

by the MARA and the activities of the Migration Agents Taskforce, has already had a significant deterrent effect.

Earlier analysis identified 95 potentially vexatious agents coming within the provisions of the future legislation, but since its introduction only six agents have reached the prescribed level of vexatious activity. To date one agent has been issued with a show cause notice under the *Migration Act 1958*.

Work continues towards the implementation of other recommendations of the review, including extending agent registration to foreign nationals who assist with visa applications for Australia and regulation of the immigration-related activities of education agents.

Outcome 2

Outcome 2 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 Promoting the Benefits 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' initiatives. 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.

Outcome 2—Effectiveness measures and results

Figure 58: Outcome 2—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, and client outcomes from settlement services measured through program evaluations and surveys and advice from relevant government agencies.	Ongoing service provider reporting demonstrates high level of client participation and 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 demand for the department'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 measured through program-specific evaluations and surveys.	Under the Integrated Humanitarian Settlement Strategy (IHSS), Refugees and Special Humanitarian Program entrants receive intensive, initial settlement support on a needs basis. Client and community feedback from various community consultations held by the department indicates a high level of satisfaction with IHSS services.
Extent to which Australian Citizenship is valued	
Level of community awareness of Australian Citizenship.	Enhanced community awareness is evidenced by: <ul style="list-style-type: none"> • successful promotion campaign maintained in 2004–05; positive trend in application numbers across the campaign period in comparison to the base year 2000 • more than 8000 people becoming Australian citizens at over 180 special ceremonies on and around Australian Citizenship Day and many thousands of people affirmed their Australian citizenship at these ceremonies held in every state and territory • a wide range of promotional products distributed in 2004, including an Australian Citizenship Day primary schools' resource kit that was sent to over 8000 schools around Australia.

Figure 58 *continued*

MEASURES	RESULTS
Extent to which DIMIA promotes the benefits of cultural diversity	
<p>Level of awareness of the Living in Harmony initiative as measured by the number of hot line calls, requests for Living in Harmony grants kits and applications received; organisations requesting Harmony Day products and participating in Harmony Day events.</p>	<p>Development of the www.harmony.gov.au website during 2004–05 allowed for easier and more cost-effective distribution of material to a wide cross-section of the community for Harmony Day 2005.</p> <p>For Harmony Day 2005, there was a 360 per cent increase on the number of events and 23.5 per cent increase in the number of products distributed nationally over those in 2004.</p> <p>More than 600 application kits for the 2005 Living in Harmony community grants were sent in response to telephone and email requests. The kits were also available on the www.harmony.gov.au website.</p> <p>In 2004–05, grants managers travelled to various locations around Australia to raise awareness of the community grants process. This led to an increase in the number of grant applications to 642, a 21 per cent increase from 2003–04. The priority areas for the 2005 grants round were: inter-faith; new and emerging communities; Indigenous Australians; and school and educational communities.</p>
<p>Level of awareness of stakeholders to multicultural policy maintained.</p>	<p>A seminar for Access and Equity contact officers was held in September 2004. Agency specific feedback was provided to around 60 agencies to help them implement the Charter.</p> <p>An Access and Equity feedback session was conducted at the Federation of Ethnic Communities' Councils of Australia (FECCA) annual conference in May.</p> <p>The <i>"Diversity Works!"</i> Information Kit was distributed to 922 stakeholders including 71 to peak business and industry bodies; 36 to universities and other education facilities; 27 to ethnic and mainstream chambers of commerce; and 149 to state and territory multicultural affairs and other government agencies with a role in promoting and supporting Australian businesses.</p> <p>A case study on the Halal Food Industry was launched by the Minister in August 2004. Over 2000 copies of the case studies have been distributed to food industry business organisations.</p> <p><i>The Canberra Times</i> received 9355 advance orders for copies of a 16-page supplement it produced with the department aimed at students and teachers in upper primary and lower secondary schools.</p>

Figure 58 *continued*

MEASURES	RESULTS
Level of awareness of the work by the Council for Multicultural Australia (CMA).	CMA members were active in promoting Harmony Day 2005, including through attending events. The Council assisted with the Living in Harmony grants assessment process.
Positive impact of the Living in Harmony initiative, as assessed by rate of grants applications, media commentary and coverage of, and community support for, Harmony Day activities.	<p>An audit of the Living in Harmony grants and partnerships program indicates potential for 6.5 million people to have seen, heard or read media reports about Living in Harmony grant projects. Another 835 000 people attended community events.</p> <p>In September 2004, 42 grants were awarded in Round 5 to not-for-profit organisations from 529 applications. In June 2005, 642 grant applications were lodged. For Harmony Day 2005, there were 3903 product orders and 2754 events were logged on the website from community organisations, schools, local government and businesses.</p>
Informal monitoring and feedback from the business sector of the value and impact of the productive diversity program.	<p>An upgrade of the Diversity Australia website improved usability. It includes a new feedback facility to monitor stakeholder interest and has resulted in several enquiries and requests for further information.</p> <p>Feedback was positive from business representatives attending a "Diversity Works!" Program 'Engaging the New Europe' luncheon. The 168 attendees included representatives from the top 1000 Australian companies and ethnic chambers of commerce.</p>
Extent to which Australian Government agencies apply the performance indicators relating to the <i>Charter of Public Service in a Culturally Diverse Society</i> .	<p>In 2004–05, 63 of the 64 agencies reporting met all indicators applicable to them. This is an improvement from the 53 of 58 agencies reporting in 2003–04.</p> <p>Reporting benchmarks have been raised, with the introduction of statistics measuring 'well met' (52.2 per cent of performance indicators were well met).</p> <p>The scope and transparency of reporting continued to improve with nine new agencies contributing for the first time.</p>
Positive impact of management of community relations issues, following major domestic and international events.	Community Liaison Officers in all states and territories maintained contact with local and national community organisations, providing information and reporting on community tensions and related issues of concern. Following the 2004 Indian Ocean tsunami, the department provided reports on community reactions and contributed to the government's coordinated response effort.

Output 2.1—Settlement services

HIGHLIGHTS

Migrant Community Services

A total of \$27.44 million was provided for migrant community services grants in 2004–05 to support the settlement needs of migrants. The department supported the provision of settlement services to the migrant community through:

- the administration of 392 service agreements with organisations funded under 364 Community Settlement Services Scheme (CSSS) grants
- core funding to 28 Migrant Resource Centres (MRCs)/Migrant Service Agencies (MSAs).

Twenty of the CSSS grants were funded as six-month transitional grants until 31 December 2004, totalling \$520 546, for organisations that primarily provide services to established communities.

Community Partners Program

In response to the *Report of the Review of Settlement Services for Migrants and Humanitarian Entrants (2003)* (the Review), \$11.6 million was announced in the 2004–05 Budget for the Community Partners Program (CPP), a new program to be administered by the Department of Health and Ageing. The CPP began on 1 January 2005. It facilitates access to aged care services for culturally and linguistically diverse communities by funding established community organisations, among others. The 20 CSSS grants continued to be funded under the CPP until 1 July 2005, at which point grants announced in the CPP funding round began.

Rural and regional Australia

\$4.9 million has been allocated over four years to provide additional funding for CSSS grants to help humanitarian entrants settle in rural and regional Australia. Of this, \$688 525 was allocated to the 2004–05 funding year. This initiative is designed to increase humanitarian settlement in targeted regional locations, where community support can be enhanced and developed by providing new or increased grants funding.

Carla Tongun and her family are looking forward to a very different future to what they would have had in their native country of Sudan.

Now living in Australia, three of Carla's children are studying at university, two are in their final year of high school, and one has a career in IT and marketing. Carla feels they have been given a new future in Australia.



Carla Tongun

In Sudan her children would have spent most of their lives without a father. As a professional person he was seen as a threat to the Sudanese Government, and was imprisoned seven times in the years between 1981 and 1998.

"My children had to witness the shelling of their city, houses burning, and dead bodies everywhere. It's terrible for young children to have to go through that trauma," she said.

Carla decided to flee with her children to Kakuma refugee camp in Kenya in 1991. However, conditions in the camp were almost as dangerous as those the family had left behind so they applied for resettlement to Australia in 1995.

