period and every attempt has been made to have at least one IHSS representative at network meetings.

Organisations providing community-based support for refugees and humanitarian entrants regularly advise the Consortium of the range of programs offered so that ACL may make appropriate referrals to their programs. The Case Coordinator Team Leaders are in the process of compiling resource booklets of program information available to our clients. It is expected that these resources will assist in case management, in terms of supplementary services that clients can access while still being assisted in the IHSS. These will also assist at the time that exit referral decisions are made jointly by Case Coordinators and Team Leaders.

Specific and ongoing interactions between the Consortium and MRCs/MSAs have been established for the purposes to exiting and referring IHSS clients to post-IHSS services. Referral processes and information requirements have been discussed and negotiated and continue to be improved. The conduct of monthly exit ceremonies at participating MRCs, which provided a joint event which signified a milestone for clients in their settlement process, were temporarily discontinued during this reporting period. This decision was taken in light of the large number of families which needed to be exited over a short period of time. A temporary Exit Team was employed to conduct exit interviews, client satisfaction surveys and to prepare the exit paperwork for both clients and post-IHSS service providers. As was foreshadowed in the Annual Report 2007– 2008 and with the disbanding of the Exit Team in July 2007, exit processes will be reviewed. Referral processes will be discussed and negotiated again with MRCs and MSAs.

In addition, the Promotions and Training Coordinator at ACL has delivered a range of presentations to interagency meetings and SGP workers. Examples in this reporting period of collaborative work include:

- Participation in the Blacktown City Community Services Conference and Expo, which was organised by Blacktown City Council, Blacktown MRC, Community resource Network and the Mt Druitt Community Ministry.
- A presentation on IHSS as a part of a Legal Aid community workshop for refugees and migrants organised by Illawarra Multicultural Services in Wollongong.
- Participation in a Volunteer network convened by IMS in Wollongong.
- A partnership with Northern Settlement Services in Newcastle to provide information sessions for newly-arrived refugees in the Newcastle area. The theme of these sessions is accessing services in Newcastle and information is provided by representatives of mainstream services, IHSS and SGP-funded service delivery programs.

- Advice and support provided to Fairfield MRC for their project (funded by the Office of Fair Trading) to develop a tenancy DVD for African clients. Resolve FM, in particular, have provided relevant tenancy information and also made available some of their STA properties for the purposes on filming on location.

Mainstream services: As with the AMEP providers, relationships between the Consortium and mainstream providers are maintained at both management and operational levels. Management interactions tend to focus on the big picture – policy changes or significant procedural changes which will affect the way either organisation will conduct their business.

In relation to mainstream networking and relationship building, ACL is focused on those agencies that are most likely to interact with any aspect of initial refugee settlement. To this end, ACL regularly has:

- Meetings with Intensive English Centres and presentation of IHSS Information Sessions
- Meetings with NSW Police Ethnic Community Liaison Officers and presentation of IHSS Information Sessions
- Meetings with Family Support Services and Domestic Violence Liaison Officers with the NSW Police
- Meetings and liaison with Tenancy Advice and Advocacy Services (WESTS at Parramatta and Southern Sydney TAAP at Campsie)
- Regular meetings with Community Development staff of local government
- Meetings for the NSW DoCS Ethnic Affairs Advisory Group
- Joint Project work with Family Planning NSW on HIV/AIDS education.
- Liaison with the Office of Fair Trading for relevant information on tenancy issues for clients.
- Interactions with NSW Police and local courts in relation to support for clients in domestic violence situations.

At the operational level, casework support is provided to clients to assist them to access mainstream services. Key mainstream agencies which we work with on a very regular basis include:

- NSW Refugee Health
- Local hospitals (including Children's Hospitals)
- Transcultural Mental Health
- Community Mental Health teams
- Multicultural Health Teams
- Local medical centres/GPs
- Medicare
- Centrelink
- Job Capacity Assessment (JCA) providers
- Banks – predominantly the Commonwealth Bank which is "refugee friendly"
- Local Councils
- NSW Department of Education and Training
- NSW Department of Aging, Disability and Home Care
- Office of Fair Trading
- NSW Department of Housing
- Community Housing
- NSW Police, including Ethnic Community Liaison Officers and local courts
- NSW Department of Community Services

ACL has also supported/participated in a number of events sponsored by both refugee support services and mainstream service providers. Examples of some of these which occurred during this reporting period include:

- Baulkham Hills/Holroyd/Parramatta MRC 10th Anniversary celebrations
- Launch of the AMES language learning resource “The Language of Childbirth”
- RCoA Refugee Week Launch at the Australian Theatre for Young People, Walsh Bay
- NSW Refugee Health Service planning day
- ACL, in partnership with DIAC – Refugee Week event including launch of DIAC DVD by the State Director
- Illawarra Volunteer Network meeting
- Attended Auburn MRC Open Day
- Northern Sydney SGP Services Forum
- DEWR "Building Better Connections" workshop Refugee and Humanitarian entrants at Blacktown
- Centrelink Area West Emerging Communities Advisory Group at BHHP MRC
- Social Justice Network Refugee Week speech at Lidcombe
- Wollongong Refugee Week at Wollongong TAFE - Financially sponsored and attended
- Launch of NSW Police "IMPACT" training resource at Auburn Cinemas
- Auburn Council Afghan Hazara Community Consultation at Auburn
- Blacktown Emerging Communities Action Plan meeting/presentation
- African Communities Council Special General Meeting at Granville
- Community Relations Commission – discussion forum on findings of research into settlement needs of African entrants
- Auburn MRC African Community Leadership Training Certificate presentation
- Launch of Employment AMES “Given the Chance” employment project
- South Sudanese and Other Marginalised Areas Association Inc
- STARTTS Community Capacity Building Conference meeting
- African Support Network

Ongoing issues from the last reporting period in relation to accessing mainstream services:

Housing continues to be a resource that is in critically short supply. ACL has been active in networking with mainstream agencies such as Shelter NSW, Tenancy Advice services and Department of Housing officers in order to create a higher level of awareness of the housing needs of refugees and humanitarian entrants into NSW. ACL has regularly attended the NESB Housing Taskforce (convened by Shelter NSW) and also provides a free venue for this group. ACL and Resolve FM participate in the NSW Department of Housing Multicultural Advisory Forum, which is the peak advisory mechanism in the Department for analysing need and providing program advice to the DoH Director General.

Relationships have been established with Local Governments in key refugee settlement areas such as Auburn, Parramatta and Blacktown, Liverpool, Canterbury/Bankstown, Fairfield and Penrith particularly with their community development and social planning staff members. By contributing information to LGA social plans, refugee and SHP entrant settlement issues become integrated into infrastructure and other planning initiatives in key areas of Sydney. From

this process are opportunities for specific project funding through mechanisms such as the NSW Community Builders Area Assistance Scheme, administered by DoCS.

Parental responsibility and child protection: Entrants in the current intake of IHSS clients are presenting with many and complex issues which have a significant impact on their process of settlement. The stressors within these family units are significant and can and do cause, in many cases, family upheaval which may result in DoCS interventions. There is a need for further engagement between ACL and DoCS caseworkers regarding the circumstances and recent history of some of the IHSS clients currently entering NSW. There is also a need to ensure that, as part of the orientation after arrival, clients are made aware of Australian attitudes and legislation which can impact on the family. This is especially an issue when entrants have cultural norms and expectations that any family issues or difficulties will be dealt with through extended family and community conflict resolution mechanisms, rather than by “intervention” from external authorities. ACL participates on the NSW DoCS Ethnic Affairs Advisory Committee.

If/when settlement patterns are influenced by affordable housing locations, ACL will continue to seek out and foster collaborative working relationships with organisations in other areas within the contract regions.

See also Advocacy and Community Awareness-raising Services section of the report (pages 50 - 55).

On Arrival Reception and Assistance (OARA)

Item:	Contract reference(s):	KPI:	Performance standard:
Client feedback on reception and transport to accommodation	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxii	All refugees are met at point of arrival and provided immediate assistance in either continuing their travel or locating appropriate accommodation.	75% of refugees are satisfied with the assistance provided.

