

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 1 November 2005

IMMIGRATION AND MULTICULTURAL AND INDIGENOUS AFFAIRS PORTFOLIO

(217) Output 2.1: Settlement Services

Senator Hurley asked:

Is there any monitoring system in place to check quality of service provided by TIS or NAATI?

Answer:

TIS

TIS is part of the Department and reports against quality indicators published in the Portfolio Budget Statements. Further TIS reporting is provided in DIMIA's Annual Report for 2004-05.

TIS operates a Complaints Handling Scheme and also encourages general client feedback through its bi-annual publication *Talking TIS*, and on its website.

TIS is developing a Client Satisfaction Survey as part of its National Marketing Strategy for 2006. The survey is programmed for the first half of 2006 and will focus on the level of satisfaction with services and identify opportunities for improvement.

NAATI

In accordance with the provisions of the NAATI Constitution, and as required by the Funding Agreement between NAATI and the Commonwealth/State/Territory Governments, NAATI provides reports on outcomes/outputs achieved against performance indicators specified in the Funding Agreement and the manner in which governments' funds have been spent. NAATI also reports to Members on special activities that are carried out from time to time. The latest such activity has been an independent review of NAATI's administrative procedures relating to NAATI's testing.

NAATI's reports are examined closely by the funding governments, and any issues relating to NAATI's performance are raised with NAATI for appropriate action.

A copy of an independently audited financial statement, in accordance with the *Corporations Act 2001* and NAATI's Constitution, forms part of NAATI's annual reports.

NAATI's annual reports are publicly available on NAATI's web-site.