They arrived in Adelaide in May 2000. Their Australian proposer was there to welcome them, and took them to housing provided by the Lutheran Church of Australia. Soon after, the department provided assistance to enable the family to move into their own home.

Staff from the Migrant Resource Centre (MRC) in South Australia, which is funded by the department to provide settlement assistance, gave the family

information about local facilities, set up medical appointments and helped them furnish their home.

Carla has worked in a range of voluntary and paid jobs, assisting migrants and humanitarian entrants to settle in Australia. Often Carla finds she not only provides health support, but also acts as a counsellor for the African community.

"There are different cultural norms in Australia, particularly around relationships between parents and children which can lead to instability within the community," Carla said.

"Here children have so much independence. In the African context you have to remain with your family and have less freedom, until you are strong and self-supportive," she said.

"But the government and the service providers did so much to make our lives easier. I want to say thank you to the government for supporting us, and for giving my children a new future. I am looking forward to when they finish their education and join the workforce, so that they can give something back to a country that has given us so much."

Settlement Grants Program

The Review recommended the development of a new grants program that combines CSSS funding and MRC/MSA core funding. This new program, called the Settlement Grants Program (SGP), will begin on 1 July 2006, replacing the current CSSS and MRC/MSA programs.

The department released a discussion paper on the SGP for community comment on 6 April 2005. More than 400 stakeholders attended community consultations held in every capital city in April and May 2005, and more than 100 written submissions were received. This input will inform development of the SGP.

Tender for services under the Integrated Humanitarian Settlement Strategy

The department conducted a national tender for the provision of services under the Integrated Humanitarian Settlement Strategy (IHSS) for the next five years from 1 October 2005.

Industry briefings were held in each state and territory from 13–29 September 2004. Questions and answers and new information for tenderers were posted on our website.

Changes and enhancements to the requirements for delivery of services under IHSS were introduced in the request for tender. These included:

- strengthened coordination of service delivery through a service delivery model based on Contract Regions, with one contract per Region. Services may be delivered by agencies in consortium or prime contractor/subcontractor relationship, or by single providers
- a central case coordination role
- enhanced support for Special Humanitarian Program (SHP) entrants and their proposers
- improved arrangements for the management of volunteer contributions to the delivery of IHSS services.

The tender process was guided by a Business Adviser (Cogent Business Solutions), a Probity Adviser (Acumen Alliance) and a Legal Adviser (Sage Legal Services). Cogent Business Solutions also undertook the financial evaluation.

The tender evaluation report was unanimously endorsed by the IHSS Tender Steering Committee, which comprised representatives from our department and the Department of Finance and Administration.

All tenderers were advised of the evaluation outcome on 1 June 2005. Contract negotiations began with preferred tenderers in early June 2005.

Phase-out arrangements for all current IHSS contracts are being developed to ensure a smooth transition for IHSS clients to new IHSS contractors on 1 October 2005.

There were days when Hafiza Azami felt the shudder of rockets exploding near her as she walked to the local store. "It was not easy I can tell you. When they exploded, I remember looking around and thinking: where are my children? I recall many nights when we couldn't sleep," Hafiza said.



Hafiza Azami

In 1998, after almost three decades of war and conflict, Hafiza fled Afghanistan with her husband and three children. The family spent many nights travelling over the mountains to Pakistan, where they settled temporarily. The following year they applied for resettlement through the United Nations High Commissioner for Refugees.

In July 2003 the family began their new life in Australia. Flying into Brisbane airport they were met by staff from Assisting Collaborative Community Employment Support Services Incorporated (ACCESS)—an organisation funded by the department to provide assistance to new humanitarian entrants.

Staff from ACCESS took them to their new home and provided them with furniture, white goods, food and other supplies. In the following days ACCESS staff and volunteers helped the family settle into life in Australia.

"They were great, they helped us with everything," said Hafiza.

"They introduced us to the bank, the housing department, made sure our children were in school and even took us shopping. They gave us all the support we needed," she said.

Hafiza's husband began English classes under the Adult Migrant English Program (AMEP) soon after the family arrived, and is still improving his skills.

Hafiza began voluntary work as a community helper and translator. A year later she commenced paid employment in the role of an Administration Officer in the Department of the Premier and Cabinet in Queensland.

Support from ACCESS staff and the AMEP made the difficult task of setting up life in Australia easier.

"I felt excited and happy, knowing I was coming to a country where I could have a secure life and a future for my children, but it was also sad because I was leaving my family and friends and coming so far away from my homeland," said Hafiza.

For Hafiza the best things about life in Australia are security and opportunities.

"My children have much better opportunities here. They can go to school; they have great teachers that help them, access to libraries, the internet, computers... Everyday they come home carrying one or two new books from the library. I would never have been able to provide these things for them in Afghanistan."

2.1.1 SETTLEMENT PLANNING AND INFORMATION DELIVERY

Figure 59: Performance information—Settlement planning and information delivery

MEASURES	RESULTS
Quantity:	
Development of a national regionally based needs-based planning framework.	Development of the new needs-based planning framework is under way. Results of current activities will inform advertising of the new Settlement Grants Program in October 2005.
Quality:	
Satisfaction of Minister and key stakeholders with the new framework.	The Ministerial Council of Immigration and Multicultural Affairs (MCIMA) was briefed on development of the new needs-based planning framework at its May 2005 meeting. Key stakeholders are being consulted to identify priority settlement needs.
Online settlement information:	
Quantity:	
Maintain usage of <i>Beginning a new life in Australia</i> booklets and settlement data.	Booklets are available and were updated twice during the year; online information and Settlement Database were maintained and operational.
Quality:	
Satisfaction of clients.	No complaints were received during the year.

Objective

To provide and facilitate access to information to:

- assist in the settlement of prospective and newly arrived migrants and humanitarian entrants, including identifying services to equip eligible migrants and humanitarian settlers to participate in society as soon as possible after arrival
- inform the planning process for the department's settlement services
- assist mainstream service agencies to plan the delivery of their services to meet the needs of migrants and humanitarian entrants.

Description

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

Analysis of performance

Needs-based settlement planning

A number of recommendations in the *Report of the Review of Settlement Services for Migrants and Humanitarian Entrants 2003* (the Review) related to the department's settlement information and planning for the provision of settlement services.

The department is developing new needs-based settlement planning arrangements to inform the targeting and coordination of settlement services and to help mainstream service agencies better meet the needs of new arrivals. The needs analysis will inform the development of funding priorities and advertisements for the new Settlement Grants Program beginning in July 2006.

Consultation with a wide range of stakeholders, including the settlement services sector, key community groups and Australian state and territory service delivery agencies, will be a key element of the new planning arrangements. The department will analyse information gathered through this process, along with data from other sources such as our Settlement Database, to develop a national needs report that will provide a clearer picture of national settlement patterns and priority needs.

The Refugee Resettlement Advisory Council

An important aspect of the planning process is consultation with the community sector. One of the principal ways this is achieved is through an ongoing dialogue between the Minister for Citizenship and Multicultural Affairs and the Refugee Resettlement Advisory Council (RRAC).

The RRAC, now in its fourth term, continued to provide high-quality policy advice and input to the Minister on the settlement of newly arrived humanitarian entrants and migrants and the implementation of the recommendations of the Review. For example, RRAC was used as a reference group for the development of the new Settlement Grants Program.

Settlement information

The department published two updates of the *Beginning a life in Australia* booklets. The booklets welcome new and prospective migrants to Australia and provide information to them, their sponsors and service providers on the types of services available and advice on where to go to ask for assistance. Information is tailored for each state and territory and the booklets are published in English and 23 community languages. In 2004–05 the French language was included to meet the needs of some recently arrived refugees from Africa. The booklets are also on the department's website at www.immi.gov.au/settle/booklets

As part of a suite of activities funded by the Government to support and encourage settlement in regional Australia, funds were made available to incorporate 'regional Australia' information into the *Life in Australia* web pages on our website. The new

section on Life in Regional Australia provides information on potential regional settlement locations to encourage prospective migrants to consider settling outside the major metropolitan centres. The section includes topics on information sources, visa categories and finding employment and housing in regional Australia. It also identifies a number of regional locations seeking to attract migrants. The regional pages highlight 36 regional centres with an information page and photos of each town.