Client satisfaction with IHSS service delivery by the ACL IHSS Consortium is measured on client exit from the program through a client satisfaction survey instrument. The questions are framed so that they reflect the chronological order in which clients received services. In analysing the data for this report, therefore, the questions were re-grouped to reflect the contract areas on which we need to report. In some cases, one question overlapped more than one reporting area.

In this reporting period, 187 client satisfaction surveys have been analysed.

Results of the survey related to reception and transport to accommodation:

There are 3 questions which relate to OARA and clients are asked to use a 5-point scale to evaluate their level of satisfaction.

	Question 1	**Question 2**	**Question 3**
Percentage of clients satisfied with service delivery	92.51% 7.49% empty responses	89.84% 10.16% empty responses	81.29% 18.18% empty responses
Average score out of 5	4.6	4.6	4.6

Further details and analysis of the survey are provided at Attachment G.

Client feedback on orientation to accommodation facilities	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxii	The extent to which refugees are capable of confidently and safely utilising the accommodation and its facilities.	75% of Refugees are satisfied with the assistance and information provided.

Client satisfaction with IHSS service delivery by the ACL IHSS Consortium is measured on client exit from the program through a client satisfaction survey instrument. The questions are framed so that they reflect the chronological order in which clients received services. In analysing the data for this report, therefore, the questions were re-grouped to reflect the contract areas on which we need to report. In some cases, one question overlapped more than one reporting area.

In this reporting period, 187 client satisfaction surveys have been analysed.

Results of the survey related to orientation to accommodation facilities:

There are 3 questions which relate to orientation to accommodation facilities and clients are asked to use a 5-point scale to evaluate their level of satisfaction.

	Question 1	**Question 2**	**Question 3**
Percentage of clients satisfied with service delivery	82.89% 16.58% empty responses	82.36% 17.11% empty responses	86.10% 13.37% empty responses
Average score out of 5	4.7	4.7	4.7

Further details and analysis of the survey are provided at Attachment G.

Client feedback on provision of emergency medical attention and/or clothing/footwear	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxiii	The extent to which refugees have emergency requirements / needs met after arrival.	100% of refugees have emergency requirements / needs met within 24 hours of arrival.

Client satisfaction with IHSS service delivery by the ACL IHSS Consortium is measured on client exit from the program through a client satisfaction survey instrument. The questions are framed so that they reflect the chronological order in which clients received services. In analysing the data for this report, therefore, the questions were re-grouped to reflect the contract areas on which we need to report. In some cases, one question overlapped more than one reporting area.

In this reporting period, 187 client satisfaction surveys have been analysed.

There is only one question regarding the provision of emergency clothing/footwear:
47.59% of respondents were satisfied with the service delivery in this area. There were 52.41% of respondents who did not reply to this question. This could be related to this reporting period – from January to June, the weather is reasonably warm and most requests for emergency clothing relate to warm wear required during colder months.

There is no specific question about emergency medical attention on arrival – this is embedded in the question about “meeting you at the airport and checking you were well after the flight”. This is question 1 in the above section on OARA. 92.51% of respondents were satisfied with this service.

Further details and analysis of the survey are provided at Attachment G.

Accommodation Services (AS)

Item:	Contract reference(s):	KPI:	Performance standard:
Client feedback on any initial accommodation provided	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxiv	The extent to which entrants are accommodated in accommodation that meets the standard requirements.	▪ 75% of entrants are satisfied with the standard of accommodation provided ▪ 100% of Initial Accommodation arrangements meet contractual specifications.

Surveys have been carried out on 87 of the 114 family arrivals (i.e. 76.3%) who occupied our short term accommodation on their satisfaction levels with the standard of accommodation provided and an average score of 97.0% was given, an increase in the satisfaction level over the previous six months which was 95.5%. Please see Attachment I for a copy of the survey and the analysis of the survey results.

A number of arrivals are moving in with relatives or links on arrival. For this period the percentage is 31.7%. This figure was much lower than the previous six months, which was 46%

All initial accommodation satisfies the contractual specification due to DIAC initial approval of accommodation used. Some property changes have occurred with details listed in Section 1 above. DIAC have approved all STA property changes.

Client feedback on provision of initial supply of food	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxvi	The extent to which entrants have adequate supplies of appropriate food until such time as income support is received.	75% of entrants are satisfied with the standard of food provided.

Surveys have been carried out on 87 of the 114 family arrivals (i.e. 76.3%) who occupied our short term accommodation on their satisfaction levels with the standard of food provided and an average score of 94.6% was given, an increase in the satisfaction level over the previous six months which was 92%. (refer Attachment I). A number of families still have a number of friends/relatives visit which places a strain on the initial supply of food. At check-in mention is made that the food supplied is for their benefit but some cultures recognise the need to share food. Some clients do not realise that the cash forms part of the food package which has affected the score of the satisfaction levels received.

Client feedback on assistance with tenancy documentation	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxvii	▪ The extent to which an appropriate and acceptable tenancy agreement is explained, understood and signed by entrants using Initial Accommodation. ▪ The extent to which an appropriate and acceptable property condition report is explained, understood and signed by entrants in Initial Accommodation. ▪ The extent to which DIAC's contract manager is consulted prior to the commencement of any eviction proceedings in relation to entrants in Initial Accommodation. ▪ The extent to which entrants are provided with the assistance they need to understand and deal with documents in relation to Longer-Term Accommodation.	▪ 75% of entrants are satisfied with the standard of their tenancy agreement in terms of ease of understanding and fairness. ▪ 75% of entrants are satisfied with the assistance they received in relation to the completion of their property condition report. ▪ DIAC's Contract Manager is consulted in 100% of cases prior to the commencement of any eviction proceedings. ▪ 75% of entrants are happy with the assistance they received in relation to understanding and dealing with documentation associated with Longer-Term Accommodation.

Surveys have been carried out on 87 of the 114 family arrivals (i.e. 76.3%) who occupied our short term accommodation on their satisfaction levels with the standard of their tenancy agreement in terms of ease of understanding and fairness and an average score of 97.5% was given, an increase in the satisfaction level over the previous six months, which was 96% (refer Attachment I). The property condition report forms part of tenancy agreement and as such had the same score as 97.5%.

The licence agreement satisfies the contract but contradicts NSW Tenancy legislation. Should a dispute occur then major issues will be exposed for both the tenant and the landlord. A new agreement was written in liaison with the Southern Sydney Tenants Advice & Advocacy Service. This group were happy with the new agreement when completed. The new agreement was sent to DIAC on 30 August 2006 for approval to use. A response was received on 27 June 2007. The response is currently being investigated. The original agreement is still being used until finalised.

Even though serious breaches of the Tenancy Agreement have occurred, e.g. no rent or utilities being paid by some entrants for the short term accommodation, no evictions has been undertaken.

Client feedback on assistance with finding longer-term accommodation	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxviii	The extent to which entrants are able to find and lease appropriate and affordable Longer-Term Accommodation.	75% of entrants are: ▪ located in longer-term stable accommodation within 4 weeks of arrival. ▪ satisfied with their Longer-Term Accommodation. ▪ satisfied with the level of support they receive in relation to longer-term accommodation.

This KPI has not been met for this period. The number of entrants located in longer-term stable accommodation for this period within 4 weeks of arrival is 38.9%, a significant decrease over the previous six months which was 52.8%. The average days of clients moving to their longer-term accommodation from date of arrival is 52.7 days, a significant increase over the previous six months which was 38.2 days. Please see Attachment J.

There are a number of reasons for not achieving this target but can be grouped as follows:-

1. A high number of suburbs where clients select to live have no affordable properties. Should a property come on the market they are snapped up immediately.

2. Vacating the high number of singles and single parents received from our STA is difficult as their rent is heavily subsidised even after the 4 week period while in our STA

3. A number of entrants impose limitations on us which we cannot meet. For example:-
   - they were extremely selective on the street where they want their property located and in some cases the property construction.
   - a number of entrants have received wrong advice on the type of property they can afford for the rent being paid. This wrong advice impacts on trying to move them to their longer-term accommodation.

