

OUTCOME 2

Outcome Two *contributes to a society which values Australian citizenship, appreciates cultural diversity and enables migrants to participate equitably.*

The supporting departmental outputs are:

- 2.1 Settlement Services
- 2.2 Translating and Interpreting Services
- 2.3 Australian Citizenship
- 2.4 Appreciation of Cultural Diversity.

Activities under this outcome include provision of settlement services, including adult English language training, translating and interpreting services, promoting the value of Australian citizenship and the benefits of cultural diversity, and implementation of the government's multicultural policy and 'Living in Harmony' initiative. The department fosters a society which values Australian citizenship, appreciates diversity, and enables migrants and refugees to participate equitably in social, economic, cultural and political life in Australian society.

Significant improvements were introduced to settlement services for migrants and humanitarian entrants in 2003-04. Increased awareness and participation in national Harmony Day celebrations coincided with implementation of the government's revised multicultural policy. There was an increase in the number of people who became Australian citizens.

The linkages between migration and humanitarian entry programs, migrant and humanitarian settlement, multiculturalism and citizenship require an integrated approach to service delivery, policy and program implementation and evaluation. DIMIA continued to focus on improving internal coordination, planning and service delivery.

OUTCOME TWO PERFORMANCE - EFFECTIVENESS MEASURES AND RESULTS

MEASURES	RESULTS
Extent to which settlement planning arrangements and services equip eligible migrants and humanitarian settlers to participate in society	
Level of participation measured through program evaluations and surveys.	Ongoing service provider reporting demonstrates high level of client participation.
Levels of client outcomes from settlement services measured through client surveys.	Ongoing service provider reporting demonstrates strong client outcomes. Migrant Resource Centres (MRCs), Migrant Service Agencies (MSAs) and organisations funded under the Community Settlement Services Scheme (CSSS) continued to report strong support for DIMIA's settlement services.
Extent to which settlement needs of eligible refugee and humanitarian settlers are met	
Level of satisfaction with settlement services among eligible refugees, humanitarian settlers and community groups who work closely with these people.	Integrated Humanitarian Settlement Strategy (IHSS) evaluations conducted among eligible refugees and humanitarian settlers found a very high level of client satisfaction with IHSS services.
Extent to which Australian citizenship is valued	
Australian citizenship rate of overseas born.	Estimated to be 75.1 per cent based on the 2001 census. This compares with 64.8 per cent in 1986.
Level of community awareness of Australian Citizenship.	Enhanced community awareness is evidenced by: <ul style="list-style-type: none"> • continuing positive feedback provided in large numbers of ministerial and other correspondence on amendments to the <i>Australian Citizenship Act 1948</i>, particularly repeal of Section 17 and provisions to benefit young people • successful promotion campaign in 2003 maintained; the positive trend in application numbers across the campaign period in comparison to the base year 2000 • conferral numbers on and around Australian Citizenship Day in 2003 and Australia Day in 2004 remained high • an almost 400 per cent increase in volume in the number of press, radio, television and Internet items relating to and surrounding Australian Citizenship Day 2003, compared to the previous year.

Extent to which Australians appreciate cultural diversity	
<p>Level of awareness and response by stakeholders to:</p> <ul style="list-style-type: none"> - the Living in Harmony initiative - the Multicultural Australia: United in Diversity policy and its implementation - the work by the Council for Multicultural Australia (CMA). 	<p>Living in Harmony grants and Harmony Day continue to engender considerable interest in remote, regional and metropolitan areas of Australia, with a wide cross-section of organisations. The department received over 500 applications for Living in Harmony grants and logged nearly 4,000 Harmony Day event and product order registrations.</p> <p>The Ministers received 693 pieces of correspondence about the policy, its relevance to Australian society and the value of cultural diversity to Australia's social, cultural and economic well-being.</p> <p>The Chair of the CMA was invited to participate in a nationally broadcast 'hypothetical' about refugee policy and multiculturalism. The Chair and members have accepted a range of invitations to speak at academic and professional seminars and state-wide meetings of business leaders. CMA members contributed on one occasion to the resolution of local community relations tensions.</p>
<p>Extent to which, within the Living in Harmony initiative, local issues can inform national action and vice versa.</p>	<p>In 2004, the themes for the national grants round - older Australians, Australians living in rural and regional areas, Australian Muslim women and Indigenous Australians - were in part suggested by community reporting of issues. For example, considerable reporting was received on continued incidents of vilification and discrimination against Muslim women. Conversely, the launch of the Guide to the Role of Police in Australia, a product of a national partnership with the Australasian Police Multicultural Advisory Bureau, provided information for individuals wanting police assistance at the local level.</p>
<p>Level of interest in productive diversity by the private sector and educational institutions.</p>	<p>Representatives of 300 leading businesses attended two events organised by the department. Leading education and training organisations in the schools, higher education and vocational education and training (VET) sectors attended a workshop facilitated by the department, leading to agreement by participants to work collaboratively with the department on progressing the diversity agenda.</p>
<p>Level of application by the public sector of the principles of the Charter of Public Service in a Culturally Diverse Society.</p>	<p>Higher numbers of Australian Public Service agencies reported, and overall reporting improved. In total 58 agencies reported, with 53 meeting all performance indicators relevant to them.</p>

Extent to which Access and Equity and productive diversity strategies are integrated in the public and private sectors.	The number of diversity-related interactions between the department and business organisations and representative bodies increased, along with improved access to business support tools on the department's Diversity Australia website.
Extent to which significant community relations issues are successfully managed with community and other government jurisdictions.	The Muslim Women's Forum, organised by the department, contributed to the development of mutual understanding and support among Australian women.
Extent to which the CMA contributes to the implementation of the Multicultural Australia: United in Diversity policy, particularly in relation to achieving harmonious community relations and productive outcomes.	Through three task groups, linked to the department's Multicultural Affairs Branch, CMA members assisted in the staging of high profile events to publicise Harmony Day and promote multicultural policy, and in promoting the benefits of cultural diversity to high profile business and opinion leaders.

KEY HIGHLIGHTS – APPRECIATION OF CULTURAL DIVERSITY

In 2003-04, the department commenced implementation of the Multicultural Australia: United in Diversity policy, focusing on the strategic directions of community harmony, access and equity and productive diversity.

The department responded to the continuing challenge of community relations issues in different parts of Australia by funding projects through the Living in Harmony initiative, promoting Harmony Day and by working with specific sectors such as local government and young people. The department also fostered links with the Council for Multicultural Australia, the Standing Committee of Immigration and Multicultural Affairs' Working Party on Community Relations Issues and the Australasian Police Multicultural Advisory Bureau.

After particularly addressing youth and 'whole-of-community' issues in past years, in 2003-04 the Living in Harmony partnerships program saw a focus on engagement and cooperation between the community and Australia's legal institutions, emphasising the importance of the rule of law in Australian society.

Some of the strongest media favourability ratings ever for Harmony Day were reported in 2004. A record number of 767 Harmony Day events were sponsored by governments, community organisations, schools and other educational institutions and the 19 Harmony Day partners. Independent media monitoring advice suggests Harmony Day symbolises cultural diversity, inclusiveness and successful inter-community relations.

Inter-faith projects featured in the Living in Harmony 2003-04 community grants program. They included outreach activities, providing information on traditions, beliefs and history, creating opportunities and a framework for communication and cooperation between faith groups and the wider community.

The department consulted with Muslim women and conducted a forum on 25 June 2004 in Sydney, exploring issues affecting them and assisting in creating links with established national women's organisations.

The department built on previous work with private sector partners and stakeholders, culminating in, among other things, the launch of the Productive Diversity National Business Consultation Report and the Diversity Training Kit in March 2004. Drake International, the Australian Human Resource Institute, the Australian Industry Group, Ford and Woolworths were involved in developing the products, which extend the government's understanding of the different ways businesses can invest in diversity to their competitive advantage and assist the private sector to manage diversity effectively.

In 2003, 58 Commonwealth agencies (46 in 2002) reported on their performance against the indicators set out in the Charter of Public Service in a Culturally Diverse Society, of which 53 agencies met 100 per cent of the performance indicators relevant to them, compared with 19 agencies in 2002.

KEY HIGHLIGHTS - AUSTRALIAN CITIZENSHIP

101,464 people became Australian citizens by grant, descent and resumption. There was an increase of 10 per cent in those who became citizens by grant compared to 2002-03.

The integrity of Australian citizenship was strengthened through the introduction of new character checking procedures for applicants.

There was a 396 per cent increase in media items (press, radio, television and Internet) relating to Australian Citizenship Day during the campaign period 1 August to 30 September 2003, compared to the same period in 2002. There was a 21 per cent increase in citizenship applications in the same period.

KEY HIGHLIGHTS - REVIEW OF SETTLEMENT SERVICES

A highlight of the year was the response to the Review of Settlement Services for Migrants and Humanitarian Entrants. Following the advice of the whole-of-government Settlement Services Taskforce, chaired by the Department of the Prime Minister and Cabinet, Minister Hardgrave announced, in the context of the 2004-05 budget, the government's decision to commit an additional \$100.9 million over four years to implement the recommendations of the Review and significantly improve settlement services for humanitarian entrants and migrants.