To coincide with the introduction of the new regional pages, the department revised *Life in Australia* web information. The redeveloped web pages went live on our website on 30 June 2005 at www.immi.gov.au/settle.

The Settlement Database is a valuable tool for planning, targeting and evaluating settlement services and facilitates better service delivery for migrants. The database contains around 1.3 million records of visaed settler arrivals since 1 January 1991. Data includes country of birth, age, sex, migrant category, main language, English proficiency, location of residence in Australia, and many other variables. Departmental officers use this information to inform program planning and service delivery across Australia. Mainstream service providers and community-based users access this information through our Internet-based Settlement Reporting Facility (SRF).

The department is redeveloping and upgrading the technology of the database and its reporting facilities to improve the useability of the reports and the data.

2.1.2 HUMANITARIAN SETTLEMENT SERVICES

Figure 60: Performance information—Humanitarian settlement services

MEASURES	RESULTS
Quantity:	
11 300 Offshore Humanitarian Program entrants assisted.	<p>The Integrated Humanitarian Settlement Strategy (IHSS) assisted 13 347 entrants comprising:</p> <ul style="list-style-type: none"> • 5318 refugees, eligible on a needs basis for initial information and orientation assistance, accommodation support, household formation support and early health assessment and intervention services • 7838 Special Humanitarian Program (SHP) entrants, eligible on a needs basis for household formation support, early health assessment and intervention and some support under other services. Proposers of these entrants are also eligible for Proposer Support services • there were 191 temporary protection visa (TPV), permanent protection visa (PPV) or temporary humanitarian visa (THV) holders eligible on a needs basis and upon first entering the community, for early health assessment and intervention services.
Quality:	
High level of client satisfaction as measured through client and community feedback.	Clients and the community expressed a high level of satisfaction through feedback at various community consultations.

Objective

To provide Refugees and Special Humanitarian (SHP) entrants with settlement services to help them become fully participating members of the Australian community as soon as possible.

Description

This output component supports the provision of intensive initial settlement services to newly arrived refugees and SHP entrants under the Integrated Humanitarian Settlement Strategy (IHSS).

Thirty-nine contracted service providers delivered IHSS services across all states and territories. IHSS services included:

- initial information and orientation assistance
- accommodation support

- household formation support
- early health assessment and intervention
- proposer support.

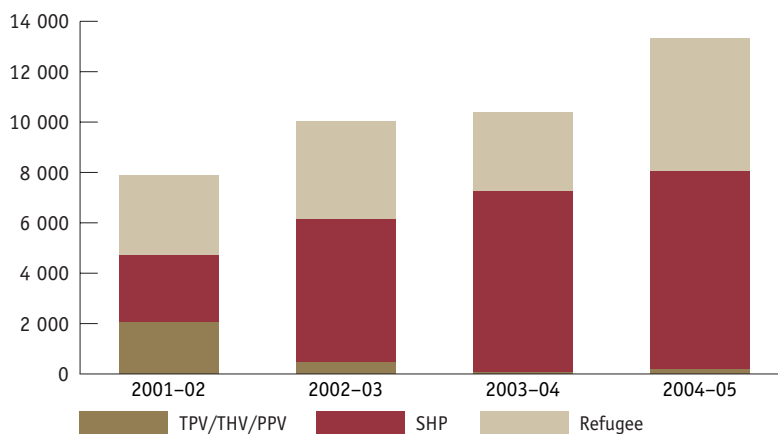
Volunteers helped service providers and offered entrants friendship and social support.

IHSS services focus on the initial settlement period which is generally about six months. While the IHSS aims to promote the competence of entrants and discourage dependency, some entrants require more assistance from general settlement services such as Migrant Resource Centres/Migrant Service Agencies and organisations funded under the Community Settlement Services Scheme.

Analysis of performance

In 2004–05, 13 347 people were assisted under the IHSS, compared with 10 401 people in 2003–04.

Figure 61: Number of people assisted under the IHSS



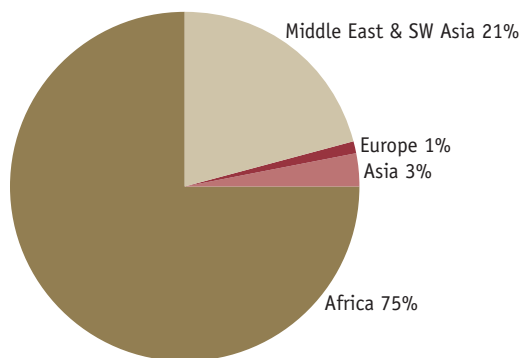
Sources: Humanitarian Settlement Client Information System (HuSCI), Integrated Humanitarian Settlement Strategy (IHSS) database and Travel and Immigration Processing Systems (TRIPS), DIMIA.

The number of refugees assisted under the IHSS increased by 69 per cent, from 3141 in 2003–04 to 5318 in 2004–05. The number of SHP entrants assisted increased by 9 per cent to 7838.

191 temporary protection visa (TPV), temporary humanitarian visa (THV) and permanent protection visa (PPV) holders were assisted in 2004–05, compared to 46 in 2003–04, 453 in 2002–03 and 2047 in 2001–02.

Seventy-five per cent of people assisted under the IHSS in 2004–05 were from Africa, compared to 63 per cent in 2003–04 and 44 per cent in 2002–03. The other significant group assisted were people from the Middle East and South West Asia, who comprised 21 per cent of the IHSS caseload, compared to 30 per cent in 2003–04 and 39 per cent in 2002–03.

Figure 62: People assisted during 2004–05 by source region



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

The IHSS caseload continues to change in line with trends in previous years. The proportion of entrants unable to speak English continues to rise, with 84 per cent of people assisted stating they required an interpreter. Education levels of people assisted remain low, with clients reporting they had received, on average, only 5.3 years of schooling.* A total of 6001 (or 46 per cent) of all refugees and SHP entrants assisted in 2004–05 have lived in refugee camps, up from 21 per cent in 2003–04 and 15 per cent in 2002–03.

As a result of the 2004–05 Budget, SHP entrants became partially eligible for IHSS services that were previously only available to refugees—that is, partial provision of initial information and orientation and assistance to locate long-term rental accommodation.

The current IHSS contracts, progressively introduced from early 2000, will terminate on 30 September 2005. A tender for the delivery of IHSS services from 1 October 2005 to June 2010 was released on 4 September 2004 and closed on 10 January 2005. Details of the tender are provided under Output 2.1 Settlement services, 'Highlights'.

A contract with the IOM was signed in August 2003 to deliver a pre-embarkation cultural orientation program to refugees and humanitarian entrants in Kenya. The Australian Cultural Orientation (AUSCO) program provides an introduction to aspects

* Excludes clients who have not yet reached school age (ie. clients aged 0–4 years).

of Australian life and aims to enhance entrants' settlement prospects, develop realistic expectations for their life in Australia and help them acquire information about Australian culture before they arrive.

An evaluation of the pilot program in June 2004 found it was delivering a significant and positive impact on entrants' early settlement experience and should be an integral part of Australia's settlement program. A number of recommendations have been implemented to enhance the program's effectiveness.

During 2004–05, the AUSCO program was expanded from Kenya to locations in Egypt, Uganda, Tanzania, Guinea, Ghana, Sierra Leone, Jordan, Lebanon, Syria, Turkey, Pakistan, Iran and Thailand. From its inception in September 2003 through to 30 June 2005, more than 379 courses had been held, assisting around 7570 entrants.

A number of improvements were made to the AUSCO program during 2004–05, including:

- the facilitation of exposure visits to Australia for several contracted trainers to allow them to gain first-hand knowledge of Australian culture and settlement services
- the enhancement of training materials, including the development of a new video/DVD depicting Australian life and the settlement process. The video/DVD has been translated into Arabic, French and Dari
- the update and expansion of the program curriculum to better meet the requirements of course participants from different backgrounds and with different settlement needs.