4. A number of families keep changing their mind on where they want to live which causes undue stress on both Resolve FM staff and agents.

5. Relatives, friends or links have a high input on telling the families where they should live. This confuses the entrant and delays settlement significantly.

6. Some suburbs selected by entrants have a high application rejection rate by agents.

7. A number of entrants want to share accommodation with friends and as such had to wait till their friend's lease expires so they could relocate together.

8. A large number of entrants have a preconception that they will obtain priority housing with Department of Housing so will not vacate until all avenues have been explored and declined.

Service provider report on assistance provided to entrants in relation to longer-term accommodation	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxviii	The extent to which entrants are able to find and lease appropriate and affordable Longer-Term Accommodation.	75% of entrants are: ▪ located in longer-term stable accommodation within 4 weeks of arrival. ▪ satisfied with their Longer-Term Accommodation. ▪ satisfied with the level of support they receive in relation to longer-term accommodation.

The results of this KPI have been included in the KPI above.

We still have instances of clients who have had written undertaking of Agents/Landlords on having maintenance issues repaired if they sign the lease only to find once the lease is signed the agent/landlord reneges on the agreement and the client is left with a property with serious maintenance issues. We have assisted the clients in addressing the maintenance items agreed but can only go so far as relationship with agents can be damaged if we persist.

Client feedback on provision of Household Goods Assistance	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxix	Entrants' assessed needs are met within overall budget and on time.	100% of entrants receive goods of a satisfactory standard in a timeframe which meets their requirements.

All entrants receive brand new household goods assistance package normally within two days of the order being placed. No complaints have been received on the quality or delay in delivery.

A small number of complaints have been received after delivery, sometimes up to eighteen months later. The complaints are grouped into three categories, namely:-

- no fault found,
- waiting on back order delivery; and
- items requiring service or replacement.

All complaints are investigated and if required items are serviced or replaced without question. Details of these issues are included in Attachment M.

Clients are provided with the option to upgrade a number of furniture items prior to their HGA being delivered. Upgrade items available include larger fridges, larger dining tables and additional chairs, additional beds or double beds instead of single beds, additional lounges and larger televisions. A number of entrants have taken up the option of upgrading furniture items, in particular SHP entrants.

Resolve FM has noted that a number of clients have had difficulty in operating the vacuum cleaner after delivery. Their difficulty is related to not understanding that the dirt bag has to be emptied when full. We include training in the tenancy training as well as explain again when the HGA package is delivered. This training appears to have no impact on some clients. To minimise this problem continuing we now deliver a centrifugal vacuum cleaner which have a dust bin clearly visible as to when it is full.

Client feedback on tenancy training received	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxx	The extent to which entrants are in possession of good household management skills at the end of the training program.	75% of entrants are: ▪ satisfied with the tenancy training provided; and ▪ provided with a reference to assist them secure longer-term accommodation.

Surveys have been carried out on 123 of the 159 family arrivals (i.e. 77.4%) on their satisfaction levels with the tenancy training and an average score of 98.5% was given, an increase in the satisfaction level over the previous six months which was 97%. Please see Attachment N for a copy of the survey and analysis of the results.

All entrants that require a reference to secure longer-term accommodation receive one. The reference can be verbal or written and is tailored to truthfully tell the actual circumstances. For example, if the entrant is behind in paying rent then no mention is made of payment of rent in the reference. Resolve FM has an internal ethical conduct policy and as such cannot make false statements.

Service provider report on tenancy training, including details of references issued	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxx	The extent to which entrants are in possession of good household management skills at the end of the training program.	75% of entrants are: ▪ satisfied with the tenancy training provided; and ▪ are provided with a reference to assist them secure longer-term accommodation.

The results of this KPI have been included in the KPI above.

Service provider report on networking activities with housing providers to improve housing options for entrants	Clause 8.2(f) of Agreement; Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxxi	The extent to which the SP is able to offer appropriate and affordable Longer-Term Accommodation.	75% of entrants are: ▪ located in longer-term stable accommodation within 4 weeks of arrival; and ▪ satisfied with their longer-term accommodation.

The results of this KPI have been included in the KPI on Client Feedback on assistance with finding longer-term accommodation.

We are still a member of the NESB Housing Taskforce which is made up of a number of community groups whose work is related developing strategies to source affordable private rental properties. Resolve FM is also working with the Fairfield MRC African DVD Steering Committee developing an instructional DVD on housing. We have used one of our STA properties as an example rental property in the DVD. This DVD is funded by the NSW Office of Fair Trading and covers the life cycle of renting a property. Topics include how to submit an application for a property, how to apply for Rentstart, an explanation of both a lease and condition report, how to arrange maintenance repairs right through to returning a rental property and receiving the bond back.

As mentioned above, we continue to work with real estate agents in strengthening relationships so refugees are better accepted as part of their clientele. In some instances we have received better than positive responses, in particular one agent in Fairfield and one in Auburn. We have stopped visiting real estate agents to explain our role under the IHSS program as we were finding that by the time a client is available to rent in their area we have to go through the whole process again.

We are still identifying a number of real estate agents who have assisted us in gaining application approvals in the ACL IHSS Newsletter and sending copies to the selected agents to promote what some of their colleagues have done in assisting us in approving private rental properties for clients.

These relationship-building activities have greatly assisted us in sourcing properties in the tight Sydney market.

We also are involved in networking with a number of recognised community groups and Government Departments explaining the accommodation services and sourcing areas which can be adopted to improve the service delivery. Some of the groups have been mentioned above earlier.

Some other areas are planned in the next contract year including doing presentation to other similar groups e.g. Mercy Refugee Services.

Short-Term Torture and Trauma Counselling Services (STTCS)

Item:	Contract reference(s):	KPI:	Performance standard:
Samples of STTCS needs assessments and case plans for entrants (3 cases per contract region, to be nominated by the provider and provided in de-identified form)	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxxii		

- Please provide de-identified needs assessments and case plans for 3 entrants of your choosing which reflect the diversity of your caseload.

  De-identified needs assessments and case plans for 3 entrants from each region are provided as Attachment O (Northern Metropolitan region) and Attachment P (Southern Metropolitan region).

Client feedback on STTCS assessment and referral processes	Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxxii	The extent to which entrants are able to access the counselling support that they need in a timely manner.	100% of entrants report that they have had the opportunity to access appropriate short-term torture and trauma counselling services.

Statistics for STTC referrals detailing referral sources and visa categories for this reporting period are included as Attachment Q.

There is a question in the ACL client satisfaction survey conducted when a client exits the IHSS which refers to the level of client satisfaction related to STARTTS referrals. On a rating scale for 1 – 5 (1 being low and 5 being high), all respondents indicated satisfaction with the referral process (a rating of 3 or higher). This data is included in the analysis of the satisfaction survey results in Attachment G.

All clients and referral organisations are sent a letter within forty-eight hours of receipt of the referral informing them that the referral has been received by STARTTS. The client is sent information about STARTTS and is asked to contact STARTTS in order to discuss how the service can support them. STARTTS measures timely access to assessment and counselling services in the following ways:

1. length of time from date referral received to date allocated to counsellor:
2. length of time from date of allocation to date of counsellor's first attempt at contact
3. length of time from date of first attempted contact to date of first assessment session

The table below provides both the mean and median in days for each one of the above criteria for the 291 families where assessment was completed during the period I January – 30 June 2007.

	Length of time between Referral date and allocation date (in days)	Length of time between allocation and first attempt at contact (in days)	Length of time between first attempt at contact and first assessment session.
Mean	42.04	4.66	18.91
Median	21	1	9

There have been up to 7 occasions in each criterion that have been identified as “uncharacteristic” and excluded when calculating these figures. These have been investigated with action being taken to address any issues. To have included these occurrences would have provided a less accurate picture of STARTTS’ responsiveness to referred entrants.

