QUESTION TAKEN ON NOTICE

SUPPLEMENTARY ESTIMATES: 17 OCTOBER 2011

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(SE11/0402) Program 5.1:   Settlement Services for Migrants and Refugees

Senator Cash (L&CA 125) asked:

Provide details on the how it is planned to measure the outcomes on the new AMEP contract which commenced on July 1 2011.

Answer:

The outcomes of the new contracts for the delivery of AMEP services from 1 July 2011 will be measured against the Key Performance Indicators (KPIs) in each contract. AMEP service providers will be required to report to the department against the KPIs on a quarterly basis. The KPIs are targeted at assessing service provider performance in terms of efficiency, effectiveness and quality of service delivery.

A copy of the reporting template is attached.

Adult Migrant English Program
[Service Provider Name]
Quarter 1 – General Services Report

DUE:

SERVICE PROVIDER NAME	
CONTRACT REGION	
REPORTING PERIOD	

SPECIFIC INFORMATION ON KPIS ARE INCLUDED IN BODY OF TEMPLATE AGAINST RELEVANT KPIS	**RED = SIGNIFICANT KPI FAILURE (IMMEDIATE MANAGEMENT ATTENTION REQUIRED)**
	AMBER = MARGINAL KPI FAILURE (STRATEGIES FOR MANAGEMENT IN PLACE)
	GREEN = KPI MET

NOTE:

o Results for those KPIs identified by a (*) can be generated from ARMS

o Service Providers must submit a report for each of the Contract Regions they are responsible for Eg. Three Contract Regions equals three Contract Reports

o Failure to meet one or more KPIs in two consecutive quarters may result in Service Credits being paid by the Service Provider under the AMEP Contract.

1. EFFICIENCY

1.1 CLIENT SERVICE

KEY PERFORMANCE INDICATOR	1ST QUARTER RESULTS						AVERAGE % (YEAR TO DATE)	COMMENTS
	TOTAL # OF HUM. CLIENTS	TOTAL # OF FAMILY CLIENTS	TOTAL # OF SKILLED CLIENTS	TOTAL NUMBER OF CLIENTS	NUMBER OF CLIENTS MET KPI	% FOR 1ST QUARTER		
1.1 * 85% of AMEP Clients are interviewed by the AMEP counsellor within two weeks of registration with the AMEP (including face to face tuition, Home Tutor Scheme or Distance/e-Learning).						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant)*
1.2 * 95% of AMEP Clients commence in AMEP within three months of being interviewed by the AMEP counsellor (including face to face and Home Tutor Scheme).						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant)*
1.3 * A minimum of 60% of exiting AMEP clients receive exit interviews and the outcomes are recorded on ARMS.						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant)*
1.4 * 100% of AMEP Client absences from class for 7 consecutive sessions are followed up by an AMEP Counsellor.						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant)*

GREEN = KPI MET	AMBER = UP TO 5% VARIANCE (STRATEGIES FOR MANAGEMENT IN PLACE)	RED = GREATER THAN 5% VARIANCE (IMMEDIATE MANAGEMENT ATTENTION REQUIRED)

Note:
- Omit overall % if client numbers are less than 10
- Average results (final column) are updated every quarter according to year to date results and shaded according to average KPI result

KEY PERFORMANCE INDICATOR	1ST QUARTER RESULTS						AVERAGE % (YEAR TO DATE)	COMMENTS
	TOTAL # OF HUM. CLIENTS	TOTAL # OF FAMILY CLIENTS	TOTAL # OF SKILLED CLIENTS	TOTAL NUMBER OF CLIENTS	NUMBER OF CLIENTS MET KPI	% FOR 1ST QUARTER		
1.5 * A minimum of 5% of AMEP Clients are referred by the AMEP General Services Provider to the Distance/e-Learning provider.						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant)*

GREEN = KPI MET	RED = KPI NOT MET (IMMEDIATE MANAGEMENT ATTENTION REQUIRED)

Note:
- Omit overall % if client numbers are less than 10
- Average results (final column) are updated every quarter according to year to date results and shaded according to average KPI result