In total 20 of the 61 review recommendations have been implemented:

- the Department of Employment and Workplace Relations (DEWR) is piloting a service for migrants and humanitarian entrants to help them gain work experience (recommendation 10)
- the government agreed to fund early intervention strategies that recognise and support young migrants and humanitarian entrants at risk of not making successful settlement transitions (recommendation 15)
- the Department of Education, Science and Training (DEST) has reviewed the New Apprenticeship Access Program criteria and ensured that the program is accessible to newly arrived migrants and humanitarian entrants (recommendation 18)
- the Department of Health and Ageing has revised its arrangements for consulting with migrant communities with ageing populations and its arrangements for facilitating access to services for these communities (recommendation 19)
- DIMIA expanded pre-embarkation cultural orientation classes for humanitarian entrants (recommendation 30)
- DIMIA introduced a tenancy training program into the Integrated Humanitarian Settlement Strategy (IHSS) (recommendation 32)
- DIMIA enhanced the package of goods available under the IHSS Household Formation Support service (recommendation 33)
- IHSS service providers' responsibilities for assisting entrants to access medical attention were clarified in contract variations (recommendation 34)

- the government agreed to fund increased support to Special Humanitarian Program entrants and proposers (recommendation 36)
- the government agreed to create a new program of aged care for culturally and linguistically diverse communities in the Department of Health and Ageing (recommendation 39)
- the government agreed to increase funding levels for migrant community grants (recommendation 40)
- Migrant Resource Centre (MRC) and Migrant Service Agency (MSA) work programs that more clearly articulate their role, were developed (recommendation 41)
- DIMIA improved the alignment of MRC and MSA funding with the outputs, outcomes and settlement needs identified in work programs (recommendation 42)
- DIMIA has clarified the basis for performance assessment and reporting for MRCs/MSAs pending the transition to the combined grants (recommendation 44)
- research was commissioned to identify the availability, eligibility requirements and use of English as a Second Language courses provided by state and territory governments (recommendation 47)
 - the five-year limit on English language tuition under the Adult Migrant English Program (AMEP) has been abolished. This will help migrant and humanitarian entrants who, for family or personal reasons, are unable to take up their tuition under the AMEP within the first five years of their arrival (recommendation 48)
- the government agreed to fund increased hours for the AMEP Special Preparatory Program for specifically targeted humanitarian entrants (recommendation 49)
- research was commissioned to identify strategies for service providers to recruit volunteer tutors to assist AMEP delivery (recommendation 50)
- DIMIA supported the development and maintenance of community language assistance programs through the AMEP's Home Tutor Scheme Enhancement Program (recommendation 51)
- the government agreed to pilot a program to fund subsidies for National Accreditation Authority for Translators and Interpreters (NAATI) accreditation fees for appropriate bilingual people from small and emerging communities (recommendation 53).

Progress on the remaining recommendations is under way.

OUTPUT 2.1 – SETTLEMENT SERVICES

2.1.1 SETTLEMENT PLANNING AND INFORMATION DELIVERY

Performance Information

MEASURES		RESULTS
Output 2.1.1 Settlement Planning and Information Delivery	Quantity: Annual Report to Ministerial Council covering State/Territory Settlement Planning Committees.	Progress on implementing the recommendations of the Review was discussed during the Ministerial Council meeting in May 2004.
	Quality: Satisfaction of Ministerial Council and Stakeholders.	The Ministerial Council noted that the department will consult with jurisdictions on an enhanced settlement planning framework.

Objective

To provide and facilitate access to information:

- for potential and newly arrived migrants and humanitarian entrants to assist in the settlement process
- to inform the planning process for DIMIA's settlement services
- to assist mainstream service agencies to plan the delivery of services to meet the needs of migrants and humanitarian entrants.

Description

This output component supports the planning process for DIMIA's settlement services. It also has an important role in supporting the provision of information to those interested in settling in Australia as well as those who provide mainstream or specialised settlement services to migrants and humanitarian entrants.

The 'Life in Australia' web pages and the 'Beginning a Life in Australia' booklets are two key sources of information that assist

newly arrived migrant and humanitarian entrants to gain access to services and orient themselves in the Australian society. Other sources, such as pamphlets and information guides, are also produced.

The Settlement Database is maintained by the department and provides statistical information on new arrivals. Departmental officers use this information to inform program planning and service delivery across Australia. Mainstream service providers and community-based users are also able to access this information via the Internet through the department's Internet based statistical reporting facility known as the Community On-Line Database (COLD).

Analysis of Performance

The Review of Settlement Services

A number of recommendations in the Report of the Review of Settlement Services for Migrants and Humanitarian Entrants related to the department's settlement information and planning for the provision of settlement services. The department will

be consulting with the sector on improved planning arrangements in 2004-05.

The Refugee Resettlement Advisory Council (RRAC)

RRAC's third term expired in March 2004. The government subsequently decided to convene the RRAC for a fourth term.

The RRAC continued to provide high quality policy advice and input to the Minister for Citizenship and Multicultural Affairs on the settlement of newly arrived humanitarian entrants and migrants and the implementation of the recommendations in the Review of Settlement Services.

Settlement Information

The 'Life in Australia' web pages contain information on, and links to, areas of important settlement concern such as employment, education, health services, housing and taxation. As part of the regular maintenance of the settlement website, these pages were updated as relevant information and sites were located. New material in the updated section on 'Basic Facts about Australia' includes information on Australian cultural values and customs.

As a result of a formal external review of the department's website, a number of changes were made. These included:

- renaming the web pages from 'Settling in Australia' to 'Life in Australia'
- renaming the state and territory 'Settlement Information Kits' to the 'Beginning a Life in Australia' booklets.

The 'Beginning a Life in Australia' booklets continue to be updated twice a year and have been translated into 22 community languages. Work has begun on translating the booklets into the Dinka language for

new arrivals to Australia from the Sudan. This work will be completed for inclusion on the website in early 2004-05.

The 'How Australia helps - Settlement Services for Refugees' information kit will serve as a ready reference for service providers, volunteer groups and the many people within the community involved in assisting refugees making the transition to life in Australia.

There were 6,973 reports requested from the COLD system from July 2003 to April 2004. The average number requested per month was 775 (an increase of 34 per cent) compared with 578 per month in 2002-03. Access to the reports has been unavailable since April 2004 due to technical difficulties. The department is developing a replacement facility with improved Internet access and reporting capability, which is expected to be available from July 2004.

2.1.2 HUMANITARIAN SETTLEMENT SERVICES

Performance Information

MEASURES		RESULTS
Output 2.1.2 Humanitarian Settlement Services	Quantity: 11,500 offshore Humanitarian Program entrants assisted.	IHSS assisted 10,401 entrants comprising: <ul style="list-style-type: none"> • 3,141 refugees, eligible for initial information and orientation assistance, accommodation support, household formation support and early health assessment and intervention service • 7,214 special humanitarian program entrants, eligible for household formation support and early health assessment and intervention service. In addition, the proposers of these entrants are eligible for proposer support service • 46 Temporary Protection visa holders, or Permanent Protection visa holders eligible for early health assessment and intervention service.
	Quality: 75% or more of clients satisfied as measured through clients feedback.	Client surveys were conducted in some states and territories during 2003-04. Analysis of the data is currently being undertaken and the findings of these surveys will be released in 2004-05.

Objective

To provide settlement services to refugees and humanitarian entrants under the Integrated Humanitarian Settlement Strategy (IHSS).

Thirty-nine contracted service providers deliver these initial services across the states and territories, assisted by volunteers registered under the Community Support for Refugees (CSR) Scheme.

Description

This output component supports the provision of intensive initial settlement services to newly arrived entrants admitted under the Humanitarian Program. The IHSS assists these entrants to rebuild their lives in Australia through the provision of support designed to meet their initial settlement needs.

The services provided under the IHSS include:

- initial information and orientation assistance
- accommodation support
- household formation support
- early health assessment and intervention assistance
- proposer support
- service support.

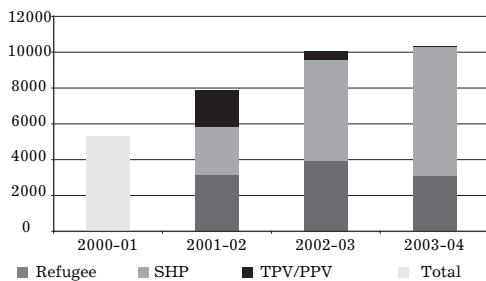
IHSS support is normally provided for about six months, although this period may be extended for vulnerable clients with special needs. The IHSS focuses strongly on equipping entrants to gain access to mainstream services. However, some entrants may require further assistance from other DIMIA-funded services, such as Migrant Resource Centres (MRCs)/Migrant Service Agencies (MSAs) and the Community Settlement Services Scheme (CSSS).

Analysis of Performance

In 2003-04, 10,401 humanitarian entrants were assisted. This compares with 10,041 in 2002-03.