The strategy of transfer of Counsellors from the Northern Region to the Southern Metropolitan Region team was utilised in order to respond to the demand for services in that region. The main issue that has impacted on STARTTS responsiveness in this period, particularly in terms of clients being allocated for intervention, has been the difficulty in recruiting suitably qualified and experienced counsellors. Both teams have operated at a reduced capacity in terms of staff for the entirety of the 6 month period while demand for services has remained high. While new staff have been employed within the service, given the need for a comprehensive induction and training process, it is a number of weeks before newly recruited counsellors are able to work to a full caseload.

Indeed, staff recruitment has been an issue for the entire 12 month period as there has been significant staff turnover as well as the need for staffing level increase due to the high demand for STARTTS STTTC service. However, all counsellor positions on the teams are now filled (including locum positions for counsellors who are on leave) and it is anticipated that this will assist STARTTS in being more able to meet contractual Key Performance Indicators in relation to responsiveness in the next 12 month period.

STARTTS is well within the requirements of providing “an average of 8 sessions” per client for short-term intervention as the statistics below show:

Southern Metropolitan Region (1/01/07-30/06/07)		**Northern Metropolitan Region (1/01/07-30/06/07)**	
Average number of sessions (assessment and counselling) per counselling client	***5.71***	*Average number of sessions (assessment and counselling) per counselling client*	***5.52***

Client feedback has been obtained through clients' achievement of identified objectives and goals within the assessment process. This has been completed for the period 1 Jan - 30 June 2007. The table below provide information on families who completed assessment during the period 1 Jan - 30 June 2007

(i) General Client Goals Relating to Early Intervention

These goals have been identified as being relevant to the majority clients that receive an assessment regardless of whether they elect to receive short-term intervention. Counsellors, through discussion with clients, establish these goals and at completion of assessment, record whether they have been achieved. In the current period assessment goal reviews were conducted with the 291 family units who completed assessment during this period. Not all goals are relevant for all clients. For example, not all clients will be experiencing significant psychological symptoms. The majority of clients however, may require support and psycho-education concerning the impact of past experiences and take away with them a greater understanding of the resettlement process.

GENERAL GOALS ACHIEVED ON ASSESSED CLIENTS (291 families)
FROM 1 January 2007 TO 30 June 2007

Assessment Goals	Goal Achieved
In discussion with client:	
How to contact relevant health services.	116
Understanding how past experiences affect life.	225
Manage psych symptom daily effects.	134
Understanding the resettlement process.	256
At completion of assessment:	
Client participation in decisions about help	257
Has settlement been assisted by contact?	223

The above statistics are showing that there are significant numbers of clients where counsellors are noting uncertainty about how clients are able to participate in the decision making process and how much settlement is being assisted by counselling. The result appears to have been affected by some misunderstanding amongst counsellors about how these goals were to be filled out and for whom. This has now been clarified with all counsellors.

Client feedback on STTCS interventions	Schedule 3 of Agreement: RFT Part 1, Attachment E, page xxxii	The extent to which counselling sessions provided meet the needs of entrants.	75% of entrants are satisfied with the service provided.

Client feedback has been obtained through clients' achievement of identified objectives and goals within the assessment and counselling process. This has been completed for the period 1 January - 30 June 2007:

(i) Clinical Goals Review on discharge
Clinical goals are reviewed upon discharge from the service. At case closure, the degree of achievement is rated using the same scale as that described for general goals. It is recognised that goals can change in the course of client contact but it is not possible to report at closure on a different set of goals.

Clinical goals are established with clients at the end of the assessment period on the assessment/case plan form. Below are the clinical options that have been established:

1. Manage traumatic stress symptoms
2. Manage anxiety symptoms other than traumatic stress symptoms
3. Manage anger/aggressive behaviour
4. Manage depression
5. Manage psychosomatic symptoms
6. Manage psychological symptoms other than the above
7. Manage grief reaction
8. Address social isolation by fostering networks which are meaningful to client
9. Linking or case management required when involving services addressing treatment of a psychiatric disorder
10. Strengthening family functioning
11. Supportive counselling in relation to settlement and health needs
12. Other (as per client specification)

In this period for the 196 clients (177 families; in some families more than one family member was seen for individual counselling) where short-term intervention has been completed, the referral and assessment could have occurred prior to this reporting period. The table below provides information on short-term intervention cases that were closed during the reporting period. (For data collection purposes it is not known whether a client has received a short-term intervention until the case is closed and the time spent on the case totalled.) At the conclusion of the counselling process, the counsellor and client together identify the degree of achievement attained for each one of the goals on the case plan.

1 January 2007 - 30 June 2007

Number of clients who are being reported upon: 196

Goal Description	Minimal Achievement (a)	Moderate Achievement (b)	Significant Achievement (c)	Percentage of clients reporting moderate to significant achievement (d) = (b+c)*100
Goal A: Manage traumatic stress symptoms	25	71	3	74.75%
Goal B: Manage anxiety symptoms other than traumatic stress symptoms	14	47	7	79.41%
Goal C: Manage anger/aggressive behaviour	6	13	1	70.00%
Goal D: Manage depression	8	15	1	66.67%
Goal E: Manage psychosomatic symptoms	5	5		50.00%
Goal F: Manage psychological symptoms other than above	8	11	1	60.00%
Goal G: Manage grief reaction	12	17	4	63.64%
Goal H: Address social isolation by fostering networks which are meaningful to the client	17	60	12	80.90%
Goal I: Linking or case management required when involving services addressing treatment of a psychiatric disorder	4	10	11	84.00%
Goal J: Strengthening family functioning	31	33	19	62.65%
Goal K: Supportive counselling in relation to settlement and health needs	14	54	38	86.79%

As mentioned in the last report, it should be noted that counsellors continue to observe an increased complexity and range of symptoms in the current intake of clients assisted by the Early Intervention Programme

Service provider report against the advocacy and training activities plan for medical services and health professionals in relation to refugee health/torture and trauma issues	Clause 8.2(g) of Agreement; Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxxiv	The extent to which DIAC is satisfied that agreed activities have been undertaken and reported on.	DIAC satisfied that all agreed activities have been undertaken in a satisfactory manner.

A table which summarises the sessions delivered in this reporting period is provided as Attachment R. This should be read in conjunction with the previous six-monthly report for a total list of health and allied health training provided for the year.

Participant Evaluation and Feedback

STARTTS training delivered during the period has variously ranged from one to 7 hours (1 day) duration per session. STARTTS do not administer evaluation sheets when conducting training/information sessions of less than three hours duration.

On the occasion of this report it is noted that the rate of completion of evaluations has significantly improved since the previous report. This had been identified as an area which needed improvement. There is now an increased awareness among staff of the importance of having evaluations completed although there is still room for more improvement in this area.

Southern & Northern Metropolitan

Evaluations received: 138

Question Text	Answer Text	Participants	%age of Total
I will be able to use what I learnt in this training.		**133**	
	2	2	1.5%
	3	41	30.8%
	4	90	67.7%
The content was relevant to my job.		**138**	
	2	4	3.0%
	3	41	30.8%
	4	92	69.2%
	1	1	
The content was the right level for me.		**138**	
	2	5	3.8%
	3	50	37.6%

	4	82	61.7%
	1	1	0.8%
The trainer was well prepared.		**134**	
	2	1	0.8%
	3	19	14.3%
	4	113	85.0%
	1	1	0.8%

In terms of the evaluations received, the most frequent suggestion for improvement continues to be the need for more time. Organisations are still often requesting the full range of training topics available from STARTTS despite restrictions in the amount of time they are able to set aside for the training to take place. In these situations, it is a challenge to meet the specific needs and expectations of training requests. An effort continues to be made to address this at point of intake of training requests. Where an organisation is clearly not realistic about the level of detailed information they are requesting with respect to the time they are allowing for the training, alternate options are being discussed with them. STARTTS continues to strive to provide flexibility of approach in terms of training and offers the opportunity for organisations to request ongoing training on specific topics so that a more in depth learning experience can take place on each occasion. This will allow for the inclusion of learning activities that enable practice of skills and integration of information.

However, this means of delivery and structure does impact on resources within STARTTS both financially and in terms of availability of staff because of the travel involved.