DIAC COMMENTS

1.2 CLASS SIZES – FACE TO FACE TUITION

KEY PERFORMANCE INDICATOR	1ST QUARTER RESULTS			AVERAGE % (YEAR TO DATE)	COMMENTS
	TOTAL NUMBER OF CLASSES	NUMBER OF CLASSES MET KPI	% FOR 1ST QUARTER		
1.6 * 85% of standard AMEP classes do not exceed 20 AMEP Clients per class averaged over the reporting period.			%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant), including:* • *Reasons for having over 20 clients per learning activity?* • *How many classes were over 20 clients? By how much? What are you doing to resolve this?*
1.7 * 100% of Special Preparatory Program classes do not exceed 12 AMEP Clients in a class.			%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant), including:* • *Reasons for having over 12 clients in an SPP class?* • *How many SPP classes were over 12 clients? By how much? What are you doing to resolve this?*

GREEN = KPI MET	AMBER = UP TO 5% VARIANCE (STRATEGIES FOR MANAGEMENT IN PLACE)	RED = GREATER THAN 5% VARIANCE (IMMEDIATE MANAGEMENT ATTENTION REQUIRED)

Note:
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YTD SPP DELIVERY & SPEND

SPP ANNUAL ALLOCATION	TOTAL SPP DELIVERY TO DATE	PERCENTAGE OF ANNUAL ALLOCATION
$	$	%

DIAC COMMENTS

1.3 CHILDCARE

KEY PERFORMANCE INDICATOR	1ST QUARTER RESULTS						AVERAGE % (YEAR TO DATE)[3]	COMMENTS
	TOTAL # OF HUM. CLIENTS SEEKING CHILDCARE	TOTAL # OF FAMILY CLIENTS SEEKING CHILDCARE	TOTAL # OF SKILLED CLIENTS SEEKING CHILDCARE	TOTAL NUMBER OF CLIENTS SEEKING CHILDCARE	NUMBER OF CLIENTS MET KPI	% FOR 1ST QUARTER		
1.8 ***** 100% of AMEP Clients with eligible children seeking childcare are provided a place with an approved provider from the date the client commences classes.						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*

GREEN = KPI MET	AMBER = UP TO 5% VARIANCE (STRATEGIES FOR MANAGEMENT IN PLACE)	RED = GREATER THAN 5% VARIANCE (IMMEDIATE MANAGEMENT ATTENTION REQUIRED)

Note:
- Omit overall % if client numbers are less than 10
- Average results (final column) are updated every quarter according to year to date results and shaded according to average KPI result

DIAC COMMENTS

1.4 REPORTS

KEY PERFORMANCE INDICATOR	1ST QUARTER RESULTS			AVERAGE % (YEAR TO DATE)	COMMENTS
	TOTAL NUMBER OF REPORTS	NUMBER OF REPORTS MET KPI	% FOR 1ST QUARTER		
1.9 Reports are submitted to DIAC on time and to a satisfactory standard.			%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant). Was an extension provided by DIAC prior to the due date?*
1.10 100% of data is entered on ARMS by the Service Provider within 14 days of service provision.			%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*

GREEN = KPI MET	AMBER = UP TO 5% VARIANCE (STRATEGIES FOR MANAGEMENT IN PLACE)	RED = GREATER THAN 5% VARIANCE (IMMEDIATE MANAGEMENT ATTENTION REQUIRED)

Note:
- Omit overall % if client numbers are less than 10
- Average results (final column) are updated every quarter according to year to date results and shaded according to average KPI result

DIAC COMMENTS

2. EFFECTIVENESS

2.1 REACH

KEY PERFORMANCE INDICATOR	1ST QUARTER RESULTS						AVERAGE % (YEAR TO DATE)	COMMENTS
	TOTAL # OF HUM. CLIENTS	TOTAL # OF FAMILY CLIENTS	TOTAL # OF SKILLED CLIENTS	TOTAL NUMBER OF CLIENTS	NUMBER OF CLIENTS MET KPI	% FOR 1ST QUARTER		
2.1 * The number of AMEP Clients enrolling each year represents 80% of potential AMEP Clients (as derived from DIAC's Settlement Reporting Facility).						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant), iincluding what initiatives are in place to rectify the matter/ increase client numbers?*

GREEN = KPI MET	AMBER = UP TO 5% VARIANCE (STRATEGIES FOR MANAGEMENT IN PLACE)	RED = GREATER THAN 5% VARIANCE (IMMEDIATE MANAGEMENT ATTENTION REQUIRED)

