

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGETS HEARING: 1 November 2005

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(200) Output 2.1: Settlement Services

Senator Hurley asked:

Page 184 of DIMIA annual report 2004-2005 states that less than the required 80% of surveyed clients indicating a knowledge of the process for hearing and resolving clients' grievances:

- what prompted this survey considering this program has been going on for a long time
- how was this survey conducted
- what are the strategies been used to rectify problems mentioned in the annual report.

Answer:

- The annual report stated that a number of breaches or potential breaches were identified in 2004/05 covering a range of issues. These issues included the fact that less than the required minimum 80% of surveyed clients indicated a knowledge of the process for hearing and resolving client grievances. Not all providers breached this key performance indicator.
- The national performance average exceeds this requirement, with 83% of clients being aware of the process for hearing and resolving their grievances.
- The contracts for delivery of the Adult Migrant English Program (AMEP) require service providers to conduct an annual survey to assess the level of client satisfaction with counselling and referral services and the level of client knowledge of grievance procedures. This has been a key performance indicator of AMEP contracts since 1998.
- The contracts do not specify how to conduct the survey. Methods include handing out the survey to all clients or distributing forms to all centres. Completion is voluntary.
- Where a performance breach is identified, an Action Plan is developed with the service provider to address the breach.