2.1.3 SUPPORT FOR COMMUNITY SERVICES

Figure 63: Performance information—Support for community services

MEASURES	RESULTS
Quantity:	
Management of 392 MRC/MSA and CSSS—Service Agreements.	392 service agreements and work programs managed, comprising 364 CSSS grants and 28 MRCs/MSAs grants.
Quality:	
Service Agreements fulfilled and/or specific breaches addressed.	Improved financial monitoring through the continuation of 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.

The department supported the delivery of Migrant Resource Centres (MRC)/Migrant Service Agencies (MSA) and Community Settlement Services Scheme (CSSS) services by helping funded organisations manage work programs and service agreements, reporting and financial accountability requirements and provision of a national training strategy. The national training strategy was aimed at management committees/boards and staff, to assist their delivery of settlement services consistent with the objectives of our grants programs, and to meet service agreement requirements.

A total of 392 service agreements were managed in the 2004–05 funding year. Of these, 28 were for MRC/MSA core grants and 364, including 229 new grants in 2004–05, were for CSSS projects.

For the 2004–05 funding round, the department received 328 CSSS applications, of which 229 were successful. Successful organisations were offered funding for one, two or three years, or nine, 21 or 33 months. The nine, 21 and 33-month grants allowed existing grants, previously funded on an October to September 12-month cycle, to align with the new financial year funding period. From 2005–06, all grants will be on a financial year basis.

Twenty of the 2004–05 CSSS grants were funded as six-month transitional grants until 31 December 2004, totalling \$520 546, for organisations that primarily provide services to established communities. In response to the *Report of the Review of Settlement Services for Migrants and Humanitarian Entrants (2003)* (the Review), \$11.6 million was announced in the 2004–05 Budget to fund a new Community Partners Program (CPP) to be administered by the Department of Health and Ageing.

Analysis of performance

The use of the online application for funding for Migrant Community Services streamlined the assessment and processing of applications. All 28 MRCs/MSAs applied online for core funding. Of the CSSS funding applications, 71 per cent were submitted online.

To improve program performance and accountability, a program of rolling audits of CSSS-funded organisations began in May 2004. The purpose of the audit program was to ensure that grant recipients were complying with the terms and conditions in the service agreement. At the same time, the audit program provided an opportunity to review the effectiveness of the reporting framework in supporting accountability requirements, and to identify areas for improvement in grant management practices for both the grant recipient and the department.

In 2004–05, 21 organisations were audited. The audit identified a number of opportunities to improve the performance accountability of the grants program, including clearer guidelines for grant recipients on their broad grant responsibilities and reporting requirements, more effective use of the work program in defining outputs and the development of a risk-based compliance framework for grant consultants. This is consistent with Recommendation 60 of the Review, which calls for the development of a risk assessment tool for use in the MRC/MSA and CSSS programs. Following piloting and refinement, the tool is expected to be implemented in 2006–07.

2.1.4 ADULT MIGRANT ENGLISH PROGRAM ADMINISTRATION

Figure 64: Performance information—Adult Migrant English Program (AMEP) Administration

MEASURES	RESULTS
Quantity:	
Management and monitoring of the performance of service providers (number managed/monitored)—18	18 contracts for AMEP tuition and associated services administered. Service delivery was monitored through regular contract meetings.
Quality:	
Contract breaches are promptly identified and managed.	Some service delivery requirements were not met. These breaches have been recorded and are being addressed. 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.

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.

Regular meetings with service providers are the main focus for contract management, enabling issues to be dealt with as they arise.

The contracts with service providers include a range of monitoring and standard accreditation mechanisms which include:

- a requirement for ongoing service provider accreditation from the National English Language Teaching Accreditation Scheme in relation to quality standards
- ANAO inspection of service providers
- quarterly reporting on key performance indicators (KPIs) and on any grievances received

When officers from the Sudanese Government knocked on his door, Mohamed Saliem had no idea they were there to enlist him in the army to fight his fellow countrymen.

“They told us that we were going to work in a local village to help the people living there. The idea was to serve the community. I thought, why not?”



Mohamed Saliem

Soon after, Mohamed was shoved into the back of an army truck, then flown to the south, where he was forced to begin his training to fight in the front line against southern Sudanese. “It was all lies. They don’t tell you that you’re going to war,” Mohamed said.

Life in the army training camp was brutal. One night in the camp a riot broke out and in the chaos, Mohamed managed to escape and fled to Cairo where he applied for asylum and was accepted by Australia for resettlement as a refugee. He arrived in Australia in November 2001, when he was 23 years old.

“On the plane I was thinking, what will I do here? How will I start a new life? Will they accept me? Will I have difficulties with the language?”

At the airport he was met by workers from the New Hope Foundation Incorporated—an organisation funded by the department—who took Mohamed to his own fully furnished flat.

“I thought—wow! It was amazing. After Cairo it was a luxury life.

Everything was there—a bed, hot water, food, electricity, and people to help you,” he said.

Departmental staff also introduced Mohamed to the Adult Migrant English Program (AMEP).

“I spoke some English when I first arrived but I found the Australian accent really tough to understand. But when I joined the English classes, they helped me a lot and they were very understanding and helpful. They were very patient with us,” he said.

Two and a half years after touching down, Mohamed is now working for the organisation that helped him settle into life in Australia—the New Hope Foundation, and also running his own trolley collection business.

He is grateful to the Australian Government for paving the way to a new life in Australia, and providing help when he arrived. “They gave me everything, showed me everything. It’s like a new life. I consider myself lucky to have come to Australia.”

- annual reporting on KPIs and a range of other matters
- completion of agreed action plans within set time frames, where annual reporting reveals deficiency in any KPI of the service provider
- the conduct of and full reporting on annual client satisfaction surveys by service providers, which includes assessment of client satisfaction with counselling and referral services and the level of client knowledge of grievance procedures
- the capacity for the department to undertake its own periodic surveys of aspects of national AMEP service.

Analysis of performance

A number of breaches or potential breaches were identified covering issues such as:

- less than the required minimum 80 per cent of surveyed clients indicating a knowledge of the process for hearing and resolving client grievances
- child care placements not made within the required three months for all clients needing this to access classroom tuition
- numbers of tutors trained or organisations assisted under the Home Tutor Scheme Enhancement Program not meeting the required targets.

Contract managers have worked with service providers to develop and implement strategies to rectify areas of deficiency in the delivery of services or where the service provider has not met required standards of performance against a key performance indicator.

These strategies are closely monitored by contract managers to ensure implementation within agreed timeframes is achieved. Service providers have been very responsive in addressing these issues.

2.1.5 FEE-FREE TRANSLATING AND INTERPRETING SERVICES

Figure 65: Performance information—Fee-free translating and interpreting services

MEASURES	RESULTS
Quantity:	
Number of fee-free services purchased—130 000: <ul style="list-style-type: none"> • 10 000 document translations • 98 000 telephone interpreting services • 22 000 on-site interpreting visits. 	Number of services: 121 693 <ul style="list-style-type: none"> • 8101 documents translated • 94 908 telephone interpreting • 18 684 on-site interpreting.
Quality:	
Level of satisfaction of eligible clients with fee-free language services delivered.	High level of satisfaction of eligible clients with the quality of services measured by the lack of complaints on service standards and engagement of accredited translators and interpreters in the delivery of services.

Objective

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

Description

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

Fee-free interpreting services are provided to approved individuals and organisations to help them communicate with non-English speaking migrants and humanitarian entrants who are Australian citizens or permanent residents. The 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
- members of parliament for constituency purposes
- local government authorities
- trade unions
- Emergency Management Australia.

Documents for fee-free translation include settlement-related personal documents, identity and relationship documents (for example birth and marriage certificates),

facilitation documents (for example drivers' licences), and education and employment documents. Fee-free translations are provided to permanent residents and Australian citizens within their first two years of arrival or grant of permanent residence.

Analysis of performance

The number of fee-free interpreting services provided in 2004–05 was comparable with the number of services provided in 2003–04, but lower than projections of demand.