Note:
- Omit overall % if client numbers are less than 10
- Average results (final column) are updated every quarter according to year to date results and shaded according to average KPI result

DIAC COMMENTS

2.2 RETENTION

KEY PERFORMANCE INDICATOR	AVERAGE # OF STANDARD HOURS COMPLETED BY EXITING CLIENTS (YEAR TO DATE) [3]	AVERAGE # OF HOURS FOR PREVIOUS YEAR	% INCREASE	COMMENTS
2.2 * The average number of standard hours completed by AMEP Clients at the time of their exit from the AMEP increases by 2% per annum after the first year of the contract.			%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).* • *What is being done to increase the retention?* • *What is working/ what is not working?*

GREEN = KPI MET	RED = KPI NOT MET (IMMEDIATE MANAGEMENT ATTENTION REQUIRED)

Note:
- Omit overall % if client numbers are less than 10
- Average results (final column) are updated every quarter according to year to date results and shaded according to average KPI result

DIAC COMMENTS

2.3 FACE TO FACE TUITION OUTCOMES

KEY PERFORMANCE INDICATOR	1ST QUARTER RESULTS						AVERAGE % (YEAR TO DATE)	COMMENTS
	TOTAL # OF HUM. CLIENTS	TOTAL # OF FAMILY CLIENTS	TOTAL # OF SKILLED CLIENTS	TOTAL NUMBER OF CLIENTS	NUMBER OF CLIENTS MET KPI	% FOR 1ST QUARTER		
2.3 * A minimum of 85% of AMEP Clients on exit demonstrate improved settlement outcomes through the completion of one or more settlement courses.						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*
2.4 * A minimum of 80% of AMEP Clients on exit from the AMEP complete 8 or more English language learning outcomes.						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).* *What will be done to improve the KPI result in the next reporting period?*
2.5 * A minimum of 45% of AMEP Clients on exit from the AMEP achieve a CSWE certificate.						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).* *What will be done to improve the KPI result in the next reporting period?*

GREEN = KPI MET	AMBER = UP TO 5% VARIANCE (STRATEGIES FOR MANAGEMENT IN PLACE)	RED = GREATER THAN 5% VARIANCE (IMMEDIATE MANAGEMENT ATTENTION REQUIRED)

Note:
- Omit overall % if client numbers are less than 10
- Average results (final column) are updated every quarter according to year to date results and shaded according to average KPI result

NOTE:

o Please provide information in the Settlement Needs Table at Section 3: Other.

o Please provide details in the table of any/ all of the settlement needs addressed in this reporting period.

DIAC COMMENTS

KPIS 2.3 – ADDITIONAL INFORMATION REQUIRED					
PLEASE PROVIDE DETAILS OF EACH SLPET COURSE IN THIS REPORTING PERIOD					
COURSE DATES	CSWE LEVEL	DETAILS OF THE SETTLEMENT THEMES ADDRESSED IN THE COURSE	NUMBER OF CLIENTS WHO ATTENDED THE COURSE	CURRICULUM APPROVED BY DIAC (Y/N)	COMMENTS

2.4 SETTLEMENT LANGUAGE PATHWAYS TO EMPLOYMENT/TRAINING OUTCOMES

KEY PERFORMANCE INDICATOR	1ST QUARTER RESULTS						AVERAGE % (YEAR TO DATE)	COMMENTS
	TOTAL # OF HUM. CLIENTS	TOTAL # OF FAMILY CLIENTS	TOTAL # OF SKILLED CLIENTS	TOTAL NUMBER OF CLIENTS	NUMBER OF CLIENTS MET KPI	% FOR 1ST QUARTER		
2.6 A minimum of 20% of the total number of AMEP Clients enrolled in Settlement Language Pathways to Employment/Training Courses with the Service Provider for that quarter gain at least 15 hours per week paid employment within 1 month of completion of the Settlement Language Pathways to Employment/Training Course.						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant), including:* • *Total number of clients in course* • *# of clients who gained employment* • *Areas of employment* • *Why was employment not achieved?*
2.7 A minimum of 60% of AMEP Clients move into further education or training within 2 months of completion of the SLPET course.						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant), including:* • *Total number of clients in course* • *# of clients who moved to further education or training* • *Areas of training/ education.*
2.8 * Attrition rate is not greater than 15% for clients enrolled in SLPET courses.						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*
2.9 * A minimum of 85% of SLPET Clients on exit demonstrate increased awareness and improved language skills relevant to Australian workplaces.						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*