FIGURE 13

Number of People Assisted under IHSS



Note: disaggregated data is not available for 2000-01
 Sources: Humanitarian Settlement Client Information System (HuSCI), Integrated Humanitarian Settlement Strategy (IHSS) database and Travel and Immigration Processing Systems (TRIPS), DIMIA.
 The composition of the caseload also changed significantly.

In 2003-04, 3,141 refugees were assisted. This represents a decrease of 20 per cent. A total of 7,214 SHP entrants were assisted, an increase of 27 per cent.

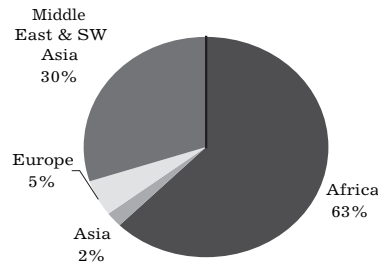
In 2003-04, 46 TPV and Permanent Protection visa (PPV) holders were assisted, compared to 453 in 2002-03 and 2,047 in 2001-02.

Most IHSS clients in 2003-04 were from Africa (63 per cent), increasing from 44 per cent in 2002-03. The other significant

group by origin was the Middle East (30 per cent), down from 39 per cent in 2002-03.

FIGURE 14

People Assisted under the IHSS during 2003-04 by Source Region



Source: Humanitarian Settlement Client Information System (HuSCI) and Integrated Humanitarian Settlement Strategy (IHSS) database, DIMIA.

The IHSS caseload continues to change. The trend of a high proportion of entrants being unable to speak English persisted. Seventy five per cent of people assisted stated that they required an interpreter. Education levels have fallen. The average number of years of schooling received by 2003-04 entrants was only five. A total of 2,174 (or 21 per cent) of all refugee and SHP entrants assisted had lived in refugee camps, up from 15.4 per cent in 2002-03.

As a result of recommendations flowing from the independent evaluation of the IHSS and the Settlement Services Review (SSR), the following enhancements to the IHSS were introduced:

- an improved package of household goods to assist entrants to establish a household
- guidance to entrants on living in an Australian household and how to fulfil their obligations as tenants
- entrants with urgent health needs are referred immediately to local health services.

The SSR also recommended that a pre-embarkation cultural orientation program pilot be offered to refugees and humanitarian entrants. A contract with the International Organization for Migration was signed in August 2003 to deliver the pre-embarkation training on behalf of DIMIA. The objective of the pilot is to better prepare humanitarian entrants by providing the necessary knowledge to enhance their re-settlement prospects and to create realistic expectations for life in Australia. As at 30 June 2004, over 50 courses had been held in Nairobi, Kakuma (Kenya), Kampala, Abu Rakham (Sudan) and Cairo, assisting approximately 1,442 entrants.

The program pilot was evaluated in June 2004. The results of the evaluation indicate that new arrivals find the training highly valuable.

Volunteers play a valuable role in assisting refugees to settle in Australia. Community Support for Refugee groups are an integral part of IHSS, and a separate contractor provides support to CSR group members. CSR Coordinators in states and territories ensure that CSR groups are linked with humanitarian entrants and the IHSS contractors, and that appropriate training is provided to volunteers. As at 30 June 2004 there were 157 registered CSR groups, comprising 1,413 volunteers.

The current IHSS services and contracts, progressively introduced from early 2000, were scheduled to terminate in mid 2003. The contracts have been extended to September 2005, to enable a new round of tenders for contracts for the provision of IHSS services to 2010. A discussion paper was released in February 2004 followed by a community consultation process, which

sought comment on possible IHSS service delivery arrangements in the next contract period. Seventy four written responses were received from a wide range of agencies, including current service providers and community organisations. These will be taken into account in the preparation of the Request for Tender due to be released in August 2004.

2.1.3 SUPPORT FOR COMMUNITY SERVICES

Performance Information

MEASURES		RESULTS
Output 2.1.3 Support for Community Services	Quantity: Core funding to 30 MRC/MSA grants and 360 funded work programs administered.	Service agreements and work programs administered for 313 CSSS grants, 27 MRCs and four MSAs and eight interim grants.
	Quality: Service agreement and work programs fulfilled and/or specific breaches addressed.	Improved financial monitoring through a program of rolling audits.

Objective

To support the delivery of settlement services through administration of community grants.

Description

This output component supports the administered item Grants for Migrant Community Services.

DIMIA supported the delivery of Migrant Resource Centres (MRC)/Migrant Service Agencies (MSA) and Community Settlement Services Scheme (CSSS) services through assistance with management of work programs, advising on reporting and financial accountability requirements and provision of a national training strategy for management committees/boards and staff.

The department received 308 applications for CSSS funding for the 2003 funding year of which 181 were successful. This is similar to the number of applications in 2002-03 when 187 out of 312 applications were successful. Successful organisations were offered funding for periods of nine or 21 months. This was to align the CSSS funding period with the financial year rather than the previous funding period, October to September.

The majority (123 out of 181) of the new CSSS grants in 2003 funding period were for nine months ending on 30 June 2004. The alignment of the CSSS funding period to the financial year will make the funding and grant monitoring process more efficient, particularly for MRCs/MSAs also receiving CSSS funding, and for those also receiving funding from other government departments.

Analysis of Performance

The development and use of the on-line application for funding for Migrant Community Services significantly streamlined the assessment and processing of applications.

In 2003-04, all MRCs/MSAs applied on-line for core funding. Seventy-three per cent of community based organisations applied for CSSS funding via the on-line application process, compared with 58 per cent in the 2002 funding period. Twenty six per cent lodged applications by email or on diskette. Less than one per cent of applications were lodged on paper.

A total of 352 work programs and service agreements were managed. Outstanding acquittals from 2002-03 were finalised.

A program of independent audits of CSSS grants commenced in May 2004. Ten CSSS funded organisations were reviewed in the initial phase of the program that will continue in 2004-05.

2.1.4 ADULT MIGRANT ENGLISH PROGRAM ADMINISTRATION

Performance Information

MEASURES		RESULTS
Output 2.1.4 AMEP Administration	Quantity: 18 major AMEP related contracts administered.	18 contracts for AMEP tuition and associated services administered. Service delivery was monitored through regular contract meetings.
	Quality: Fulfilment of contract requirements or breaches addressed.	All contractors met service delivery requirements and no breaches were notified or recorded. All tuition contracts received ongoing accreditation from the National English Language Teaching Accreditation Scheme in relation to quality standards.

Objective

To ensure the Adult Migrant English Program (AMEP) contract management regime accords with best practice in Commonwealth contracts management.

Description

This output component supports the AMEP administered item. The AMEP is administered through 18 major contracts for tuition and associated services.

Analysis of Performance

In 2002-03 a tender process was conducted for the delivery of AMEP services across Australia. July 2003 saw the commencement of 18 five year tuition contracts.

The contracted services comprise the provision of tuition for English as a Second Language (ESL) across Australia through a range of learning options, programs and support services. These include: classroom, community based, distance learning or home-based tuition, delivery of the AMEP citizenship course, provision of the Special Preparatory and Home Tutor Scheme Enhancement Programs, facilitation of fee-free translation requests, counselling and referral services

and childcare support. Initiatives contained in the new contracts include:

- a stronger focus on delivery in rural and regional areas, including a new option of delivery of formal tuition where clients are unable to attend classes and distance learning is not appropriate because of literacy or other barriers
- development of learning plans for all clients
- a new focus on the need for coordination between AMEP providers and other providers of settlement services to migrants to promote and plan AMEP delivery
- an emphasis on liaison with other providers of English language tuition and providers of employment services to maximise post-AMEP options for clients.

Regular meetings with service providers are the main focus for contract management, enabling issues to be dealt with as they arise. Service providers fulfilled contractual requirements in 2003-04, with no breaches notified or recorded.

2.1.5 FEE-FREE TRANSLATING AND INTERPRETING SERVICES

Performance Information

MEASURES		RESULTS
Output 2.1.5 Fee-free Translating and Interpreting Services	Quantity: 10,000 document translations purchased.	8,642
	86,000 telephone interpreting services purchased.	94,922
	23,000 on-site interpreting visits purchased.	18,830
	Quality: Level of satisfaction of eligible clients with fee-free language services delivered.	High level of satisfaction measured by increased usage of the service, positive feedback, and the lack of formal complaints.

Objective

To facilitate full participation of migrants from non-English speaking backgrounds in Australia's social and economic life through the provision of effective communication means.

- members of parliament for constituency purposes
- Local Government Authorities
- trade unions
- Emergency Management Australia.

Description

This output delivers fee-free translating and interpreting services to eligible individuals and organisations.

Documents for translation may include identity and relationship (eg birth and marriage certificates), facilitation (eg drivers' licences), and education and employment documents.