The following responses reflect some of the feedback received from evaluations:

- *" So relevant and will be able to put into everyday use."* (Counsellor)
- *"Up to date and clinically informative."* (Counsellor)
- *"The trainer/facilitators were flexible, good in teaching."* (Caseworker)
- *"Up to date knowledge. Useful strategies."* (Psychologist)
- *"Reassured me of a lot of things I already know/do."* (Psychologist)
- *"Gave me a better understanding of how to deal with a refugee during an interview."* (Physiotherapist)
- *"The trainer had exceptional knowledge in the area."* (Social Worker)
- *"It was a good eye opener and helped expand my narrow minded views of refugees."* (Nurse)

Areas for improvement

- *"More clinical input"* (counsellor)
- *"More casework examples"*
- *"More time"*

Advocacy and Community Awareness Raising Services (ACARS)

Item:	Contract reference(s):	KPI:	Performance standard:
Service provider report against Advocacy and Community Awareness Raising activities plan	Clause 8.2(h) of Agreement; Schedule 3 of Agreement; RFT Part 1, Attachment E, page xxxvii	The extent to which DIAC is satisfied that agreed activities have been undertaken and reported on.	DIAC satisfied that all agreed activities have been undertaken in a satisfactory manner.

The Consortium approach

The ACL IHSS Consortium has continued to adopt a collaborative approach to working with other mainstream services and settlement service providers to integrate the IHSS within the wider social context.

Like most areas of IHSS work, advocacy and community awareness raising activities are conducted at two levels: the more formal, “big picture”, policy levels and the more informal, on-the-ground, problem-solving level, which is the usual approach for particular cases.

Opportunities for having an impact on policies and practices of other service delivery organisations are actively sought and highly valued by IHSS staff. More often than not, these take the form of representation on advisory panels, taskforces, project steering committees and so on. These are often opportunities to influence policies and procedures or project outcomes which, if effectively implemented, will ensure that the needs of IHSS clients will be considered and that services available to them will be effectively delivered. Examples of this type of advocacy in this reporting period include:

- Shelter NSW
- Department of Housing Multicultural Forum
- Refugee Health Improvement Network (RHIN)
- Fairfield MRC Tenancy DVD project Steering Committee
- NSW Refugee Health Service planning day
- Centrelink consultations and discussions, particularly in relation to JCA interviews
- Input into a response to the SCIMA survey regarding the impact on our clients of the Welfare to Work initiatives.
- Emerging Communities Advisory Group convened by Centrelink
- NSW DoCS Ethnic Affairs Advisory Group
- Joint project work with Family Planning NSW on HIV/AIDS education

There is an advocacy and awareness-raising aspect of the formal reporting done by the Manager, IHSS at key network meetings. It has been a conscious strategy to provide well-prepared, written reports to these meetings with sufficient detail for other organisations to understand the IHSS service delivery by the Consortium to the current cohort of entrant families. The most important aspect of these reports, and the section which generates the most interest and discussion, is the identification of issues arising for clients in their early months after arrival. The identification and dissemination of these issues is a critical component of effecting change in the service delivery of other organisations.

There is a significant body of advocacy and awareness-raising work on the ground which does not manifest itself in meetings or presentation sessions but rather multiple conversations and often informal liaison. This work is sometimes conducted in a generalised way (how can we do this better?) and sometimes on a case by case basis.

With mainstream service providers, the aim is to ensure that IHSS clients are dealt with sensitively and appropriately. If it takes 3 or 4 phone calls to a hospital social worker, school counsellor or a specialist's receptionist to ensure that our client gets the service that s/he requires, then that is the approach that will be taken. The main areas where these informal interventions are conducted seem to be in health (including mental health), schooling, housing, child protection and domestic violence/family breakdown.

Community relations as capacity-building, advocacy and awareness-raising with key IHSS communities

The overall key objective of the ACL Community Relations plan is to engage with and support emerging client groups to access the IHSS program, as well as the range of settlement services. The focus over the past 12 months has been to foster better relations and to re-institute more productive working relationships with a range of existing IHSS client communities, in particular communities from southern Sudan. Aside from this aspect, ACL is active in connecting with emerging communities, such as those from Central Africa and Burma.

In addition to the direct work with IHSS client communities, ACL also actively engages with a range of mainstream service providers; State, Federal and NGOs, where appropriate to ensure that such agencies are better placed to work, either with ACL to service our client group, or to directly access them for the purposes of their own engagement. ACL is committed to a unified approach to community relations across the two key settlement programs of IHSS and the AMEP. ACL conducts its community relations activities with a range of organisations, representative bodies and key community leaders.

In relation to liaison and engagement with client communities, ACL has set aside funds to be accessed by these organisations to assist them with the staging of cultural events, information sessions and capacity building activities. ACL also provides considerable in-kind support to client communities by provision of equipment (Public Address system, data projectors, screens etc) and access to meeting and function rooms.

Examples of this type of support include:

- Emerging Communities Community Radio Strategy – provides airtime fees sponsorship for: Sudanese (Dinka) Radio, Sierra Leone/West African Radio, Assyrian Radio (non-Moslem Iraqis) and an African Youth Radio in partnership with Blacktown MRC. The Emerging Communities Community Radio Strategy allows first language communication with target communities on the range of settlement support available, breaks down social isolation and helps in building the capacity and confidence of target communities to take charge of their own affairs.

- Australian Afghan Hassanian Youth Association Inc have an MoU with ACL for ongoing use (donated) of five classrooms at the ACL Auburn College 'annex" (in South Parade). Community language schools (175 students) operate from there, as does a FICT program, youth programs and women's groups.

- Provision of sponsorship funds to the South Sudanese and other Marginalised Areas Inc, as a contribution towards the development of a Strategic Plan for the South Sudanese community's ongoing development across NSW.
- Liberian Community Association – assistance with internal planning, management support around appropriate volunteer service provision and use of meeting rooms.
- Burundian Community – in conjunction with STARTTS, provided and operated equipment for a community cultural day and participated in their steering committee process.
- Sabian Mandaean Association in Australia Ltd – one of the larger emerging communities who have reasonable community capacity but due to the size of their Intake, need additional support that compliments the existing capacity. This has taken the form of assistance with identification of needs in relation to preparation of funding applications (small grants through local government), provision of equipment, co-sponsorship of an International Mandaean Conference at Sydney University. This has provided the basis for a very durable working relationship that has assisted immensely with service provision due to the trust that has built up. ACL's AMEP partner in Liverpool, UWS English Centre has also agreed to conduct AMEP community classes at the Mandaean Resource Centre offices in Liverpool.
- Combined Sierra Leone communities Independence Day – ACL sponsored and participated in this important event for the Sierra Leonean community that was organised by eight different Sierra Leone groups who operate out of Blacktown MRC. This in turn has led to further collaboration in terms of employment and training pathways community information sessions, with initial focus on university access and to be followed by TAFE access information and other labour market entry level Certificate 2 courses.
- African Workers' Network Strategic Planning Day – sponsored by ACL and STARTTS as a way to allow better cooperation between workers with African communities, even though they are drawn from a range of different government and non-government organisations. AWN also sends representatives to ACL's AMEP Community Advisory Panel and the IHSS Community Advisory Panel.

Further, ACL has also played a facilitation and link role with community leaders (from key IHSS communities) and local political representatives, where appropriate and where possible. This is part of capacity building, gaining experience and the confidence to be able to chart a particular community's destiny in a manner consistent with principles of civics participation at all levels.

General strategies

- Various ACL IHSS staff members have attended most interagency meetings in this reporting period.
- ACL participated in a Proposer Information Session for Proposers coordinated by the Fairfield MRC in this reporting period. At numerous refugee network meetings, ACL has offered to contribute to information sessions in any area of Sydney, Newcastle or Wollongong if there is sufficient demand.
- ACL convenes the Illawarra Refugee Issues Forum and has participated in the Volunteer networking meetings convened by IMS in Wollongong.
- IHSS Community Advisory Panel (ICAP) meetings have been held on a quarterly basis in Sydney. A sub-group of the ICAP was formed to consider issues related to effectively supporting clients experiencing domestic violence. These are attended by a range of government and community-based organisations with an interest in refugee and humanitarian settlement in Sydney. The range and scope of organisations attending these quarterly meetings has been increasing with

each meeting. There has been valuable discussion about issues arising and ample opportunities for all participants to provide feedback to the Consortium on any aspect of service delivery.