GREEN = KPI MET	AMBER = UP TO 5% VARIANCE (STRATEGIES FOR MANAGEMENT IN PLACE)	RED = GREATER THAN 5% VARIANCE (IMMEDIATE MANAGEMENT ATTENTION REQUIRED)

Note:
- Omit overall % if client numbers are less than 10
- Average results (final column) are updated every quarter according to year to date results and shaded according to average KPI result

NOTE:

o Please provide information in the Settlement Needs Table at Section 3: Other.

o Please provide details in the table of any/ all of the settlement needs addressed in this reporting period.

2.5   YTD SLPET DELIVERY & SPEND

SLPET ANNUAL ALLOCATION	TOTAL SLPET DELIVERY TO DATE	PERCENTAGE OF ANNUAL ALLOCATION
$	$	%

KPIS 2.6 TO 2.9 - SLPET – ADDITIONAL INFORMATION REQUIRED
HOW ARE YOU ASSESSING CLIENTS INCREASED AWARENESS AND IMPROVED ENGLISH LANGUAGE SKILLS RELEVANT TO THE WORKPLACE?

PLEASE PROVIDE DETAILS OF EACH SLPET COURSE IN THIS REPORTING PERIOD

COURSE DATES	COURSE FOCUS (INDUSTRY)	CURRICULUM APPROVED BY DIAC (Y/N)	NUMBER OF CLIENTS WHO ATTENDED THE COURSE	WERE THE KPIS ACHIEVED FOR THIS COURSE? (Y/N)	COMMENTS

DIAC COMMENTS

2.6 HOME TUTOR SCHEME OUTCOMES

KEY PERFORMANCE INDICATOR	1ST QUARTER RESULTS						AVERAGE % (YEAR TO DATE)	COMMENTS
	TOTAL # OF HUM. CLIENTS	TOTAL # OF FAMILY CLIENTS	TOTAL # OF SKILLED CLIENTS	TOTAL NUMBER OF CLIENTS	NUMBER OF CLIENTS MET KPI	% FOR 1ST QUARTER		
2.10 * 85% of AMEP Clients exiting the Home Tutor Scheme demonstrate improved settlement outcomes through the completion of settlement focused learning activities.						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*

GREEN = KPI MET	AMBER = UP TO 5% VARIANCE (STRATEGIES FOR MANAGEMENT IN PLACE)	RED = GREATER THAN 5% VARIANCE (IMMEDIATE MANAGEMENT ATTENTION REQUIRED)

Note:
- Omit overall % if client numbers are less than 10
- Average results (final column) are updated every quarter according to year to date results and shaded according to average KPI result

NOTE:
o Please provide information in the Settlement Needs Table at Section 3: Other.
o Please provide details in the table of any/ all of the settlement needs addressed in this reporting period.

DIAC COMMENTS

2.7   HOME TUTOR SCHEME REVIEW OUTCOMES

Records must be maintained by the home tutor of the number of home tutor hours provided, client activities and achievements, which must be entered by the AMEP General Services provider on ARMS and incorporated in Quarterly Reports to DIAC.

* Note that results should be recorded for each discrete quarter – they are not averaged

	TOTAL # OF HUM. CLIENTS	TOTAL # OF FAMILY CLIENTS	TOTAL # OF SKILLED CLIENTS	TOTAL # OF HOME TUTOR CLIENTS	NUMBER OF HOME TUTOR HOURS PROVIDED	NUMBER OF SETTLEMENT FOCUSED CLIENT ACTIVITIVES COMPLETED	COMMENTS
1ST QUARTER							*Provide information on successful aspects, arising issues and action taken (where relevant), including topics, successful initiatives, arising issues, action taken*
TOTAL YTD							

NOTE:
o   Please provide information in the Settlement Needs Table at Section 3: Other.
o   Please provide details in the table of any/ all of the settlement needs addressed in this reporting period.