Fee-free interpreting services are provided to approved individuals and organisations to assist them to communicate with non-English speaking migrants and humanitarian entrants who are Australian citizens or permanent residents. DIMIA fee-free interpreting services are available to six broad groups of individuals and organisations:

- private medical practitioners providing services under Medicare
- not-for-profit, non-government, community-based health or welfare organisations subject to their funding arrangements

Analysis of Performance

A greater number of fee-free interpreting services was provided to a broader range of clients through collaborative work with service users as well as wider use of telephone interpreting. Successful promotion of the telephone interpreting services and liaison with medical and community sectors enabled a shift away from the more costly on-site interpreting to telephone interpreting. As a result, DIMIA achieved its objective of a more equitable distribution of services within the allocated funds.

The number of fee-free translation services increased significantly due to changed arrangements for the collection of eligible documents and better publicity for services, leading to an increased knowledge of the availability of the service among migrants.

The key results in 2003-04 were:

- a total of 122,394 fee-free interpreting and translating services were provided (compared with 108,770 services in 2002-03) – an increase of 13 per cent. This increase is a result of the continued uptake of telephone interpreting in preference to the use of on-site services by groups such as medical practitioners and community organisations that had in previous years relied heavily on face-to-face services
- the number of fee-free document translation services provided was 8,642, compared with 6,426 in 2002-03 – an increase of 34 per cent
- 94,922 fee-free telephone interpreting services were provided to non-English speaking residents as well as to the organisations and individuals who needed to communicate with migrants and humanitarian entrants with insufficient English (compared with 78,475 fee-free telephone services in 2002-03) – an increase of 21 per cent
- the number of fee-free on-site interpreting services provided decreased by 21 per cent from 23,869 in 2002-03 to 18,830 in 2003-04. The reasons for this decline are outlined above.

The 10 highest demand languages for fee-free translating and interpreting were Arabic, Vietnamese, Mandarin, Serbian, Cantonese, Persian, Turkish, Spanish,

Russian and Bosnian. The languages in greatest demand were the same as those for 2002-03 with a slightly different ranking.

OUTPUT 2.2 – TRANSLATING AND INTERPRETING SERVICE

2.2.1 DOCUMENT TRANSLATING

Performance Information

MEASURES		RESULTS
Output 2.2.1	Quantity: 10,000 documents translated.	8,642
Document Translating		
	Quality: 90% of fee-free translations will be processed within 20 working days of request.	92%
	95% of translating jobs will be done by a NAATI accredited/recognised translator.	100%

Objective

To provide a national service for the translation of settlement-related personal documents.

Description

Documents for translation include identity and relationship (eg birth and marriage certificates), facilitation (eg drivers' licences) and educational and employment documents. The Victorian Interpreting and Translating Service (VITS) LanguageLink is contracted to provide the translation service.

Analysis of Performance

The performance target of 20 working days to complete translations using National Accreditation Authority for Translators and Interpreters (NAATI) accredited translators in 95 per cent of instances has been regularly exceeded.

The number of fee-free translation services increased significantly due to changed arrangements for the collection of eligible

documents and better publicity for services leading to an increased knowledge of the availability of the service among migrants. The number of document translation services provided was 8,642, compared with 6,426 in 2002-03 – an increase of 34 per cent.

Translation of documents relating to educational qualifications forms a large proportion of the requests and they are mainly from the Eastern European countries.

The top 10 high demand languages for translation were Arabic, Serbian, Chinese, Croatian, Bosnian, Russian, Spanish, Persian, German and Indonesian.

2.2.2 TELEPHONE INTERPRETING

Performance Information

MEASURES		RESULTS
Output 2.2.2	Quantity: 350,000 telephone interpreting calls.	413,800
Telephone Interpreting	Quality: 90% of telephone calls will be answered by a TIS operator within 30 seconds, and a telephone interpreter in a major community language will be provided within three minutes.	90 per cent of telephone calls were answered by a TIS operator within 30 seconds and 95 per cent of calls were connected to a telephone interpreter in a major community language within three minutes.
	85% of interpreter jobs will be done by a NAATI accredited/recognised interpreter.	92.50%

Objective

To provide a national 24 hour a day, seven days a week telephone interpreting service to enable accessible, quality communication between English and community languages to individuals (migrants and others), and to government and non-government service deliverers.

Description

The Translating and Interpreting Service (TIS) provides special nation-wide facilities which allow a three-way conversation between the English-speaking and non-English-speaking parties and the TIS interpreter through the use of a national telephone number 131 450. TIS also provides priority lines for emergency services and medical practitioners.

Analysis of Performance

The total number of telephone enquiries relating to interpreting services received was 657,487. A total of 413,800 telephone interpreting assignments resulting from those enquiries were completed, compared

with the target for 2003-04 of 350,000. The number of telephone enquiries converting into interpreting assignments, since consolidation of TIS offices to a single site in Melbourne in 2002-03, increased by 29 per cent.

There is a strong indication that there is greater use of cost-effective telephone interpreting services by clients and improved operator performance. On average, calls are being answered in around 17.5 seconds which shows a further improvement of 2.5 seconds from the previous financial year.

The new automated telephone interpreting service (ATIS) was commissioned in February 2004. ATIS provides interpreting assistance to English speaking clients in 18 TIS high demand languages using the Interactive Voice Response Unit (IVRU). This allows TIS National to meet growth in telephone interpreting demand without the need to expand Contact Centre operations. ATIS services are being provided at a charge rate of 10 per cent less than the regular

Contact Centre Operator connected immediate telephone interpreting service.

The top 10 high demand languages were Vietnamese, Arabic, Mandarin (Chinese), Cantonese (Chinese), Serbian, Spanish, Korean, Turkish, Persian and Greek. The languages in greatest demand were similar to the previous year. However, Korean and Greek replaced Dari (Afghani) and Bosnian in the top 10 high demand languages. It is essential therefore, for TIS to continually review its contract interpreter pool, based on demand.

2.2.3 ON-SITE INTERPRETING

Performance Information

MEASURES		RESULTS
Output 2.2.3	Quantity: 65,000 on-site interpreting visit requests.	49,200
On-site Interpreting	Quality: 85% of requests for an on-site interpreter will result in a confirmed appointment within 3 working days.	93%
	85% of interpreter jobs will be done by a NAATI accredited/recognised interpreter.	89%

Objective

To provide interpreters for face-to-face assignments.

Description

Translating and Interpreting Services (TIS) arranges for an interpreter to go to a specified location where the client requires face-to-face interpreting.

Analysis of Performance

On-site interpreting requests continued to decrease. A total of 49,200 on-site interpreting assignments were undertaken, compared with 64,685 in 2002-03.

Reasons for this decline included:

- low demand for on-site interpreters associated with the processing of applications for protection by asylum seekers in immigration detention facilities, including assistance provided by registered migration agents under the Immigration Advice and Application Assistance Scheme (IAAAS)
- the cost of on-site interpreting charges together with the charge rate reduction for pre-booked telephone service encouraged clients to move towards using telephone interpreting

as a more cost effective way of utilising their resources

- in some states, competitor language service agencies providing on-site interpreting services at prices lower than TIS charges are capturing a share of the market. However, closure of some of these service providers in 2004 also saw clients returning to TIS.

OUTPUT 2.3 – AUSTRALIAN CITIZENSHIP

2.3.1 DECISIONS ON CITIZENSHIP STATUS

Performance Information

MEASURES		RESULTS
Output 2.3.1 Decisions on Citizenship Status	Quantity: 102,401 decisions (persons) on citizenship status made, including 82,000 applications (persons) for grant finalised.	121,602 decisions (persons) on citizenship status made, including 95,098 applications (persons) for grant finalised.
	Quality: Less than 1% of negative decisions overturned at Review Tribunal.	0.2 per cent of negative decisions overturned at Review Tribunal.*
	35% of grant applications finalised on the day of lodgement, and 90% within 90 days of lodgement.	43.3 per cent of grant applications finalised on the day of lodgement, and 91.8 per cent within 90 days of lodgement.

* Source: Legal Services Section, Legal Services and Litigation Branch, July 2004.

Objective

To provide high quality, efficient administration of the *Australian Citizenship Act 1948* and its regulations.

Description

Management and delivery of decisions under the Australian Citizenship legislation, through:

- decisions on applications for grant of citizenship
- other decisions under the legislation, including citizenship by descent, resumption of citizenship and renunciation of citizenship
- management of conferral of citizenship
- provision of citizenship information services.

Analysis of Performance

There were 98,643 applicants for Australian citizenship (87,023 in 2002-03). This

represents an increase of 13.4 per cent and continues the upward trend in applications since 2000-01. In 2003-04, 91,233 applicants were approved. This compares with 83,077 in 2002-03.

Performance standards for processing of grant of citizenship applications were met despite the increase in applications. There were 91.8 per cent of applications decided within 90 days of lodgement and 43.3 per cent decided on the day of lodgement.

The department promotes use of the Internet facility for lodgement of citizenship applications. A growing number of people are choosing the convenience of applying on-line. In 2003-04, there were 16,523 people who lodged citizenship applications through the Internet. This represents 16.8 per cent of all applications received (eight per cent in 2002-03).