- The ACL IHSS Consortium Newsletter was published and disseminated in this reporting period.
- ACL continues to promote the service and provide training, when requested, to community organisations and service providers.
- ACL continues with the program of meeting with Members of Parliament to inform them of the IHSS service and the way in which ACL is assisting humanitarian entrants under this service.
- ACL continues to liaise with organisations able to assist humanitarian entrants, such as charity organisations (for second-hand goods and assistance with paying bills), Red Cross Tracing, immigration advisory services and tenancy advocacy groups.
- ACL IHSS staff have forged and maintained links with the AMEP service providers in ACL's contract regions to promote integrated service delivery and increase entrant uptake into the AMEP Special Preparatory Program for humanitarian entrants. This includes representatives from AMEP providers attending ICAP meetings and IHSS staff providing information sessions to AMEP staff.
- The ACL Media and Promotions Manager (working with both IHSS and AMEP Managers) took every opportunity, with some success, to have refugee and SHP stories published during this reporting period. In particular, a significant effort was launched during both Harmony Day and Refugee Week celebrations. The media strategy includes a focus on having positive stories of successful settlement appear in the print media
- The Managing Director, Government Programs and the Manager, IHSS each met with the producer of a documentary being prepared for SBS television. The documentary would shadow two families from their refugee camp in Somalia through to the end of their first few months settling in Australia. The positive potential for reaching a broad audience with a real-life story of what is colloquially called "the refugee experience" could be immeasurable.
- ACL continues to meet with state and federal members of parliament to ensure that they are well informed about the IHSS program and service delivery in the Northern and Southern Metropolitan regions of Sydney.
- ACL has continued to conduct awareness-raising sessions for mainstream service providers, such as the NSW Department of Education and Training, SGP Forum meetings and other organisations.
- ACL continues to work with the NSW Department of Education and Training to assist refugee children adapt to the school system. Case Coordinators liaise with school counsellors as settlement issues arise for IHSS clients. The Promotion and Training Coordinator attends the Department's Refugee Student Support Group meetings. She also delivered a presentation to the 2nd Regional Forum for schools with refugee students K – 12 which was organised by NSW DET South Western Sydney Region.

Activities conducted by NSW STARTTS:

- STARTTS continues to liaise with representatives of the NSW Department of Education and Training (DET) and the relevant Catholic Dioceses to assist school counsellors and teaching staff to work most effectively with refugee children. This will involve regular training and consultation sessions. Schools with which relationships have been established and maintained in the past 6 months include:

    - Evan High IEC
    - Seven Hills Primary school
    - Chester Hill IEC
    - Auburn North Public school
    - Lewisham IEC
    - Marsden Road Public
    - Liverpool West Public school
    - Cabramatta IEC
    - Lurnea IEC

- STARTTS has continued to participate in and contribute to all relevant refugee network meetings and forums including RIWG (Refugee Issues Working Group), RSN (Refugee Support Network), Sydney and Newcastle, RHIN (Refugee Health Improvement Network), IRIF (Illawarra Refugee Issues Forum) as well as Local Government Area (LGA) specific migrant and refugee network/interagency meetings.

- STARTTS continues to respond to community demand by conducting counselling in outreach centres as required. This assists not only in achieving access and equity outcomes in service delivery but also in establishing effective relationships with health service providers a range of community locations.

Activities conducted by Mission Australia Volunteer Coordination Unit:

- Mission Australia will aim to build a relationship with individuals and relevant community organisations in Sydney, Newcastle and Wollongong to increase awareness of the work of Mission Australia's IHSS volunteers and promote volunteering with the VCU.

  The VCU Coordinators and Service Manager attended several key meetings and participated in events organised by the following community organisations and stakeholders:
  Auburn MRC ; Parramatta MRC; Newcastle and Hunter Region MRC; Centrelink Auburn; Merrylands Police;
  Auburn Humanitarian Interagency; African Support Network; Refuge Support Network; Illawarra Refugee
  Issues Forum, IHSS Community Advisory Panel, AMEP Community Advisory Panel, Legal Aid, ICE. Mercy
  Refugee Service, Anglicare – Humanitarian Counselling Services

- Maintain relationship with CSR group leaders and volunteers working with DIAC in the previous contract
  This is an ongoing activity. The VCU has made contact with all CSR groups under the previous IHSS model. Several volunteers from CSR groups in Sydney and Newcastle attended the initial information Sessions in 2005 and subsequently joined Mission Australia as IHSS volunteers.

- Develop networks with other Mission Australia Community and Employment Services

VCU staff met with management and staff of the following Mission Australia Community and Employment Services:

Newly Arrived Youth Support Services – Cabramatta/ Fairfield	The Big Heart Enterprise – Wollongong
Newcastle / Hunter Rural and Regional Office	AMEP Counselling Service
Home Tutor Scheme and Enhancement Program	Auburn Employment Service
Reconnect – Granville	Mission Australia National Volunteering Unit
National Compliance and Quality Unit	Mission Australia Corporate Volunteer Unit

Looking forward

For the current year, the specific focus of advocacy will be Intensive English Centres in high schools and Ethnic Community Liaison Officers within the NSW Police department.

Please also see the section in this report on work undertaken with refugee support services and mainstream services at pages 30 – 33.

Report on regional planning activities undertaken with other DIAC settlement service providers and mainstream agencies and any needs identified in relation to post-IHSS services	Clause 8.2(i) of Agreement; Schedule 3 of Agreement; RFT Part 1, clause 5.15.3 and Attachment E, page xxxvii-xxxviii		

Identified gaps/barriers to services that have been/are being addressed:

- Adequate tenancy information for newly-arrived humanitarian entrants: Fairfield MRC has received project funding to address this gap in information available by developing a DVD. Resolve FM and ACL are supporting this project by participating on the Steering Committee for the project. This project is nearing completion.

- Barrier to accessing health services – medical interpreters: This is a problem which is significant and not likely to be solved in the short-term. ACL has been actively promoting the free Doctors' Priority Line with GPs and specialists in private practice. ACL has been working collaboratively with NSW Refugee Health Service to encourage medical practitioners to use qualified medical interpreters. ACL also participates in the Refugee Health Improvement Network (RHIN), which is also attempting to develop effective strategies for influencing medical practitioners on this issue.

- Barrier to accessing health services – mental health services: This is an ongoing issue as it is apparent that resources for mental health services and supports are limited and stretched near capacity. This will continue to provide difficulties for clients needing to access these services.

- Barrier to accessing community welfare services: This is an ongoing issue as it is apparent that resources for community welfare services and supports are limited and stretched near capacity. This will continue to provide difficulties for clients needing to access these services. This is evidenced by the reluctance of DoCS to provide assistance unless/until the case reaches crisis point.

Gaps/barriers to services which have been identified in this reporting period and which need strategies to be developed or projects initiated:

The first four gaps/barriers to services listed below are still the same as for the last reporting period. While there are some strategies in the offing to address two of these, the others remain ongoing concerns.

- Money management – budgeting on Centrelink benefits continues to be a problem for IHSS clients. ACL has produced some simple information and planning tools but this is an area which needs further resource development. Most available resources in this area are too complicated and therefore inaccessible for newly-arrived clients.

- Tenancy advocacy – once clients are moved into long-term accommodation, IHSS accommodation services are complete. In the current property market, landlords and agents are recalcitrant when it comes to repairing properties, as there are so many potential renters to choose from. IHSS clients have neither the language skills nor the underpinning knowledge to be their own advocates with real estate agents, particularly in relation to repairs. There is a paucity of multi-lingual, print-based materials on tenancy and many tenancy advocate organisations do not have interpreters available to assist clients who have little spoken English. While the FMRC DVD will go some way to assist with information on rights and responsibilities in this area, further consideration needs to be given to the most appropriate referrals or resources for advocacy which could assist clients in this area of their settlement.