DIAC COMMENTS

2.8   HOME TUTOR SCHEME ENHANCEMENT PROGRAM *(ATTACH SUPPORTING DOCUMENTATION)*

Please provide information in the below table on Home Tutor Scheme Enhancement Program (HTSEP) activities conducted during the reporting period.

1ST QUARTER	DETAILS OF SPECIFIC ACTIVITIES INCLUDING SETTLEMENT FOCUSSED ACTIVITIES	DATE	DURATION	# BY SPECIFIC ACTIVITY	TOTAL # FOR 1ST QUARTER	TOTAL # FOR YTD	COMMENTS
1. NEW HTSEP TUTORS TRAINED							*Including topics, successful initiatives, arising issues and action taken.* *Please provide details of which organisations the tutors were from. Note: a training session to 10 staff/members of an organisation should also be counted as 1 community agency contact at item 3 below.*
2. PROFESSIONAL DEVELOPMENT SESSIONS PROVIDED TO EXISTING HTSEP TUTORS							*Including topics, successful initiatives, arising issues and action taken.*
3. CONTACTS WITH COMMUNITY AGENCIES/ ORGANISATIONS (ADVICE AND MATERIALS)							*Including topics, other information/support provided, successful initiatives, arising issues and action taken.*

NOTE:
o   Please provide information in the Settlement Needs Table at Section 3: Other.
o   Please provide details in the table of any/ all of the settlement needs addressed in this reporting period.

2.9   YTD HTSEP DELIVERY & SPEND

HTSEP ANNUAL ALLOCATION	HTSEP DELIVERY TO DATE	PERCENTAGE OF ANNUAL ALLOCATION SPENT
$	$	%

DIAC COMMENTS

2.10   CLIENT SATISFACTION RESULTS

KEY PERFORMANCE INDICATOR	1ST QUARTER RESULTS						AVERAGE % (YEAR TO DATE)	COMMENTS
	TOTAL # OF HUM. CLIENTS	TOTAL # OF FAMILY CLIENTS	TOTAL # OF SKILLED CLIENTS	TOTAL NUMBER OF CLIENTS	NUMBER OF CLIENTS MET KPI	% FOR 1ST QUARTER		
2.11 75% or more of all AMEP Clients (face to face and Home Tutor) who undertake satisfaction surveys report they are satisfied with:								
a face to face tuition – quality of teaching, settlement focus, cultural sensitivity, resources and facilities, flexibility of timetabling and intensity, convenience of location						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*
b home tutor scheme – quality of support, settlement focus, resources, frequency of home tutor contact						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*
c counselling services – quality of guidance/advice provided, referrals						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*
d childcare services (where relevant)						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*

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Note:
- Omit overall % if client numbers are less than 10
- Average results (final column) are updated every quarter according to year to date results and shaded according to average KPI result

	TOTAL # OF HUM. CLIENTS	TOTAL # OF FAMILY CLIENTS	TOTAL # OF SKILLED CLIENTS	TOTAL NUMBER OF AMEP CLIENTS	TOTAL NUMBER OF CLIENTS SURVEYED	CLIENT SATISFACTION RESULT AS A PERCENTAGE OF TOTAL CLIENTS SURVEYED	IF NOT ALL CLIENTS WERE SURVEYED, WHY NOT?	INITIATIVES/ CHANGES TO THE SURVEY FROM LAST REPORTING PERIOD?	WHAT INITIATIVES/ ACTIONS ARE IN PLACE TO IMPROVE AND/ OR ACHIEVE THE KPI?
KPI 2.11 (A-D) - CLIENT SATISFACTION SURVEYS – ADDITIONAL INFORMATION REQUIRED									
1ST QUARTER						%			

Please provide a copy of each survey and note the name of the document and attachment below. Please provide any updated surveys at the time of each reporting period