The department continued strategies aiming at more equitable access to services for eligible clients through the promotion of the telephone interpreting service to all client groups, liaison with private medical practitioners encouraging the use of the Doctors Priority Line, and raising awareness amongst community sectors to shift away from the more costly on-site to telephone interpreting. We achieved our objective of meeting demands on a more equitable basis within allocated funds.

A major focus was developing strategies for basic interpreting skills training to respond to the language needs of the humanitarian entrants from Africa and the Middle East in new and emerging community languages. Work in this area will continue in 2005–06.

In 2004–05, the number of fee-free translation services (8101 documents) decreased from 8642 documents in 2003–04, reflecting the changing composition of the humanitarian intake. In recent intakes, people from some communities, mainly African, have arrived without personal documentation, resulting in a decrease in demand for translations.

The high-demand languages for interpreting were: Arabic, Vietnamese, Mandarin, Serbian, Cantonese, Persian, Turkish, Spanish, Russian, and Korean. The high-demand languages for translation were: Arabic, Mandarin/Cantonese (Chinese), Russian, Persian, Spanish, Croatian, Serbian, Vietnamese, Ukrainian and French.

Output 2.2—Translating and interpreting services

DESCRIPTION

The Translating and Interpreting Services Output will:

- Continue the move to a business like national Translating and Interpreting Service (TIS) to provide the means of communication essential to a culturally and linguistically diverse society
- Provide a quality, responsive and professional service.

HIGHLIGHTS

Requests for telephone interpreting service continued to grow and the number of jobs completed was ten per cent above the Portfolio Budget Statements target. This target was raised from 350 000 for the previous financial year to 400 000 for 2004–05.

The outstanding debt for TIS was further reduced by 31 per cent and is currently at a record low. There were two major system changes where TIS migrated to DIMIA Network from the AMEP Reporting and Management System Network and changed its financial management system from Oracle Government Financials (OGF) to Systems, Applications, Products in Data Processing.



Working to provide a quality service.

2.2.1 DOCUMENT TRANSLATING

Figure 66: Performance information—Document translating

MEASURES	RESULTS
Quantity:	
Number of documents to be translated—10 000.	8101
Quality:	
90 per cent of fee-free translations will be processed within 20 working days of request.	93 per cent
95 per cent of translating jobs done by NAATI-accredited/recognised translator.	100 per cent

Objective

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

Description

Newly arrived migrants/refugees are provided with fee-free translations of settlement-related personal documents. Documents eligible for fee-free translation include documentation relating to identity and relationship, facilitation, education and employment. 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 and using National Accreditation Authority for Translators and Interpreters (NAATI)-accredited translators on 95 per cent of instances were both met comfortably.

The number of translations was 1900 below projected volumes, mainly because of the nature of the humanitarian intake and because many people are arriving without documentation.

The high-demand languages for translations were Arabic, Mandarin/Cantonese (Chinese), Russian, Persian, Spanish, Croatian, Serbian, Vietnamese, Ukrainian and French.

2.2.2 TELEPHONE INTERPRETING

Figure 67: Performance information—Telephone interpreting

MEASURES	RESULTS
Quantity:	
Number of telephone interpreting calls—400 000	441 952
Quality:	
90 per cent 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 93 per cent of calls were connected to a telephone interpreter in a major community language within three minutes.
90 per cent of interpreter jobs will be done by a NAATI-accredited/recognised interpreter.	92 per cent

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 facilities that allow for a three-way conversation between English-speaking and non-English-speaking parties and a 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

A total of 658 100 telephone enquiries were received in the TIS national contact centre. From this call volume a total of 441 952 telephone interpreting assignments were delivered, compared to a projection of 400 000 assignments. The target was revised upwards in 2004–05 from 350 000 to reflect the growth in call assignments being received in the contact centre. Since the consolidation of TIS offices into a single contact centre in Melbourne in early 2002, overall call assignments have increased by 53 per cent.

This growth in call volumes and the continuing decline in the delivery of on-site services indicate that the TIS client base is increasingly using the more cost-effective telephone interpreting service.

The percentage of tasks to be undertaken by a National Accreditation Authority for Translators and Interpreters (NAATI)-accredited/recognised interpreter was increased from 85 to 90 per cent this year to reflect improved access to NAATI accredited/recognised interpreters for work allocation. This measure was met comfortably.

The high-demand languages were Arabic, Vietnamese, Mandarin/Cantonese (Chinese), Korean, Serbian, Turkish, Persian, Spanish and Russian. Russian replaced Greek in the languages in greatest demand this year.

TIS continues to make special efforts to recruit interpreters in new and emerging languages for which interpreters are in short supply. TIS was able to recruit a total of 48 additional interpreters who are able to speak 105 different languages/dialects, primarily African languages. The majority of these additional interpreters are not NAATI-accredited at this stage but TIS is encouraging them to upgrade their interpreting qualifications. NAATI is not able to offer professional accreditation in all of the new and emerging languages at this stage, but this is expected to change as these communities become more established in Australia.



Coordinating another TIS request.

2.2.3 ON-SITE INTERPRETING

Figure 68: Performance information—On-site interpreting

MEASURES	RESULTS
Quantity:	
Number of on-site interpreting visits—48 000.	46 575
Quality:	
85 per cent of requests for an on-site interpreter will result in a confirmed appointment within 3 working days.	92 per cent
90 per cent of interpreter jobs will be done by a NAATI accredited/recognised interpreter.	87 per cent

Objective

To provide interpreters for face-to-face interpreting assignments.

Description

Where a client requires a face-to-face interpreting assignment, the Translating and Interpreting Service (TIS) arranges for an interpreter to attend at the specified location and time.

Analysis of performance

On-site interpreting requests continued to decrease. A total of 46 575 on-site interpreting assignments were completed in 2004–05, compared with 49 200 assignments in 2003–04. The decrease in demand in 2004–05 (2600) was considerably smaller in volume compared to 2002–03 (15 500).

Reasons for this continuing decline in demand included:

- the continuing low demand for on-site interpreters associated with the processing of applications for protection by asylum seekers
- competitors capturing market share by offering lower prices
- clients moving towards telephone interpreting as a more cost-effective service.

The percentage of assignments to be undertaken by a National Accreditation Authority for Translators and Interpreters (NAATI) accredited/recognised interpreter has increased from 85 to 90 per cent. TIS achieved 87 per cent for the year compared to 89 per cent last year. This change in performance reflects the make-up of assignments, with a greater proportion of jobs coming from new and emerging community languages. Because of the time taken to achieve NAATI accreditation or

recognition for new and emerging languages, a higher proportion of assignments in these languages negatively impacts performance against this measure.

The high-demand languages for on-site services were Arabic, Vietnamese, Serbian, Mandarin/Cantonese (Chinese), Persian, Bosnian, Turkish, Dari (Afghani) and Spanish.

Output 2.3—Australian citizenship

DESCRIPTION

The Australian Citizenship Output will:

- continue to ensure that citizenship law and policy achieve the objectives of the *Australian Citizenship Act 1948*
- encourage the community to value citizenship by:
 - continuing to implement the government's response to the Australian Citizenship Council Report, *Australian Citizenship for a New Century*
 - implementing an ongoing program to promote the acquisition of Australian Citizenship
 - ensure timely access to the privileges and responsibilities of Australian Citizenship by eligible non-citizens.



Australia Day 2005: After presiding for the first time at a citizenship ceremony, the Prime Minister, the Hon. John Howard MP, presents a citizenship certificate to 6-year-old Nisha Banka.

HIGHLIGHTS

A number of changes to the 55-year-old *Australian Citizenship Act 1948* were announced to bring citizenship legislation into line with, and to reflect the needs of, Australia in the twenty-first century. These changes include:

- removal of inappropriate barriers to resumption of citizenship by former citizens following the repeal of s17 of the Act in 2002
- removal of the age limit for registration of citizenship by descent
- strengthening the integrity and improving the consistency of the discretions to waive the residence requirements in certain circumstances.

