

QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 24 MAY 2011

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(BE11/0729) Program 5.1: AMEP / Settlement Services for Migrants and Refugees

Senator Cash (written) asked:

- a. What is the new business model referred to in the press release?
- b. Who developed it?
- c. Please provide a list of all of the key features referred to.
- d. What are the outcomes this new model is set to achieve?
- e. What measures are in place to assess the new model?

Answer:

a. and b. In 2008 the Department conducted a review of the AMEP to examine how to improve program design and achieve better outcomes for clients. This included consultations with a wide range of stakeholders, educators and academics. The findings of the review informed the development, by the Department, of the new AMEP Business model.

- c. Key features of the AMEP Business Model are:
- Enhanced role for the AMEP counsellor, providing increased support for clients throughout their AMEP tuition, improved educational and vocational guidance and referral to appropriate services as required.
 - Introduction of an Individual Pathway Guide (IPG) to document and monitor learning goals and outcomes of each new AMEP client.
 - Greater accessibility to the AMEP for youth aged between 15-17 years who are not participating in the school system and strong support for the delivery of youth only classes where possible.
 - Settlement courses upon entry to and exit from the program to:
 - reinforce important settlement information including information about Australian society, culture, laws, services and practices; and
 - discuss further education, training, employment and community services post-AMEP.
 - Distance Learning delivered by a single national provider.
 - Increased administrative efficiency and accountability.

The new business model retains the following features:

- free childcare for parents with under school aged children;
 - multiple learning delivery modes including face to face tuition, the Home Tutor Scheme and Distance Learning; and
 - a strong focus on settlement related content in the syllabus.
- d. The new AMEP business model has been designed to encourage greater commitment to the program from clients and to facilitate continuous, coherent, settlement-focussed learning programs. These are expected to lead to higher retention rates in the AMEP as clients take-up more of the enhanced tuition opportunities available.
- e. The new business model will be assessed on an ongoing basis over the life of the AMEP contracts through a number of mechanisms such as:
- the monitoring of Key Performance Indicators (KPIs);
 - regular and open engagement with service providers regarding the model and early identification of issues should they arise;
 - scheduled monitoring and reporting of outcomes;
 - internal and external quality assurance frameworks; and
 - client and stakeholder feedback.