ATTACHMENT #	NAME OF DOCUMENT

DIAC COMMENTS

2.11 CLIENT SATISFACTION RESULTS CONTINUED

KEY PERFORMANCE INDICATOR	1ST QUARTER RESULTS						AVERAGE % (YEAR TO DATE)	COMMENTS
	TOTAL # OF HUM. CLIENTS	TOTAL # OF FAMILY CLIENTS	TOTAL # OF SKILLED CLIENTS	TOTAL NUMBER OF CLIENTS	NUMBER OF CLIENTS MET KPI	% FOR 1ST QUARTER		
2.12 85% or more of SLPET AMEP Clients who undertake satisfaction surveys report that they are satisfied with the:								
a relevance and usefulness of English language taught in class in relation to the language used in work experience placements						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*
b relevance of the work experience placement in relation to the AMEP Client's goal as indicated on their IPG						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*
c provision of information and level of preparation provided to AMEP Clients prior to their work experience placement						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*
2.13 85% of grievances are resolved appropriately by Service Provider						%	%	*Provide an explanation as to why KPIs were not met and action taken to address the issue, including evidence (where relevant).*

GREEN = KPI MET	AMBER = UP TO 5% VARIANCE (STRATEGIES FOR MANAGEMENT IN PLACE)	RED = GREATER THAN 5% VARIANCE (IMMEDIATE MANAGEMENT ATTENTION REQUIRED)

Note:
- Omit overall % if client numbers are less than 10
- Average results (final column) are updated every quarter according to year to date results and shaded according to average KPI result

	TOTAL # OF HUM. CLIENTS	TOTAL # OF FAMILY CLIENTS	TOTAL # OF SKILLED CLIENTS	TOTAL NUMBER OF AMEP CLIENTS	TOTAL NUMBER OF CLIENTS SURVEYED	CLIENT SATISFACTION RESULT AS A PERCENTAGE OF TOTAL CLIENTS SURVEYED	IF NOT ALL CLIENTS WERE SURVEYED, WHY NOT?	INITIATIVES/ CHANGES TO THE SURVEY FROM LAST REPORTING PERIOD?	WHAT INITIATIVES/ ACTIONS ARE IN PLACE TO IMPROVE AND/ OR ACHIEVE THE KPI?
KPI 2.12 (A-C) - CLIENT SATISFACTION SURVEYS – ADDITIONAL INFORMATION REQUIRED									
1ST QUARTER						%			

Please provide a copy of each survey and note the name of the document and attachment below. Please provide any updated surveys at the time of each reporting period

ATTACHMENT #	NAME OF DOCUMENT

DIAC COMMENTS

2.12   FORMAL COMPLAINTS

Please provide details of any complaints received in the reporting period. Please insert additional rows if required.

NATURE OF COMPLAINTS IN THE 1ST QUARTER	DATE LODGED	DATE RESOLVED	NO. OF COMPLAINANTS	ACTION TAKEN	COMMENTS
1.					*If unresolved, provide details on the strategy to resolve*
2.					
3.					

DIAC COMMENTS

3. OTHER

3.1 INITIATIVES

Please complete the below table of new initiatives implemented in the reporting period. Please specify Rural/ Regional, Metropolitan and whole of state initiatives. Please add more table rows where required.

NEW INITIATIVE/S	RURAL/ REGIONAL, METRO OR WHOLE OF STATE?	CLIENT GROUP PROFILE (E.G. VISA STREAM, NATIONALITY, AGE ETC) – IF APPLICABLE	SETTLEMENT NEED, TUITION MODE, CSWE LEVEL OR OTHER?	COLLABORATION/S WITH OTHER ORGANISATIONS E.G. SETTLEMENT PROVIDER	SUPPORTING DOCUMENTATION (E.G. STATISTICS, ATTACHMENTS, ETC) – IF APPLICABLE	HAS THIS INITIATIVE BEEN DUPLICATED FOR ANOTHER CLIENT GROUP, IN ANOTHER LOCATION, ETC? PROVIDE DETAILS	OTHER COMMENTS

3.2 SUCCESS STORIES/ CASE STUDIES

In the table below, please provide success stories/ case studies on clients, classes and/ or programs which have achieved successful outcomes in the reporting period. Please specify Rural/ Regional, Metropolitan and whole of state initiatives.

Please provide details of client success stories (i.e. case studies) for the reporting period, including information on (if applicable):
- client name/s
- client age
- visa stream
- AMEP tuition mode
- duration of residence in Australia
- the outcome/s
- barriers overcome
- supporting documents, such as photos, interview etc
- rural/ regional or metro
- any other information

SERVICE PROVIDER SUCCESS STORIES/ CASE STUDIES

3.3   SETTLEMENT NEEDS

Please provide information in the below table on the settlement needs which have been addressed in the reporting period, for the following tuition modes: Classroom, HTS, HTSEP, SPP, SLPET, Settlement Course.