TABLE 12

Outcomes for citizenship applications, 2001-02 to 2003-04

	2001-02	2002-03	2003-04
People granted Australian citizenship	87,622	83,077	91,233
People issued with Certificates of Evidence of Australian citizenship	10,826	9,522	11,515
People registered as Australian citizens by descent	13,399	10,411	14,005
People registered as losing Australian citizenship *	482	498	496
People resuming Australian citizenship	524	516	410

* Loss statistics include renunciation of Australian citizenship.

Source: ICSE data extraction, Outcomes Reporting Section DIMIA

Outcomes for citizenship applications for the past three years are at Table 12. In 2003-04, 87,049 people were conferred with citizenship an increase of 10 per cent over 2002-03.

To meet the requirements of Section 42(d) of the *Australian Citizenship Act 1948*, statistical information on the former nationality or citizenship and the previous country of residence of persons who became Australian citizens by grant in 2003-04, is provided at Appendix 1.

The Citizenship Information Line (CIL) received 444,223 calls, an average of 37,019 per month (361,992 in 2002-03, an average of 30,166 per month). CIL responds to citizenship inquiries from around Australia and distributes information and application kits to clients.

Integrity of the citizenship program continued to be reinforced, including through the quality assurance program for processing and work undertaken in conjunction with other areas of the department to counter the risk of identity fraud and to support prosecutions for citizenship-related fraud.

2.3.2 PROMOTION OF THE VALUE OF AUSTRALIAN CITIZENSHIP

Performance Information

MEASURES		RESULTS
Output 2.3.2 Promotion of the Value of Australian Citizenship	Quantity: Agreed initiatives arising from Government response to the Australian Citizenship Council Report actioned on time and within budget.	The award-winning Australian Citizenship promotion campaign, developed in 2001, continued to be used in 2003 and was implemented in a timely manner and within budget. Planning commenced for the implementation of the two outstanding recommendations of the Australian Citizenship Council Report, which relate to a 'tidy up' or restructure of The <i>Australian Citizenship Act 1948</i> and the drafting of a Readers' Guide to the Act. Implementation is expected to be completed during 2004-05.
	Quality: Satisfaction of the Minister and other key stakeholders with implementation of agreed initiatives in the Government's response to the Australian Citizenship Council Report and a positive response from the community to citizenship promotion initiatives.	Maintained citizenship application levels above the base year and enhanced the profile of citizenship in the community. Positive response and involvement from the community to the Australian Citizenship promotion, including Australian Citizenship Day celebrations in 2003 and Australia Day in 2004 in every state and territory, and attendance at special citizenship ceremonies and affirmation ceremonies.

Objective

To promote acquisition of Australian citizenship and to enhance awareness of the value of citizenship in the Australian community.

Description

This output component covers promotion of the value of Australian citizenship and policy and law on Australian citizenship.

Analysis of Performance

Ongoing monitoring and review of citizenship policy and legislation ensures that it continues to reflect the changing

values of the Australian community.

The extent to which this has been achieved has been measured by:

- ongoing planning to finalise implementation of the government's response to the Report of the Australian Citizenship Council
- a change in policy to provide for grant of citizenship to children under the age of 18 who were born in the period after a 'responsible parent' lost Australian citizenship upon acquisition of another citizenship
- the launch of the Australian Citizenship Ceremonies Code on

17 September 2003. The guidelines for conducting citizenship ceremonies were substantially updated to reflect the diversity of contemporary Australian society, in consultation with key stakeholders including the Australian Local Government Association.

The objectives of the Australian Citizenship Promotion campaign are to promote the acquisition of citizenship among eligible non-citizens and to enhance the profile and significance of Australian citizenship. Australian Citizenship Day was introduced in 2001 and has been celebrated on 17 September every year since then.

The extent to which the objectives have been achieved has been measured by a number of factors described below.

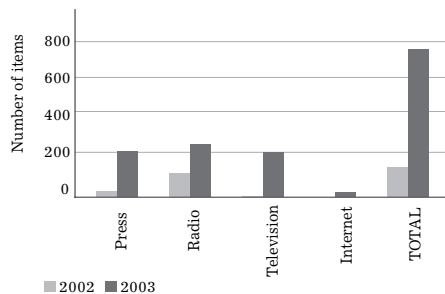
Citizenship application levels over the full year continued to be strong, with application rates maintained above the level in the pre-campaign base year, 2000. Over the two month period of the campaign surrounding Australian Citizenship Day – 1 August to 30 September 2003 – application levels increased by 37 per cent compared to the same period in the pre-campaign base year, 2000, and increased by 21 per cent compared to the same period in 2002.

During the campaign period 1 August to 30 September 2003, there was a total of 665 press, radio, television and Internet items relating to and surrounding Australian Citizenship Day. This is a 396 per cent increase in volume on the same period in the previous year, 2002, which had a total of 134 items. Data was not collected prior to 2002.

A breakdown of the items is in Figure 15 below.

FIGURE 15

Volume of media items relating to and around Australian Citizenship Day



Source: Analysis of Citizenship Day conducted by Media Monitors on behalf of DIMIA

There was sustained, strong interest in the citizenship website and Citizenship Information Line (CIL) in 2003.

Over 3,000 people became citizens at over 80 special ceremonies on and around Australian Citizenship Day on 17 September 2003 and many thousands of people affirmed their Australian citizenship at these ceremonies.

During the 2003 campaign the range of promotional products was updated and distributed widely. The products were principally aimed at raising the significance of citizenship among the general community. The products included the Australian Citizenship Promotion Kit, an Australian Citizenship Day primary schools' resource, a suite of affirmation products, a secondary schools' Citizen 2030 information package, lapel pins, tee-shirts and caps.

OUTPUT 2.4 – APPRECIATION OF CULTURAL DIVERSITY

2.4.1 APPRECIATING CULTURAL DIVERSITY

Performance Information

MEASURES		RESULTS
Output 2.4.1 Appreciating Cultural Diversity	Quantity: Policy submissions and reports provided to Minister and Council for Multicultural Australia as required.	97 per cent of 195 submissions and 97 per cent of 691 ministerial replies were finalised within the required timeframe.
	102 grants, six partnerships and 20 projects managed.	122 grants, six partnerships and 18 projects.
	Liaison maintained with approximately 4,500 community organisations and individuals nationally (more intensive liaison maintained with over 2,000 community organisations and individuals).	The department maintained contact with over 6,000 community organisations and individuals, with emphasis on Middle Eastern and Muslim communities. The department had more intensive contacts with over 2,500 ethnic and religious community organisations on a range of issues important to those communities, 30 local government authorities, 11 business groups and education sector groups.
	An annual Access and Equity Charter Report.	The Access and Equity Report was tabled on 1 April 2004.
	Production of an Access and Equity manual.	A draft Access and Equity manual is being finalised.
	Development of an information booklet to assist business migrants in establishing businesses soon after arrival.	A needs analysis conducted with Business Skills section determined, given changes to business skills processing arrangements in 2003, that such a booklet is not necessary.
	Development and dissemination of a number of business tools and productive diversity case studies.	Nationwide distribution to businesses of a report, 'Making Diversity Work... for your organisation and Australia's future', and a training kit, 'Diversity - A Way of Life'.

<p>Output 2.4.1</p> <p>Appreciating Cultural Diversity</p>	<p>Quality: Satisfaction of Minister with:</p> <ul style="list-style-type: none"> - provision of policy advice and implementation of the Multicultural Australia: United in Diversity policy - promotion of community harmony through the Living in Harmony initiative - management of community relations - extent to which departments and agencies meet performance indicators as outlined in the Performance Management Framework for Access and Equity and reported in the 2003 Access and Equity Annual Report - extent to which the private sector implements diversity management initiatives - assistance provided by the Council for Multicultural Australia in the implementation of the Multicultural Australia: United in Diversity policy, particularly regarding community relations and productive diversity issues. 	<p>The Minister accepted departmental advice about, and reports on, implementation of 'Multicultural Australia: United in Diversity'. These included, in particular, proposals and projects for furthering community harmony, access and equity, and the economic benefits of cultural diversity, and working with specific sectors of the Australian community such as local government, rural/regional Australia, young people, the media and business.</p> <p>The Minister participated in a range of Harmony Day 2004 activities.</p> <p>The Minister sought and accepted departmental advice concerning community relations issues.</p> <p>The Minister accepted a coordinated report on the 'Charter of Public Service in a Culturally Diverse Society' based on input from 58 APS agencies. He publicly announced that 53 of these agencies met all relevant Charter performance indicators, and that a large number of indicators were met well.</p> <p>The Minister hosted two luncheons for 300 business leaders, many from the top 100 businesses in Australia. The themes of the luncheons, doing business with Europe and China, set the scene for the department to promote the benefits of cultural diversity for Australian business.</p> <p>In August 2003, the Minister appointed a second Council for Multicultural Australia, for a period of 3 years. The Minister requested CMA members represent him at certain functions, and sought Council's advice on promoting Harmony Day, working with the business sector and addressing certain community relations issues.</p>
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Objective

To provide policy advice on Australian multiculturalism and to promote community harmony to ensure that cultural diversity is a unifying force in Australia.