- Immigration advice – while these services are available, it seems that the resources are not adequate to meet the demand. Family reunification is an important issue for many IHSS clients who have left family behind in their country of origin or country of asylum. Access to information about options for bringing family members to Australia is of critical importance to them. Having family overseas who may still be in danger or who require money to be sent to them have an impact on the capacity of the family in Australia to settle.

- Complex cases – high needs families: As these families complete their IHSS services and are exited to post-IHSS service providers, the management of these cases will need additional resources. Until the recently-announced program for Complex Case Support is developed and implemented, case complexity still needs to be mentioned as a potential post-IHSS difficulty in the short term.

- Interpreter use in mainstream agencies: There seems to be a widespread expectation by many mainstream agencies that IHSS Caseworkers are employed as interpreters and that they will assist clients in all their interactions with such agencies. Some have accounts with TIS but prefer IHSS Caseworkers to interpret face-to-face. Some have limited access to interpreters, such as certain hours in certain locations in selected languages, which do not necessarily coincide with client needs. Given that IHSS services are intended to be for an average of six months after arrival and that clients arriving with no English language skills will take longer than six months to learn functional English, agencies cannot assume that IHSS Caseworkers can/will be on call to assist with *their* service delivery. While Caseworkers do assist with many referrals and links to mainstream agencies in the first couple of months after arrival, it should be the responsibility of the mainstream agency to ensure that clients are able to access their services by having appropriate interpreting services available.

- Languages of new and emerging communities: There is a lack of NAATI-accredited interpreters in the languages of new and emerging communities. Even where there is a will to provide interpreting assistance, this is not always possible due to limited resources available to agencies and service providers.

General

Item:	Contract reference(s):
Update on Risk Management Plan	RFT Part 1, Clause 5.13.11

Please outline any amendments that have been made to the Risk Management Plan during this reporting period {and provide a copy of the revised plan}.

Comment [gj1]: For Six Monthly Report only

This plan was updated this year and submitted to DIAC with the Annual Plan June 2007.

Item:	Contract reference(s):
Evidence of qualifications and training of torture and trauma counsellors	RFT Part 1, Clause 5.13.5

Please provide a statement on the qualifications and training of torture and trauma counsellors as follows:

- For new counsellors – details of qualifications held, training being undertaken and/or relevant experience;
- For existing counsellors – any additional qualification obtained or training/professional development completed during the reporting period.

Staff profiles for new STARTTS counsellors are included as Attachment S (Northern Metropolitan region) and Attachment T (Southern Metropolitan region).

Annual Report

1. Please provide a copy of the annual audited financial statements in accordance with Clause 8.4 of the Agreement.

Audited financial statements will be provided under separate cover by 30/09/07, as agreed by Sam Zjakic.

2. Describe any issues that arose during the year, any strategies implemented to address these and any future strategies for the next planning year.

For any issues that arose during the 2006 – 2007 contract year, a comprehensive range of strategies have been implemented to address these. Issues confronting the Consortium are reported in detail in the Six-monthly report and Annual Report to DIAC, as well as in the Annual Plan and in bi-monthly Contract Management Meeting reports.

Any issues which arise within the Consortium related to improving the seamless delivery of IHSS services are addressed as they arise. The Consortium holds:

- quarterly meetings of service delivery managers and their managers
- monthly meetings of service delivery managers
- bi-lateral meetings between ACL and STARTTS, Resolve FM or Mission Australia service delivery managers

All of these meetings present opportunities for Consortium partners to raise issues and to find creative solutions aimed at improving service delivery to clients. In addition, there is daily email and telephone contact between operational staff across the Consortium, which ensures that there is good communication between all parties as we coordinate service delivery for each client.

The Consortium has always welcomed feedback on service delivery and sees this as an opportunity to improve processes and practices for the benefit of clients. There are a range of mechanisms for this to occur, from the formal, quarterly IHSS Community Advisory Panel (ICAP) meetings to local interagency meetings to informal telephone calls with the relevant IHSS staff member.

There has been a marked improvement in the cooperation and collaboration between the Consortium and other agencies, both mainstream and in the settlement sector. As a new organisation in a defined sector of community services, the Consortium has had to prove its capacity to deliver a high quality service to vulnerable clients while under intense scrutiny.

Despite the Consortium's best efforts, however, there have been and will always be issues arising in service delivery that cannot be addressed by the Consortium because the cause is beyond the control of any of the Consortium partners. There have been many such issues during the year and they have been reported on and drawn to the Department's attention as we become aware of them.

External issues which have impacted on the IHSS this year include:

- changes in the Sydney property market (reduced vacancy rates and higher rents) which have impacted on our capacity to source and secure long-term accommodation;

- delays by the Australian Taxation Office in allocating Tax File Numbers, which creates a delay in Centrelink's capacity to calculate and pay the correct amount of benefits. This particularly affects families with children and the calculation of the Family Tax Benefit. This has a flow-on effect on rent deductions for short-term accommodation;

- complex needs of clients – as the Humanitarian Program targets people world-wide in need of protection, there will always be a cohort of clients referred to the IHSS with very complex settlement needs;
- the nexus between the "average" of six months expected in the IHSS, the entitlement to access short-term torture and trauma counselling services throughout the first twelve months after arrival and the requirement to ensure that all service delivery is complete before exiting a client from the IHSS;
- the timeliness of information received by the Consortium; for example, a red alert which arrived after the family had already entered Australia;
- gaps in the implementation of the PDMS, which result in being ill-prepared to deal with urgent medical conditions;
- interpreters: reluctance of GPs and specialists in private practice to use the Doctors' Priority Line or face-to-face medical interpreters, limited availability of interpreters within mainstream agencies, lack of NAATI-accredited interpreters in languages of new and emerging communities;
- changes in operational procedures by other organisations which complicate IHSS service delivery for clients; for example, the implementation of Welfare to Work policies requiring additional appointments and support from IHSS providers, changes to Department of Housing application processes which affect the finalisation processes involved in securing long-term accommodation;

For more complete information, please see:

Six-monthly report – July – December 2006 – in particular, section 2 (pages 17 – 21), section 3 (pages 33-35), ACARS section (pages 48 – 49)

This report for the period January – June 2007 – in particular, section 2 (pages 14 - 22), section 3 (page 38), ACARS section (pages 56 - 57)

ACL IHSS Consortium Annual Plan 2007 – 2007 – in particular, "Areas for improvement and emerging issues" section (pages 16 – 21)

These three documents outline issues that have arisen during the year and any strategies implemented to address these. Future strategies for the next planning year are embedded in the Annual Plan, as issues which still need to be attended to will be addressed in this current year.

Volunteer Co-ordination (VC)

Item:	Contract reference(s):	KPI:	Performance standard:
Volunteer feedback on satisfaction with volunteer management processes	Clause 9.5 of Agreement; Schedule 3 of Agreement; RFT Part 1, Clauses 5.10.10 and 5.15.4 and Attachment E, page xxxvi	The extent to which the management framework is established and implemented in accordance with the requirements.	75% of volunteers satisfied with: ▪ volunteer support provided; and ▪ volunteer management arrangements.

The Annual Survey of Mission Australia volunteers was conducted in May 2007.

A complete report on the conduct of the survey, analysis of the results and a copy of the blank survey tool are all provided in Attachment U.