QUARTER 1 (JULY – SEPTEMBER)						
METROPOLITAN SERVICES						
SETTLEMENT NEED	DELIVERED IN THIS REPORTING PERIOD? Y/N	TUITION MODE	CSWE LEVEL	BRIEF DESCRIPTION ON SERVICES DELIVERED AND OUTCOMES ACHIEVED	COLLABORATION/S WITH OTHER ORGANISATIONS (E.G. SETTLEMENT PROVIDER)	OTHER COMMENTS
Health (inc mental health, health care systems and visiting the doctor)						
Rights and responsibilities						
Employment						
Centrelink						
Water safety						
Citizenship						
Fiscal literacy						
Tax, budgeting and managing finances						
Legal and justice						
Accommodation						
Life skills						
Social participation						
How to gain access to government services						
Learning about Australian culture and current affairs						
Other *(please specify)*						

QUARTER 1 (JULY – SEPTEMBER)

RURAL/ REGIONAL SERVICES

SETTLEMENT NEED	DELIVERED IN THIS REPORTING PERIOD? Y/N	TUITION MODE	CSWE LEVEL	BRIEF DESCRIPTION ON SERVICES DELIVERED AND OUTCOMES ACHIEVED	COLLABORATION/S WITH OTHER ORGANISATIONS (E.G. SETTLEMENT PROVIDER)	OTHER COMMENTS
Health (inc mental health, health care systems and visiting the doctor)						
Rights and responsibilities						
Employment						
Centrelink						
Water safety						
Citizenship						
Fiscal literacy						
Tax, budgeting and managing finances						
Legal and justice						
Accommodation						
Life skills						
Social participation						
How to gain access to government services						
Learning about Australian culture and current affairs						
Other *(please specify)*						

3.4 TARGET GROUPS

Please provide information in the below table on services delivered to the following target groups in the reporting period.
Note: Please insert additional rows where required (e.g. if youth classes/ programs provided for three age groups, insert additional lines).

QUARTER 1 (JULY – SEPTEMBER)				
METROPOLITAN SERVICES				
TARGET GROUP	DELIVERED IN THIS REPORTING PERIOD? Y/N	TUITION MODE	CSWE LEVEL	BRIEF DESCRIPTION ON SERVICES DELIVERED AND OUTCOMES ACHIEVED
Youth *(please define the age group)*				
Humanitarian				
Women				
Ethno-specific groups (E.g. African)				
Under 18s				
CALD				
'Other'				
RURAL/ REGIONAL SERVICES				
TARGET GROUP	DELIVERED IN THIS REPORTING PERIOD? Y/N	TUITION MODE	CSWE LEVEL	BRIEF DESCRIPTION ON SERVICES DELIVERED AND OUTCOMES ACHIEVED
Youth *(please define the age group)*				
Humanitarian				
Women				
Ethno-specific groups (E.g. African)				
Under 18s				
CALD				
'Other'				

3.5   ARISING ISSUES/ CHALLENGES/ EMERGING TRENDS

Please provide details in the table below of any arising issues or challenges which occurred in the reporting period, how they will be resolved and any supporting documentation.

ISSUE/ CHALLENGE	CLIENT GROUP PROFILE (E.G. VISA STREAM, NATIONALITY, AGE ETC) – IF APPLICABLE	CSWE LEVEL - IF APPLICABLE	TUITION MODE	WHAT ARE YOU DOING TO RESOLVE THIS ISSUE/ CHALLENGE?	SUPPORTING DOCUMENTATION (E.G. STATISTICS, ATTACHMENTS) – IF APPLICABLE	OTHER COMMENTS

DIAC COMMENTS

4. QUALITY

The quality of service delivery will be measured through a combination of AMEP Client satisfaction results (refer KPI 2.11, 2.12 and 2.13), quality assurance processes and standardised quarterly and biannual reporting to DIAC (including, where necessary, support material to substantiate claims). DIAC will provide regular feedback to Service Providers about the quality of their services to allow providers to address any arising issues. Where appropriate, DIAC will share examples of better practice among Service Providers for the purposes of continuous improvement.

DIAC COMMENTS