

## QUESTION TAKEN ON NOTICE

**SUPPLEMENTARY BUDGET ESTIMATES HEARING: 1 November 2005**

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

### **(184) Output 2.1: Settlement Services**

Senator Hurley asked:

According to DIMIA's annual report 2004-2005, p176, IHSS clients and the community expressed a high level of satisfaction through feedback at various community consultations.

- How was the consultation done?
- At what cost?
- Can you provide a copy of the evaluation results?
- Is it on an individual basis or community groups?
- If survey report shows satisfaction with IHSS then why introduce SGP?

*Answer:*

The professional private research company, Urbis, Keys & Young (UKY), conducted an Evaluation of the Integrated Humanitarian Settlement Strategy (IHSS). As part of the evaluation, UKY used extensive consultation mechanisms with clients of services, service providers and a range of other IHSS stakeholders.

The community consultation process involved fieldwork in twelve locations around Australia. Clients were interviewed in small focus groups or as discrete family units. Service providers were interviewed by telephone or invited to present written submissions. Meetings were also held with key stakeholders, which included community groups and associations.

The cost of the consultation process was \$152,421.

A copy of the final report presented to DIMIA by UKY is attached.

The consultation process involved both individuals and groups.

The Settlement Grants Program replaces the Community Settlement Services Scheme (CSSS) and core funding for Migrant Resource Centres and Migrant Service Agencies. The SGP will provide post-IHSS support services.