Description

This output covers implementation of the multicultural policy reflected in Multicultural Australia: United in Diversity, Strategic Directions for 2003-06. The strategic directions are community harmony, access and equity and productive diversity.

Analysis of Performance

Community Harmony

Harmony Day, 21 March, which aims to recognise and celebrate Australia's inclusiveness as well as its diversity, and which coincides with the United Nations Day for the Elimination of Racial Discrimination, received increased public support in 2004. In particular, there was strong public endorsement from 19 Harmony Day partners from business, media, sporting and peak community organisations, an increase from 12 partners in 2003.

Participation from partners, which were chosen for their strong national profiles and proven credentials as corporate and social leaders, increased from 12 events in 2003 to over 250 in 2004.

In all, the department's website recorded a total of 3,927 registrations for Harmony Day events (767) or product orders (3,160). Six per cent were from local government, 15 per cent from community organisations, and 53 per cent from schools and other educational bodies. Harmony Day partners also accounted for six per cent of registrations. Departmental, federal and state government, faith and individual activities accounted for the remainder.

Media coverage of Harmony Day increased by about 40 per cent compared with 2003.

TABLE 13

Medium	2003	2004
Newspapers	641	764
Television	91	256
Radio	219	391
Internet	50	24

Source: Media Monitors

Independent media analysis concluded that Harmony Day is becoming a signifier in its own right, with people using the phrase to describe successful inter-community relations. This indicates Harmony Day is taking root and adapting to the needs of the community, becoming more than simply a label for an event. Harmony Day is becoming synonymous with inclusiveness, respect and cultural diversity.

The department managed six Living in Harmony partnerships, including a new one formed with the Australasian Police Multicultural Advisory Bureau (APMAB) to support its Mosaic Fund. The mission of APMAB is to recommend to Police Commissioners coordinated national policies, programs and initiatives for improving relations between police forces and multicultural communities in Australasia. The Mosaic Fund is an initiative which offers grants and strategic support for police working together with the community in response to contemporary issues of multicultural Australia.

DIMIA's state and territory offices consulted with over 6,000 community groups and individuals, government and non-government agencies to build coordinated working relationships, ensure all interested parties

are included in the management of portfolio policies and programs, and negotiate on matters which had the propensity to affect community harmony. State and territory offices maintained more intensive contact with more than 2,500 individuals and community organisations. Community leaders continue to report satisfaction with ongoing liaison and consultation, particularly in relation to settlement and community relations issues.

Information gathered for departmental Multicultural Issues Reports and the Community Updates Reports provided the Ministers and Executive with information about broad community issues and, together with advice received from other Australian government agencies, assisted in updating the community relations strategy. The strategy ensures the government's readiness to address major community relations tensions that may arise in the future.

The Minister for Citizenship and Multicultural Affairs launched the 2004 Diary of Multicultural Events on 2 December 2003. The diary, which serves to raise awareness and communicate key messages about Australian diversity and multiculturalism, is widely used by schools and charitable organisations as a guide to the key dates in the lives of their diverse communities, constituencies and customer bases. The department distributed over 5,000 copies of the diary around the country to schools, child-care centres, federal and state police services, hospitals, prisons, private companies and ethnic community organisations.

Access and Equity

In April 2004, the department compiled and tabled the 2003 Access and Equity Annual

Report. The report reflects that there has been overall continuous improvement in departments' and agencies' performance in meeting the requirements of the Charter of Public Service in a Culturally Diverse Society.

Through its sponsorship of the inaugural Strength in Diversity category of the National Awards for Local Government, the department moved into a new phase of working with local government. The award, and associated leading practice seminars and conferences, gives the department the opportunity to promote the social, economic and cultural benefits of Australia's cultural diversity, by showcasing leading practice in local government around the country. The Minister for Citizenship and Multicultural Affairs presented awards to Kingston City Council and Kojonup Shire Council at the National General Assembly of Local Government on 23 November 2003. The councils won their awards for excellence in managing and responding to culturally and linguistically diverse constituencies.

The department facilitated a workshop on racism at the National Youth Roundtable in March 2004, seeking advice from participants about how they may or may not have experienced racism, where it happens, and appropriate countering strategies to adopt with young people. The department received positive feedback from the participants and the organisers, the Department of Family and Community Services, which has sought the department's input on changes to the focus and operations of the National Youth Roundtable next year.

Productive Diversity

The department built on nascent relationships with the Department of Education, Science and Training; the

Australian National Training Authority and Council of Deans of Business Schools; the National Centre for Vocational Education Research; and the Curriculum Corporation. With the assistance of these organisations, the department identified opportunities to influence diversity management education and training through the development and provision of generic support materials on productive diversity. The materials, developed by the department, will be used in the development of curriculum and training packages in the higher education, vocational education and training, and school sectors.

The department hosted two luncheons for over 300 business leaders and representatives from the top 100 businesses in Australia. The luncheons set the scene to promote the benefits of cultural diversity for Australian business.

OUTCOME TWO ADMINISTERED ITEM

ADULT MIGRANT ENGLISH PROGRAM (AMEP) – TUITION, ACCOMMODATION AND RELATED EXPENSES

Performance Information

MEASURES		RESULTS
Adult Migrant English Program – Tuition, accommodation and related expenses	Quantity: Tuition to 38,000 clients.	33,009
	Quality: The estimated 16,300 clients exiting the program are expected to achieve an accredited award (Certificate/Statement of Attainment) under the Certificates in Spoken and Written English (CSWE) or equivalents as follows: CSWE Certificate 1 – 39% CSWE Certificate 2 – 25% CSWE Certificate 3 – 22% A further 14% are expected to receive a Record of Achievement.	14,245 clients exited the program and achieved the Certificate of Spoken and Written English (CSWE) or equivalents as follows: CSWE Certificate 1 – 36.8% CSWE Certificate 2 – 26.1% CSWE Certificate 3 – 22% CSWE Record of achievement – 15.1%.

Objective

To maximise the participation of migrants and humanitarian entrants in the Australian community through the provision and management of a quality national English language program that meets the needs of its clients.

Program management is supported through a number of additional contracts, principally to provide research, professional development and publications, program data management and reporting and accreditation of service providers.

Description

The government funds the delivery of the AMEP to provide basic English language training to newly arrived migrants and humanitarian entrants to help them settle in Australia. The client driven program, with administered expenses of some \$98.8 million in 2003-04, is administered through 18 tuition contracts.

The *Immigration Education Act 1971* provides all newly arrived migrants and humanitarian entrants with an entitlement of up to 510 hours of English language tuition, or the number of hours it takes to achieve a functional level of English, whichever comes first.

Functional English is defined as level two on all four macro skills on the International

Second Language Proficiency Rating scale (IPSLR), or completion of Level Three of the Certificates in Spoken and Written English (CSWE).

Analysis of Performance

AMEP clients are very diverse in their cultural and linguistic backgrounds, prior experience of formal education, migration experience and age.

Tuition is provided flexibly and sensitively to meet the needs of different client groups. The client diversity is a reflection of previous and current years' migration and humanitarian programs and therefore impacts on the program's performance annually.

Reach

Reach measures the extent to which eligible migrants and humanitarian entrants take up their AMEP entitlement. In the 2003 calendar year, AMEP clients totalled 33,009 compared with 32,074 in 2002. Actual registration rates were marginally lower than the previous year.

The registration rate at 30 April 2004, for adult settlers who arrived in 2003 and who self determined as in need of English tuition was 72 per cent compared with 75 per cent in 2002.

The registration rate for each key migration category was:

- refugee and humanitarian – 85 per cent in 2003 (87 per cent in 2002)
- family – 66 per cent in 2003 (73 per cent in 2002)
- skill – 63 per cent in 2003 (65 per cent in 2002).

Retention

Retention rates in the 2003 calendar year were similar to the previous year. In 2003 AMEP clients stayed in the program, on average, for the following hours:

- refugee and humanitarian – 398 hours (compared with 399 hours for exiting clients in 2002)
- family – 344 hours (compared with 344 hours for exiting clients in 2002)
- skill – 360 hours (compared with 356 hours for exiting clients in 2002).

Results

The CSWE is a competency based national curriculum and assessment framework. The CSWE consists of three levels – Level 1 (beginners), Level 2 (post-beginners) and Level 3 (intermediate) and recognises three stages of learning based on the client's previous learning experience.

On completion of a level, clients receive the appropriate certificate (if they have achieved a sufficient number of the stated competencies), or a Statement of Attainment (if they have completed an entire module within a certificate), or a Record of Achievement setting out which competencies they have achieved.

The increase in the number of clients entering at CSWE Levels 2 and 3 and variation in CSWE award levels is a reflection of migration and humanitarian program changes impacting on the client profile.

Under the CSWE curriculum framework, of 14,245 clients (compared with 13,550 clients in 2002) exiting the AMEP in 2003:

- 56.4 per cent entered at CSWE Level 1 (compared with 55.2 per cent in

2002) and on average achieved 13 competencies (12 competencies in 2002)

- 25.2 per cent (25.8 per cent in 2002) entered at CSWE Level 2 and on average achieved 14 competencies (13 competencies in 2002)
- 17.4 per cent (17.2 per cent in 2002) entered at CSWE Level 3 and on average achieved nine competencies (eight competencies in 2002).

