

## QUESTION TAKEN ON NOTICE

### BUDGET ESTIMATES HEARING: 24 MAY 2011

#### IMMIGRATION AND CITIZENSHIP PORTFOLIO

#### **(BE11/0725) Program 5.1: AMEP / Settlement Services for Migrants and Refugees**

Senator Cash (written) asked:

What strategies does the Department have in place to ensure entrants attend AMEP?

*Answer:*

The AMEP is a voluntary program that is available to eligible migrants from the humanitarian, family and skilled visa streams. Information on the AMEP is included in all visa grant letters.

The AMEP new business model that commenced on 1 July 2011 places certain obligations on Service Providers to maximise attendance including:

- Service providers are only paid for actual hours of tuition delivered to clients.
- An AMEP counsellor follows up client non-attendance.
- Clients are provided with access to a range of learning delivery modes such as face to face tuition, the Home Tutor Scheme, self paced e-modules and Teacher Assisted Distance Learning.
- Service providers are required to actively promote the AMEP to enhance potential client awareness and increase the proportion of clients who take up their AMEP entitlement. Promotion will also be directed at AMEP clients who have exited the program without completing their entitlement.

The AMEP will continue to provide free childcare for clients with under school aged children.

DIAC will monitor client enrolment and participation against Key Performance Indicators and regular engagement with the service providers.

Humanitarian Settlement Services (HSS) also introduce new humanitarian arrivals to the relevant AMEP service provider.