

## **QUESTION TAKEN ON NOTICE**

### **BUDGET ESTIMATES HEARING: 21-22 MAY 2012**

#### **IMMIGRATION AND CITIZENSHIP PORTFOLIO**

#### **(BE12/0483) Program 5.1: Settlement Services for Migrants and Refugees**

Senator Cash (L&CA 91) asked:

What is the department's ideal ratio of counsellors to clients or participants in the AMEP program? Is the ratio being met by AMEP providers? If not, what action is going to be taken against them? Is there evidence that the provision of AMEP counsellors is leading to better outcomes for AMEP clients?

*Answer:*

The recommended ratio of Adult Migrant English Program (AMEP) counsellors to clients is one AMEP counsellor per 250 clients and one distance learning counsellor per 350 clients.

These ratios are currently being met by service providers across all regions.

Feedback on the enhanced counsellor role provided in contract monitoring meetings, site visits and performance reporting has been positive. There have been no complaints from clients relating to counselling services.

Once a full academic year has been completed, the department will be in a position to determine if the provision of counsellors has led to better outcomes for clients.