Training conducted for Staff

ACL IHSS CONSORTIUM TRAINING - January – June 2007

Date	Time & Location	Type of Training	Trainer	For:
06 March 2007	6-9pm ACL Auburn	Introduction to Volunteer Support - IHSS	Volunteer Coordinator - MA	Mission Australia Volunteers
13 March 2007	6-9pm ACL Auburn	Cross Cultural Awareness Training & Adult Learning Principles Accommodation Services	Jill Gillespie ACL Cathy Williams RFM	Mission Australia Volunteers
20 March 2007	6-9pm ACL Auburn	Introduction to Working with Survivors of Torture and Trauma	Jo Braithwaite STARTTS	Mission Australia Volunteers
16 March 2007	9-4pm ACL Auburn	Introduction to Working with Survivors of Torture and Trauma	Jo Braithwaite STARTTS	Case Workers
23 March 2007	2-5pm ACL Auburn	Writing Case notes	Denita Seta, Alysious Kamara	Case Workers
03 April 2007	10-2pm Wollongong	Pay Claims, Petty Cash, Car Allowance & Writing Case notes	Denita Seta, Alysious Kamara	Wollongong CASE WORKERS
13 April 2007	2-5pm ACL Auburn	Centrelink & Job Capacity Assessment	Lidija Djurovic & David Titmus	Case Workers and Case Coordinators
14 & 21 April 2007	9-5pm at ACL Auburn	Senior First Aid	St John Ambulance	Case Workers and Case Coordinators
9 & 16 May 2007	9:30-3:30pm at ACL Auburn	Disability & Rights in Australia	Barbel Winter / MDAA	Case Coordinators
11 May 2007	2-4pm at ACL Auburn	Writing Case notes, Policy & Procedures	Denita Seta	Case Workers
18 May 2007	2-4pm ACL Auburn	Accommodation Services - Short & Long Term Accommodation	Resolve FM	Case Workers and Case Coordinators
06 Jun 2007	2-5pm ACL Auburn	Ethics and Conflict of interest	Alysious Kamara	Case Workers
15 Jun 2007	1-4pm ACL Auburn	Communication Skills	Esber Melhem STARTTS	Case Workers
19 Jun 2007	10:30am-1:30pm Wollongong	Ethics and Conflict of interest	Alysious Kamara	Case Workers
28 Jun 2007	10-12 pm at Wollongong	Accommodation Services - Short & Long Term Accommodation	Resolve FM	Case Workers and Case Coordinator

Ongoing induction training for new staff conducted by Promotion and Training Coordinator:

1. General Induction and introduction (1hr)
2. Introductory Technology training (1hr)
3. Introduction to IHSS: Policies and Procedures, writing case notes, contractual obligations (2-3hrs)
4. Administrative training: Pay Claims, Petty Cash and Car Allowance, Mobile Phone (2-3hrs)

5. Practical Skills training: airport procedures, STA orientation, basic services: Medicare, Bank, Centrelink, GPs, schools, etc (3 days “shadowing” an experienced case worker, supervised by a case coordinator)

Ongoing training (other)

1. Writing Case Notes
2. ACL IHSS Policies and Procedures

Resolve FM

PROGRESS ON RESOLVE FM ANNUAL TRAINING PLAN FOR JULY 2006 TO JUNE 2007

Type of Training / Topic	Provider	Target	Frequency	Progress for this Reporting Period
IHSS Induction - Policies and Procedures - Administrative - Practical in the field - IHSS Service Principles	Resolve FM	New staff	Ongoing, as needed	Ongoing as needed
ACL IHSS Consortium Overview	Resolve FM	New staff	Ongoing, as needed	Ongoing as needed
Working through case studies of refugee and SHP entrants	ACL Consortium	All staff from Consortium partners	At least once a year	Conducted on 3/11/06 with all consortium members
Introduction to working with Survivors of Torture and Trauma	STARTTS	New staff	3-4 times / year	Ongoing as required
Toolbox Safety Topic – Task Safety Observation Audit	Resolve FM	All Staff	Once/ year	Undertaken in August 2006
Centrelink procedures	Centrelink	All staff	2-3 times / year or as needed	Internal meeting with staff held to discuss changes in Centrelink procedures following the refugee unit being set up in Fairfield on 25/9/06
Toolbox Safety Topic – Manual Handling	Resolve FM	All staff	Once/ year	Undertaken in October 2006
Cross-cultural Awareness and Cross-Cultural Communication	ACL	All staff	1-2 times / year	Planned for next contract year
Conflict Resolution	To be determined	All staff	1-2 times / year	Planned for next contract year
Overview of Humanitarian Program	Margaret Piper	All staff	Once / year	Planned for next contract year
Working with Children / Child Protection	DoCS	Property officers	Once / year	Planned for next contract year
Internal QA audit of staff applying IHSS procedures	Contract Manager	Property Officers	2 times / year	Audit conducted early September 2006. Second audit commenced on some staff in November 2006.
Toolbox Meeting Topics - Housekeeping	Resolve FM	All staff	Once / year	Conducted on 19/1/07
Refresher on working with Survivors of Torture and Trauma	STARTTS	All staff	2-3 times / year	Conducted on 2/3/07
Refresher on working with and understanding the role of volunteers	Mission Australia	All staff	1-2 times / year	Undertaken on 3/11/06

Toolbox Meeting Topics – Manual Handing	Resolve FM	All staff	Once/year	Undertaken on 19/1/07
Social Housing Awareness	NSW Federation of Housing	Leanne Carlow	Ongoing	2 Years to complete
Business Management	TAFE	Brenton Wickman	Ongoing	One year to complete Certificate
Facilities Management	University of Sydney	Nathan Forge	Ongoing	Two years to complete
Toolbox Meeting Topics – Driving Aware	Safety Care	All Staff	Once/year	Conducted on 14/2/07
Cosmic Values Training	Norfolk Group	Garry Hogan	4 days	Conducted on 5th, 6th, 12th, & 13th March
Cosmic Values Coach Training	Norfolk Group	Garry Hogan	1 Day	Conducted on 14/3/07
Cosmic Values Training	Norfolk Group	Brenton Wickman	4 days	Conducted on 3rd, 10th, 17th, 24th April
Cosmic Values Coach Training	Norfolk Group	Brenton Wickman	1 Day	Conducted on 30/4/07
Toolbox Meeting – Safety in the Office	Safety Care	All Staff	Once/year	Conducted on 30/4/07
Cosmic Values Training	Norfolk Group	Cathie Williams	4 days	Conducted on 4th, 11th, 18th, 25th May
Cosmic Values Coach Training	Norfolk Group	Cathie Williams	1 Day	Conducted on 31/5/07
Toolbox Meeting Topics – DIAC Health and Safety Guidelines	Resolve FM	All staff	Ongoing	Conducted on 18/5/07
Cosmic Values Training	Norfolk Group	Luke Vassallo	4 days	Conducted on 7th, 14th, 21st & 28th June
Toolbox Meeting Topics- Department of Housing Rentstart Application Changes	Resolve FM	All staff	As required	Conducted on 20/6/07
Seminar on Housing Stress in the Fairfield LGA	Westhirn	Cathie Williams, Leanne Carlow	Once/year	Conducted on 14/6/07
Utilities Connection	On The Move	Leanne Carlow, Brenton Wickman, Jamie Couse, Garry Hogan	As required	Conducted on 5/6/07

NSW STARTTS

STARTTS is committed to the continuation of internal training for all staff. All new staff receive a comprehensive orientation about the organisation, its service philosophy, and its different programs. In addition, they receive training on the use of the Refugee Comprehensive Assessment Tool (R-CAT) and a comprehensive programme of information and skills based practice in working with torture and trauma survivors. Individual professional developments needs are identified and relevant skills coached through weekly clinical supervision sessions.

In this past 6 months, various counsellors have received training in Group Leadership Skills, Narrative Therapy, Conflict Resolution and Dance Movement Therapy

STARTTS staff identify their ongoing training needs through regular performance management meetings and their annual Performance Appraisal with their line managers.

Mission Australia

Staff Training:

VCU staff have attended the following training:

EXCEL 1 – 2 staff ;

EXCEL 2 – 2 staff ;

EXCEL Advanced – 1 staff

Conflict Resolution – 1 staff

OH& S Training – 1 staff

Supervision Workshop – 1 staff

Enterprise Facilitation – 1 staff

Inside Outlook – 1 staff

First Aid Refresher – 1 staff

African Resettlement Conference(Melbourne) – 1 staff (3 days)

Mission Australia Induction- 1 staff

Data Analysis and Presentation Training - 2 staff

Certificate 3 in Community Services – 1 staff