Certificates/Statements of Attainment were awarded to exiting AMEP clients as follows:

- Level 1 – 36.8 per cent (37.5 per cent in 2002)
- Level 2 – 26.1 per cent (25.3 per cent in 2002)
- Level 3 – 22 per cent (23 per cent in 2002)
- Record of Achievement – 15.1 per cent (14.2 per cent in 2002).

Removal of Five Year Limit to Access AMEP Tuition

The five year time limit was removed in March 2004 to help migrant and humanitarian entrants who, for family and personal reasons, are unable to take up their tuition under the AMEP within five years of their arrival. The new rule covers all those eligible for the program, who have either registered, enrolled or deferred English language tuition since January 2003.

The CSWE Curriculum

The new version of the AMEP's curriculum framework, the CSWE, was implemented in July 2003. The re-accredited CSWE sees the inclusion of some new competencies at the most basic level (such as familiarity with the letters of the alphabet), in recognition that some clients enter the program with no literacy skills.

Special Preparatory Program

Humanitarian entrants with special needs as

a result of their pre-migration experiences, eg torture and trauma, are offered up to 100 hours of English tuition in the Special Preparatory Program prior to entering mainstream AMEP classes. In 2003, 4,283 humanitarian entrants participated compared with 3,827 in 2002.

Home Tutor Scheme

The Home Tutor Scheme provides volunteer English language assistance to clients either individually in their own home or in small groups. In 2003, 3,606 clients participated compared with 4,097 in 2002.

Home Tutor Scheme Enhancement Program

The Home Tutor Scheme Enhancement Program supports community agencies offering language assistance to people not eligible for the AMEP. Support includes training tutors and help with curriculum advice and teaching materials.

In 2003-04, the Home Tutor Scheme Enhancement Program assisted with training volunteers and assisted 407 organisations nationwide engaged in providing community English language classes.

AMEP Citizenship Course

'Let's Participate: A Course in Australian Citizenship' has been a feature of the AMEP since July 2001. Since then 14,766 AMEP clients have successfully completed the course.

Research

The AMEP Research Centre based at Macquarie and LaTrobe Universities provides the AMEP's research, professional development, materials development and publications needs.

The research program is determined through a consultative process involving the AMEP

Research Centre, AMEP service providers and DIMIA. This process identifies priority areas for research, then recommends to DIMIA which projects should proceed. All stakeholders participate in this process to ensure that the projects focus on meeting the needs of AMEP clients and teachers. The results of the projects undertaken over two years (2001 and 2002), were made available in 2003-04 to all AMEP service providers.

Publications such as research reports, on-line courses for teachers, other professional development activities and production of materials such as a training video on pronunciation were just some of the ways in which the results were disseminated. Major themes of these projects included:

- investigating the client characteristics and learning processes and outcomes of particular client groups
- development of an on-line assessment task bank to assist with a consistent approach to assessment of clients' language competencies
- teaching and learning pronunciation in the AMEP including the development of an on-line professional development course
- evaluation of the implementation of the Citizenship course in the AMEP.

A number of research projects were undertaken in 2003-04 to improve language and learning delivery through revising and re-writing teaching materials, and further developing AMEP teachers. Additional projects were also undertaken and progressed by the Research Centre at DIMIA's request to effect recommendations 46 and 50 of the Report of the Review of Settlement Services for Migrants and Humanitarian Entrants: review of state and territory English as a Second Language

(ESL) courses and the Home Tutor Scheme. The fourth annual AMEP conference, held in Southport, Queensland in November 2003, was based around the theme of 'Voices from the Classroom'. More than 200 delegates participated. The conference provided a good opportunity for AMEP teachers and service providers to share knowledge particularly in best practice for the delivery of the AMEP.

OUTCOME TWO ADMINISTERED ITEM

GRANTS FOR LIVING IN HARMONY

Performance Information

MEASURES		RESULTS
Grants for Living in Harmony	Quantity: 102 Service Agreements.	122
	Quality: As specified in service agreements with grant recipients.	50 service agreements acquitted as meeting contractual obligations and contracted objectives; 29 completed service agreements in the process of acquittal; 43 ongoing service agreements yet to be acquitted.

Objective

To provide funding to eligible community organisations to address local issues affecting community harmony.

Description

The department managed 122 grants, the objectives of which were to foster community harmony by addressing local issues at the local level.

Analysis of Performance

For the 2003-04 Living in Harmony round, the department received 592 applications and 44 grants were awarded on 22 August 2003.

Of the 122 grants managed by the department during the year, 72 were still current as at 30 June 2004.

Of the 44 grants awarded in 2003-04, one has been completed successfully, with those remaining achieving high quality outcomes.

Of the 42 grants awarded in 2002-03, 27 have been completed successfully, and the remaining 15 are currently being finalised

and acquitted. The department expects, by the end of the 2004 calendar year, to acquit the remaining 14 from earlier funding years.

The 2004-05 Living in Harmony grants round was announced on 3 April 2004. Target areas for 2004-05 are older Australians, Australians living in rural and regional areas, Australian Muslim women and Indigenous Australians. The department had received 529 applications by the closing date of 30 April 2004.

OUTCOME TWO ADMINISTERED ITEM

GRANTS FOR MIGRANT COMMUNITY SERVICES

Performance Information

MEASURES		RESULTS
Grants for migrant community services	Quantity: 363 Service Agreements.	352 service agreements comprising 31 MRC/MSA grants (three of which were not extended after the grant period expired and one new organisation commenced operation in WA), 313 Community Settlement Services Scheme (CSSS) grants and eight interim grants.
	Quality: As specified in service agreements with Migration Resource Centres (MRCs) and Migrant Service Agencies (MSAs) funded work programs.	Work programs were satisfactorily delivered for MRC/MSA, CSSS and interim grants. A total of 49 Community Settlement Services Scheme (CSSS) grants ceased on 30 September 2003. On 30 June 2004 another 179 CSSS grants ceased.

Objective

To assist migrants and refugees to settle and participate equitably in Australian society.

Description

The Australian Government provides funding for grants to community-based organisations under the Community Settlement Services Scheme (CSSS) and core funding to the national network of Migrant Resource Centres (MRCs) and Migrant Service Agencies (MSAs) to deliver settlement services.

These services are intended principally for recent arrivals:

- whose communities are small and emerging
- who live in rural or remote areas
- who are refugee and humanitarian entrants or family stream entrants with lower levels of English proficiency.

In 2003-04, approximately 21 per cent of CSSS funds were directed towards small and emerging communities, 10 per cent towards rural and remote communities, and 28 per cent towards refugee and humanitarian entrants.

The remaining funding was aimed at assisting migrants with additional specific settlement needs, including those from established communities whose needs could not be adequately addressed by mainstream services.

Through the CSSS, the department is able to respond to factors such as changes in the composition of the migrant intake and settlement patterns and high priority needs that may emerge.

Funding priority is given to services that facilitate access to mainstream services.

To the extent that organisations succeed in drawing mainstream attention to specific needs, the grants also contribute to achieving the access and equity principles of Output 2.4 Appreciation of Cultural Diversity.

The principal function of the CSSS is to provide grants funding to community organisations so that they can deliver services and implement projects which:

- provide information, orientation, referral and casework services to new arrivals helping them to settle in Australia and gain access to mainstream services (direct client services)
- assist migrant communities to develop their capacity to organise, plan and advocate for their own needs (community capacity-building)
- develop settlement planning and service delivery networks to encourage delivery of culturally and linguistically appropriate services by mainstream service providers, including playing an advocacy role (service planning and development).

Core funding to the MRC/MSA network provides for administration and operational costs of the organisation and support for building a range of services to clients. The services that are to be provided are stated in a work program. A standard work program for MRCs/MSAs was developed in consultation with funded agencies in 2003-04 and included in the online application and service agreement for MRCs and MSAs in 2004-05. MRCs/MSAs vary in terms of their potential client base, their position in the broader community and the breadth of their service delivery activities. MRCs/MSAs provide similar functions as CSSS funded organisations in relation to providing direct

client services, developing community capacity-building skills and service planning and development. However, MRCs/MSAs also provide a mentoring role and can manage CSSS grants on behalf of smaller or inexperienced organisations.

MRCs/MSAs also attract and manage grants from other Australian Government agencies and state and territory governments, actively participate in settlement planning and networking, develop service directories for the local area and develop and enhance volunteer work.

Payment of funding to CSSS and MRC/MSA organisations is dependent on meeting required performance measures.

Organisations are required to report quarterly, providing information regarding the progress of the work program, financial details and milestone reports. These reporting requirements are the mechanism used to determine whether organisations are meeting their performance measures. The service delivery and reporting obligations are detailed in the service agreement.

DIMIA staff responsible for managing MRC/MSA and CSSS funding carry out regular consultations with funded organisations to assist them in meeting their performance requirements.