Many significant citizenship ceremonies were held in 2004–05. The Prime Minister, Mr Howard, conducted his first citizenship ceremony on Australia Day 2005 and the Governor-General conducted a citizenship ceremony at Government House on Australian Citizenship Day 17 September 2004. More than 8000 people became Australian citizens at over 180 special ceremonies on and around Australian Citizenship Day, and many thousands of people affirmed their Australian citizenship at these ceremonies. Adelaide hosted a Citizenship Ceremony with a record 320 conferrals for the state, and some 600 people were conferred at a citizenship ceremony in Brisbane.

111 713 people became Australian citizens by grant, descent and resumption, including 98 008 who became citizens by grant, an increase of 7.5 per cent on 2003–04.



Peter Knobel, Citizenship Program Manager, ACT Regional Office, presents citizenship certificates to grand nephew of Alfred Deakin (Australia's second Prime Minister) and his family.

2.3.1 DECISIONS ON CITIZENSHIP STATUS

Figure 69: Performance information—Decisions on citizenship status

MEASURES	RESULTS
Quantity:	
93 401 citizenship status decisions (persons) made—including 73 000 applications (persons) for grant finalised.	129 034 decisions (persons) on citizenship status made, including 102 063 applications (persons) for grant finalised.
Quality:	
35 per cent of grant applications finalised on the day of lodgement and 90 per cent of grant applications finalised within 90 days of lodgement.	44.4 per cent of grant applications finalised on the day of lodgement, and 89 per cent within 90 days of lodgement.
Less than 1 per cent of negative decisions overturned at review.	0.2 per cent of negative decisions overturned at Review Tribunal.

Source: Legal Services and Outcomes Reporting Sections, DIMIA.

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

In 2004–05, 102 063 decisions for grant of citizenship were finalised, the highest number since 1996–97. This is an increase of 6.6 per cent from 2003–04. The number of positive citizenship decisions increased by 7.5 per cent from 2003–04. This continues the upward trend of decisions made since 2000–01.

The overall approval rate for grant, resumption and descent applications increased to 96.8 per cent in 2004–05 from 96.3 per cent in 2003–04.

The introduction of the National Appointments System has increased client accessibility to interview schedules and reduced the waiting times and need for repeated visits to the department. It has allowed clients to nominate citizenship appointment times that best suit their availability. There were 89 per cent of applications decided within 90 days of lodgement and 44.4 per cent decided on the day of lodgement.

The department continues to promote use of the Internet facility for lodgement of citizenship applications. A growing number of people are choosing the convenience of applying online with 22 766 people lodging e-applications in 2004–05. This represents 18.8 per cent of all applications received in 2004–05 (16.8 per cent in 2003–04).

Figure 70: Outcomes for citizenship applications, 2002–03 to 2004–05

	2002–03	2003–04	2004–05
People granted Australian citizenship	83 077	91 233	98 008
People issued with Certificates of Evidence of Australian citizenship	9 522	11 515	12 719
People registered as Australian citizens by descent	10 411	14 005	13 264
People registered as losing Australian citizenship*	498	496	463
People resuming Australian citizenship	516	410	441

* Loss statistics include renunciation of Australian citizenship.

Source: ICSE data extraction, Outcomes Reporting Section DIMIA.

93 095 people were conferred citizenship at ceremonies, an increase of 4.7 per cent over 2003–04.

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 2004–05 is provided at Appendix 2.

In 2004–05, the Citizenship Information Line (CIL) received 457 489 calls, an average of 38 124 calls per month (444 223 calls in 2003–04, an average of 37 019 calls per month). CIL responds to citizenship inquiries from around Australia and distributes information and application kits to clients.

The citizenship quality assurance program for Australian citizenship processing continued. 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 has reinforced the integrity of the citizenship program.

General public enquiries submitted to the Citizenship Mailbox numbered 4852, a 13.5 per cent increase from 2003–04. All enquiries were responded to within 24 hours.

In 2004–05, the Citizenship Helpdesk received 3506 internal enquiries from state and territory offices and overseas posts, a 35 per cent increase in total queries in relation to 2003–04. Ninety eight per cent were responded to within 24 hours.

Fine examples of leadership to all Australians

Migrants who have become Australian Citizens recognised for their valued contribution to Australian Society



ANTONIO MILHINHOS—2005 SENIOR AUSTRALIAN OF THE YEAR

“Being an Australian citizen means I am fully part of this great country where everyone is equal, everyone has a right to an education, choices, and opportunities, to get out there and have a go.”

Senior Australian of the year Antonio Milhinhos is a proud Australian, who became an Australian citizen in 1972. Mr Milhinhos who arrived in Australia from Portugal in 1967 and after living in Australia for about 5 years, he decided then this was the place he wanted to live, as it felt like home.

“It feels good to be an Australian because our country has a long history in helping to make the world a better place. Australians are very generous people and it doesn’t seem to matter how little they have themselves, they are willing to help others in need.

I know an elderly pensioner lady in her 70s who insisted in donating \$100 to the tsunami appeal—this was a lot of money for her.”

Mr Milhinhos does not think much about his own history of giving, he simply says *“I did not have much when I came to Australia and this country has been good to me, after all we are in this world as care takers and till God decides otherwise.”*

His family’s first large contribution to those less fortunate began with the Ash Wednesday fire victims and since then they have not looked back, many individuals, charity and community groups have benefited from their generosity.

The family’s most recent fund raiser and donation was for the Tsunami Victims Appeal where in only 19 days more than \$200 000 found the way to Care Australia.



KHOA DO—2005 YOUNG AUSTRALIAN OF THE YEAR

“Being a citizen means living the Australian way of life, having wonderful values and coming home with a big grin on my face.”

Mateship, generosity, selflessness and honesty is what being an Australian means to Young Australian of the Year, Khoa Do.

Mr Do, who became an Australian citizen in 1983, says Australia is a wonderful place.

“My parents moved from Vietnam after the war. Australia seemed a wonderful place to live,” says Mr Do who was two years old when his family settled in Sydney.

As a writer, director, actor and teacher Mr Do has carved an impressive niche for himself in the Australian film industry.

He has been recognised for both his achievements in the industry and his volunteer work with young people.



FIONA WOOD AM—2005 AUSTRALIAN OF THE YEAR

“There are many great values associated with being Australian including the positive human spirit.

These values are not always expressed but they are always accessible—just look at the number of volunteers we have in this country and how Australians respond in times of crisis to international disasters such as the Bali bombings or the Tsunami.”

British-born Australian of the Year, Clinical Professor Fiona Wood FRACS AM became an Australian citizen in 1987 after marrying a Western Australian surgeon and moving to Perth where she lives with her husband and six children.

“Australia is my home now and where I belong,” she says.

“I haven’t relinquished my English origins but rather moved to another phase of my life.”

Professor Wood is Director of the Western Australia Burns Service and

also co-founder of Clinical Cell Culture, a private company commercialising the work of the McComb Foundation recognised in medical circles for its world-leading research and breakthroughs in the treatment of burns.

She has become world renowned for the patented invention of spray on skin cells for burns victims, a treatment which is continually developing. In October 2002 Professor Wood was propelled into the media spotlight when the largest proportion of survivors from the Bali bombings arrived at Royal Perth Hospital.

2.3.2 PROMOTION OF THE VALUE OF AUSTRALIAN CITIZENSHIP

Figure 71: Performance information—Promotion of the value of Australian citizenship

MEASURES	RESULTS
Quantity:	
Development and implementation of a campaign promoting the value of Australian Citizenship with Australia Day, Harmony Day and Australian Citizenship Day as focus points.	The campaign was successfully implemented. This involved print, television and radio advertising, public relations activities, a schools program and promotional events. Promotional events included special citizenship ceremonies in association with Australian Citizenship Day on 17 September 2004, Australia Day 2005, Harmony Day in March 2005 and World Refugee Day in June 2005.
Quality:	
Satisfaction of Minister and other key stakeholders with the development and implementation of the citizenship promotion campaign.	Satisfaction of the Minister and other key stakeholders with the 2004–05 Australian Citizenship promotion campaign: <ul style="list-style-type: none"> • 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 2004 and Australia Day in 2005 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 it continues to reflect the changing values of the Australian community.

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

- the announcement of a number of changes to the *Australian Citizenship Act 1948* to bring citizenship legislation into line with, and to reflect the needs of, Australia

in the twenty-first century. These changes include the removal of inappropriate barriers to the resumption of citizenship by former citizens following the repeal of s17 of the Act in 2002; removing the age limit for registration of citizenship by descent; and strengthening the integrity and improving the consistency of the discretions to waive the residence requirements in certain circumstances

- ongoing satisfaction with the high-level policy advice provided to the Minister, senior management, citizenship decision-makers and other key stakeholders on citizenship related matters including citizenship legislation.

The objectives of the Australian citizenship promotion campaign are to promote the acquisition of Australian citizenship among eligible non-citizens and to enhance the profile and significance of Australian citizenship.

The extent to which the objectives have been achieved is indicated by the following:

- citizenship application levels in 2004–05 continued to be strong, with the level of application rates 37.3 per cent above the level of applications in the pre-campaign base year, 2000. Over the two-month period of the campaign surrounding Australian Citizenship Day—1 August to 30 September 2004—application levels increased by 8.9 per cent compared to the same period in 2003
- during the campaign period 1 August to 30 September 2004, there were 458 press, radio and television items about and around Australian Citizenship Day. This was a 30 per cent decline in volume compared to the previous year, due in part to the media focus on the Athens Olympic Games. The majority of the 2004 coverage (91.3 per cent) was positive or balanced in tone. The overall success of the coverage was largely due to the personal stories of the conferees about why becoming an Australian citizenship was important to them. During the 2004 campaign, a wide range of promotional products was distributed, including an Australian Citizenship Day primary schools' resource kit sent to more than 8000 schools around Australia
- many significant citizenship ceremonies were held in 2004–05. For the first time the Governor-General presided at a citizenship ceremony, at Government House on Australian Citizenship Day 17 September 2004. More than 8000 people became Australian citizens at over 180 special ceremonies on and around Australian Citizenship Day and many thousands of people affirmed their Australian citizenship at these ceremonies. Adelaide hosted a Citizenship Ceremony with a record 320 conferrals for the state, and some 600 people were conferred at a citizenship ceremony in Brisbane
- on Australia Day 2005 in Canberra, the Prime Minister presided at his first citizenship ceremony, and conferred citizenship on 82 candidates
- there was a sustained, strong interest in the citizenship website and Citizenship Information Line (CIL) in 2004–05. Electronic lodgement of citizenship applications increased by 36.9 per cent from 2003–04, and the number of calls made to the CIL increased by 1.4 per cent from the previous year to 457 489 calls.

Output 2.4—Promoting the benefits of cultural diversity

DESCRIPTION

This Output provides leadership for the implementation of multicultural policy, in consultation with Australian Government agencies. It will:

- enhance community harmony, through the Living in Harmony initiative, including significant commitment to Harmony Day, and the management of tensions and threats by working closely with individuals and communities and cooperating closely with state and territory governments
- make further gains in the implementation of the Access and Equity Strategy, by ensuring that all government services are attuned to Australia's diversity and respond accordingly and consistently with the requirements of the Charter of Public Service in a Culturally Diverse Society
- seek to further engage the public and private sectors to use Australia's language and cultural diversity for the economic and social benefit of all Australians, through the "Diversity Works!" Program.

HIGHLIGHTS

The department began an extensive evaluation of multicultural policy and programs, including the Living in Harmony initiative. The evaluation incorporates:

- a stocktake of outputs and outcomes
- surveying and consulting with stakeholders such as the Federation of Ethnic Communities' Councils of Australia and the Council for Multicultural Australia
- roundtable consultations targeting a broad range of interests and constituencies beyond our usual stakeholders, including representatives from the private and community sectors, religious organisations, sporting bodies and local government
- an analysis of the efficiency, effectiveness and accountability of the program
- formulating future directions for a new policy proposal.

A record number of 2754 Harmony Day events were sponsored by governments, community organisations, schools and other educational institutions, and the 17 Harmony Day partners. Independent media monitoring advice suggests Harmony Day has become a permanent fixture on Australia's multicultural calendar and that the media and their audiences are much more aware of Harmony Day and its messages than in previous years.

The department sought to improve grant applications and develop innovative approaches to targeting local issues of racism. Departmental officers met with community groups in Brisbane, Newcastle, Townsville and Wagga Wagga to discuss specific issues of racism and the potential for response through the community grants program. This contact has informed the development of focus areas for the 2005 community grants round and, together with information sessions in a number of centres, has resulted in an improvement in the quality of grant applications from these areas.

In 2004–05 the Living in Harmony initiative's partnerships program deepened its involvement in strengthening relationships between major Australian institutions and Australia's multicultural communities, particularly within the court system and among law enforcement agencies. A major goal has been improving the trust and confidence of new and emerging communities around the rule of law as a foundation of Australian society. The program has continued its focus on youth and has entered into a number of new strategic partnerships with key organisations from the media sector and from among local government.

A "Diversity Works!" Information Kit was launched by the Minister in March 2005 at a business luncheon "Diversity Works!" Program 'Engaging the New Europe' hosted by the European Australian Business Council (EABC) and the department. The kit includes a Guide for Business to better use the language and cultural skills of Australia's diverse workforce. Ten new case studies covering public, private, cross industry



The circle of Harmony at the Harmony Day celebrations in Southport, QLD.

sectors and small, medium and large corporations were provided for the kit. The Diversity Australia website was upgraded and restructured to improve its usability to coincide with the launch of the new kit.

The National Centre for Vocational Education Research was commissioned to consult with each education sector to identify key educational concepts and courses in order to link the Diversity Australia website resources to them to better promote diversity management education across the three sectors (schools, vocational education and training and higher education). The guides are being finalised following national trialling. Feedback from around the country during the trialling has been very positive.

There was a further increase in the number of agencies reporting on the implementation of Access and Equity. Sixty-four Australian Government agencies reported in 2004 compared to 58 in 2003. Statistics on the number of performance indicators that were met well were incorporated into the 2004 Access and Equity Annual Report. Seventeen local governments and nine new Australian Government agencies provided contributions for the first time.

Community Liaison Officers in all states and territories maintained contact with local and national community organisations, providing information to communities and reporting on community tensions and related issues of concern to communities. Following the 2004 Indian Ocean tsunami, the department provided reports on community reactions and contributed to the Government's coordinated response effort.

We continued to promote local government responses to cultural diversity through case studies on our website, sponsoring a category of the National Awards for Local Government, and supporting a leading practice seminar in South Australia.

Workshops on aspects of multicultural policy were held at the international conference 'Transformations: Culture and the Environment in Human Development' in February 2005, and the annual conference of the Federation of Ethnic Communities' Councils in May 2005.

Output 2.4—Promoting the benefits of cultural diversity

Figure 72: Performance information—Promoting the benefits of cultural diversity

MEASURES	RESULTS
Quantity:	
Number of items of policy and other advice provided to Australian and other governments, international agencies and the Australian Community.	<p>A total of 350 items of advice were provided during the year. This included 38 items of advice in relation to international obligations, 70 to other Commonwealth government agencies in relation to Access and Equity, and the production of 23 newsletters distributed to local government and Australian Government networks.</p> <p>The department also participated in five youth-related interdepartmental committees.</p>
Council for Multicultural Australia (CMA) meets quarterly, represents the Minister at functions and engages in task groups.	<p>CMA meetings were held in December 2004, and March and June 2005.</p> <p>CMA members attended functions, conferences, and consultations, 22 as formal representatives of the CMA and also represented the Minister as requested.</p> <p>The CMA provided advice on multicultural policy and programs to the Minister and department and contributed to the evaluation of multicultural policy.</p> <p>The CMA assisted in the assessment process of 529 grants received in the 2004–05 Living in Harmony community grants round. The CMA was also engaged regarding assessment of the 642 grant applications lodged for the 2005–06 grant year.</p>
Liaison maintained with approximately 4500 community organisations and individuals nationally.	<p>The department maintained contact with over 8000 community organisations and individuals, with emphasis on Middle Eastern, Muslim and new and emerging African communities. The department had more extensive contacts with over 3000 ethnic and religious organisations on a range of issues important to those communities.</p>
An estimated eight Living in Harmony partnerships, 10 Productive Diversity projects, 20 Harmony Day corporate partners managed and 50 local government authorities engaged.	<p>Seven concluding, continuing or new Living in Harmony partnerships were managed in the period, contracting was proceeding for an eighth and four new proposals were being considered. Seventeen Harmony Day Corporate Partners worked with the Department on Harmony Day 2005. Ten “Diversity Works!” Program projects were managed.</p> <p>20% of all Harmony Day events were from the government sector (Commonwealth: 9% State: 5% Local Government: 6% events)</p>