Analysis of Performance

A total of \$27.13 million was provided for migrant community services grants in 2003-04 to support the settlement needs of migrants. \$18.82 million was directed to CSSS, \$8.16 million was allocated for core funding to 31 MRCs/MSAs, and \$150,000 was allocated for training of funded organisations.

During 2003-04, DIMIA supported the provision of settlement services to the migrant community through the administration of 352 service agreements with organisations funded under CSSS and through core funding to MRCs/MSAs.

A total of 181 new CSSS grants were awarded for the period commencing 1 October 2003 - 30 June 2004. Combined with existing grants, there were 313 CSSS grants managed in the 2003 funding year.

During the 2003 funding year, 10 organisations (the same number as in 2002) had their payments delayed due to lack of progress in completing performance reports or failure to provide financial information relating to their grant.

The 31 MRCs/MSAs that received core funding in 2003-04 satisfactorily delivered work programs and met reporting requirements. One MRC was offered an initial six months funding with funding for the second period conditional on management improvements being introduced. Full funding for the second half of the year was restored after performance issues were addressed.

Core funding is currently provided to 28 MRCs/MSAs. Core funding to three MRCs: Botany MRC (NSW), Northern Suburbs MRC (WA) and South Metropolitan MRC (WA), ceased at the end of December 2003 due to declining client numbers. Botany MRC received an ad-hoc grant for the period January to June 2004. The two MRCs in WA effectively merged and the new Metropolitan MRC commenced operation on 5 January 2004. The four CSSS grants held by the MRCs in WA have continued.

Consultation with MRCs/MSAs and CSSS organisations occurred on the implementation of relevant recommendations of the SSR. These included consultations about development of a standardised work program, introduction of a new performance review process, development of a revised client statistical system and improved financial monitoring through a program of audits.

OUTCOME TWO ADMINISTERED ITEM

MULTICULTURAL AFFAIRS (GRANT TO FEDERATION OF ETHNIC COMMUNITIES' COUNCILS OF AUSTRALIA (FECCA))

Performance Information

MEASURES		RESULTS
Multicultural Affairs (Grant to Federation of Ethnic Communities' Councils of Australia (FECCA))	Quantity: 1 grant.	1 grant of \$350,000 to FECCA.
	Quality: As specified in the contract (which includes a detailed workplan).	FECCA improved reporting and made a concerted effort to increase its reach to the broader community, in particular through its website.

Objective

To enable FECCA to provide advice to the government on the views and needs of ethnic communities in Australia.

in Multicultural Australia', 'The Media in a Pluralistic Society' and 'Leadership and Advocacy Part 1 – Women and Young People'.

Australian Mosaic was distributed to a wide readership across Australia and overseas.

Description

The government provided a grant of \$350,000 in 2003-04 to FECCA to assist in meeting the above objective.

Analysis of Performance

FECCA made stronger efforts to promote Australian multiculturalism to the broader community, in particular by enhancing its website. It consulted, liaised and developed partnerships strategically with a wider range of individuals and organisations. FECCA reporting was more streamlined and it worked to consolidate its accountability measures.

FECCA's quarterly journal, Australian Mosaic, was relevant, comprehensive and of high quality. During the year, FECCA published four issues of Australian Mosaic, containing 99 articles, out of which six were available on-line to readers. The themes covered were – 'Global Terror and its Repercussions', 'Health and Mental Health

OUTCOME TWO ADMINISTERED ITEM

NATIONAL ACCREDITATION AUTHORITY FOR TRANSLATORS AND INTERPRETERS (NAATI) – CONTRIBUTION**Performance Information**

MEASURES		RESULTS
National Accreditation Authority for Translators and Interpreters (NAATI) Ltd – Contribution	Quantity: As specified in the NAATI Business Plan 2000-04 and the Funding Agreement between NAATI and the Commonwealth, State and Territory Governments.	4,209 translating and interpreting tests conducted. 1,428 accreditations granted (including 18 in Indigenous languages). Tests conducted in eight metropolitan cities and six regional locations in 56 languages for accreditation.
	Quality: As specified in the NAATI Business Plan 2000-04 and the Funding Agreement between NAATI and the Commonwealth, State and Territory Governments.	Outputs specified in the NAATI Business Plan and funding agreement achieved and in some areas exceeded.

Objective

To set and maintain high national standards in translating and interpreting to enable the existence of a pool of accredited translators and interpreters responsive to the changing needs of the Australian society.

Description

The government contributes to the operational costs of NAATI, a company limited by guarantee, together with state and territory governments, to ensure the continued existence of a pool of accredited translators and interpreters, and to set national professional standards in the delivery of translating and interpreting services for Australia's culturally and linguistically diverse society.

DIMIA provided an advance of \$441,000 in 2003-04 towards the operational costs of NAATI.

Payment to NAATI is based on a funding agreement, which specifies NAATI outputs that contribute to the achievement of the Australian Government and state and territory governments' objectives in relation to the provision of translating and interpreting services. During the year, NAATI members considered and agreed to a proposal that the funding agreement be changed from an annual agreement to a three year agreement to provide a level of certainty to NAATI and thereby achieve continuity of services.

Analysis of Performance

The delay in finalising the three year funding agreement meant that NAATI did not have a formal basis for performance reporting to its members. Preliminary reporting is that NAATI continued to deliver services in 2003-04 in accordance with the objectives of the company. Work commenced on increasing the pool of qualified

interpreters in new and emerging community languages for which there are shortages of interpreters, consistent with recommendation 53 of the Report of the Review of Settlement Services for Migrants and Humanitarian Entrants.

Formal reporting on NAATI performance in 2003-04 will be included in the department's 2004-05 Annual Report.

OUTCOME TWO ADMINISTERED ITEM

ASSISTANCE FOR FORMER CHILD MIGRANTS

Objective

To provide practical support to those former child migrants, who arrived in Australia post World War II to:

- undertake reunion visits to Britain and Malta
- assist with tracing family members and counselling for reunion visits
- assist state governments with the erection of memorials to former child migrants.

former child migrants to assess eligibility to access the fund and makes all travel arrangements.

ISS had received 637 applications at 30 June 2004. A total of 563 applications had been approved and 308 former child migrants had undertaken their reunion visit as of that date.

Description

Funding of \$1 million per year for three years, commencing 2002-03, has been allocated for the operation of a travel fund to assist former child migrants who wish to undertake reunion visits to family in Britain or Malta.

The Child Migrants Trust provides tracing and counselling services to former child migrants. Funding of \$125,000 per year for three years commencing in 2002-03 has been earmarked for this service.

An amount of \$100,000 has been allocated to assist state governments to erect suitable memorials to former child migrants who settled in their state. Queensland and Western Australia have completed their memorials. Plans for memorials in the four remaining states: New South Wales, Victoria, South Australia and Tasmania are progressing. The funds are distributed equitably across all participating states.

Analysis of Performance

International Social Services (ISS) administers the travel fund and liaises with

OUTCOME TWO ADMINISTERED ITEM

WELFARE OF HUMANITARIAN MINORS WITHOUT PARENTS IN AUSTRALIA**Performance Information**

MEASURES		RESULTS
Welfare of humanitarian minors without parents in Australia	Quantity: Offshore – small number on advice from UNHCR.	295 offshore entrants in the Unaccompanied Humanitarian Minors (UHM) program as at 30 June 2004.
	Onshore – numbers assessed as in need of protection.	44 Temporary Protection Visa holders in the UHM program as at 30 June 2004.
	Quality: Appropriate guardianship, monitoring and settlement support arrangements are in place for all unaccompanied humanitarian minors.	Delegated guardianship arrangements are in place with appropriate state welfare authorities.

Objective

To provide welfare, supervision, support and settlement assistance and monitor Unaccompanied Humanitarian Minors (UHMs) under the Commonwealth and state/territories cost-share agreements.

Description

The UHM program is available to all unaccompanied minors under the age of 18 years holding Humanitarian or Protection visas who do not have parents, but who may have relatives to provide care and support.

The Minister for Immigration and Multicultural and Indigenous Affairs is empowered under the *Immigration (Guardianship of Children) Act 1946* to delegate her guardianship powers to the appropriate state and territory government authorities. The UHM program is administered on DIMIA's behalf by state and territory government child welfare agencies.

Analysis of Performance

In 2003-04, 474 minors were assisted under the UHM program. During this time 229 minors entered the program under the offshore component and 135 persons left the program. The total cost of the UHM program was \$876,743. This includes funding to state authorities to provide welfare, supervision, and settlement assistance to UHMs under the Commonwealth and state cost share agreements, and maintenance allowances payments to wards of the Minister.

As at 30 June 2004, there were 339 minors in the UHM program, 295 of whom arrived under the offshore component of the Humanitarian Program (including one minor granted a Temporary Humanitarian Visa) and another 44 who were granted Temporary Protection Visas (TPVs) onshore.

This represents an increase of 93 minors (or 38 per cent) from the same time in the previous year, mainly due to the inclusion of UHMs in extended families arriving from Africa. This increase has offset the declining number of UHMs on Protection Visas commensurate with the decline in TPV grants and the departure of minors from the program as they reach 18 years of age.