Figure 72 continued

MEASURES	RESULTS
	<p>All “Diversity Works!” projects were completed on time and within budget.</p> <p>Six local government authorities were awarded grants in August 2004, and 128 local government authorities took part in Harmony Day 2005. 72 local government authorities applied for Living in Harmony community grants in June 2005.</p> <p>The department provided guidance to local government by presenting information at 3 national local government conferences, direct contact with 75 local governments through leading practice seminars, interdepartmental seminars and the Strength in Diversity Award, and promoted local government responses to cultural diversity by launching 23 new case studies on the department’s website.</p>
<p>Promotional events and activities organised by the department and communities, particularly regarding Harmony Day and productive diversity programs.</p>	<p>A case study on the current and potential contribution of the Halal food industry to the Australian economy was launched by the Minister in August 2004. Over 2000 copies have been distributed.</p> <p>The Minister hosted a luncheon ‘Engaging the New Europe’ in March 2005 to promote the benefits to business of capitalising on Australia’s cultural and linguistic diversity. The 168 attendees included executives from Australia’s leading corporations.</p> <p>A “Diversity Works!” Information Kit including ten new case studies and a Guide for Business were launched at the luncheon. The kit has been distributed nationwide to 922 stakeholders including 71 peak business and industry bodies and 36 educational institutions. An upgraded Diversity Australia website and a new “Diversity Works!” logo were also launched at the event.</p> <p>The Access and Equity Report was tabled on 15 March 2005.</p> <p>The department received 2754 Harmony Day event registrations (360% increase from 2004) on www.harmony.gov.au and 3902 organisations and individuals (23% increase from 2004) ordered Harmony Day products.</p> <p>In collaboration with the department, <i>The Canberra Times</i>, produced <i>Faces of Australia</i>, a 16-page educational supplement aimed at students and teachers in upper primary and lower secondary schools. The supplement encouraged people to understand the benefits of our cultural diversity.</p>
<p>Completion of ministerial correspondence, briefs, speeches, situation reports, community update reports and other documents as required.</p>	<p>500 Ministerial replies, 138 briefs, 32 speeches, 12 situation reports, 11 community update and multicultural issues reports were produced in the department’s national office.</p> <p>In addition, State and Territory Offices produced 282 responses to Ministerial correspondence, 394 briefs and 60 speeches.</p>

Figure 72 continued

MEASURES	RESULTS
Quality:	
High level of satisfaction by recipients of policy and other advisings.	The Minister sought and accepted much of the advice during the year, for example on a strategy for the evaluation of multicultural policy and programs, the Living in Harmony partnerships projects and approaches for Harmony Day 2005. The department's advice regarding international reports and delegation briefs is strongly appreciated.
High level of satisfaction of the Minister with CMA activities.	The Minister expressed satisfaction with the work of the CMA in meetings and in letters to the Chair. The Minister responded favourably to a CMA advice paper on multicultural policy challenges and directions.
Extent to which engagements with community groups, organisations, individuals and local government authorities enhance intra and inter-governmental and community relationships; extent to which community relations issues are well managed; extent to which advice on these are accepted by Ministers, departmental Executive and communities.	Government and community relationships were strengthened through the department's community liaison function. The Minister sought and accepted departmental advice concerning community relations issues. Discussions with community groups on specific issues led to higher quality Living in Harmony grant applications.
All Living in Harmony partnerships and projects met their agreed objectives within agreed periods, and completed to the satisfaction of the Minister and other stakeholders.	All seven partnerships are currently on track to deliver agreed objectives.
Positive impacts of the promotional events and activities as assessed by media reporting and community participation.	The media coverage of the 2005 Harmony Day campaign was overwhelmingly positive (98.5 per cent of press items were classified by Media Monitors as 'favourable' or 'balanced'). This demonstrates that Harmony Day is increasingly and widely accepted by the community at large. <i>The Canberra Times</i> received 9355 advance orders for copies of <i>The Faces of Australia</i> supplement from schools in the Canberra/Queanbeyan region, NSW, QLD and SA.
High level of satisfaction of the Ministers, departmental Executive and other stakeholders with reports and documents provided.	The Ministers expressed satisfaction that there had been an improvement in the way government services were delivered to culturally and linguistically diverse clients.

Objective

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

Description

This Output covers implementation of the Government's 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

The department's state and territory offices contacted more than 8000 community groups and individuals, government and non-government agencies. The aim was to build coordinated working relationships, ensure all interested parties are included in the management of portfolio policies and programs, and negotiate on matters that could affect community harmony. State and territory offices maintained more intensive contact with more than 3000 individuals and community organisations. Community leaders continue to report satisfaction with ongoing liaison and consultation by the Ministers and the department.

Departmental Multicultural Issues Reports and Community Updates Reports provided the Ministers and Executive with information about broad community issues and, together with advice received from other Australian government agencies, helped update our community relations strategy. The strategy ensures readiness to address major community relations tensions that may arise in the future.

During the year, the department monitored and provided advice to the Ministers on community harmony and inter-faith issues, and threats to community relations, such as instances of racial and religious vilification and property vandalism. The main challenges to community harmony in Australia continued to be expressions of hostility towards Australian Muslims, anti-Semitic incidents, anti-Asian activity within parts of the community, perceived links between criminal behaviour and ethnicity, and a distrust of African arrivals, especially youth by some in the community.

We produce an annual multicultural diary that highlights the range of important events, festivals and days, both cultural and religious, celebrated throughout Australia. In 2004–05, almost 6000 copies were distributed to federal, state and territory members of parliament, local councils, diplomatic representatives, community organisations, schools and individuals.

As part of an internal evaluation of multicultural policy and programs, including the Living in Harmony program, the department developed a targeted consultation strategy that included:

- provision of an advice paper by the Council for Multicultural Australia
- consultation with the Federation of Ethnic Communities' Councils of Australia
- surveying key stakeholders of multicultural programs to seek their views on the effectiveness of programs and possible future directions
- community consultations targeting a broad range of interests and constituencies beyond our usual stakeholders, including representatives from the private and community sectors, religious organisations, sporting bodies and local government
- seeking the views of Australian and state and territory departments and agencies on multicultural policy, programs and possible future directions.

Harmony Day, 21 March 2005, which recognises and celebrates 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 2005. In particular, there was strong public endorsement from 17 Harmony Day partners from business, media, sporting and peak community organisations.

Participation from partners, chosen for their strong national profiles and proven credentials as corporate and social leaders, increased from over 250 events in 2004 to over 330 in 2005.

In all, the department's website recorded a total of 2754 registrations for Harmony Day events. Twenty per cent were from government, 14 per cent from community organisations, 53 per cent from schools and other educational bodies and 10 per cent from businesses.

Media coverage of Harmony Day 2005 increased marginally from 2004. While there was a drop in press coverage, there was a welcome increase in Internet coverage, the preferred medium for young Australians.

Figure 73: Volume of media coverage, Harmony Day 2004–05

Media	Volume		per cent change
	2004	2005	
Press	764	668	12.5 per cent decrease
Radio	391	398	2 per cent increase
Television	256	269	5 per cent increase
Internet	24	103	329 per cent increase
Total media	1 435	1 438	0.2 per cent increase

Independent media analysis indicated that the media and their audiences were much more aware of what Harmony Day was in 2005 and that it is now a permanent fixture on Australia's multicultural calendar.

There was a distinct emphasis on the educational aspect of celebrations this year. Readers of press articles were encouraged to enhance their own understanding of the concept of multiculturalism by acknowledging the many and varied cultures living in their local community.

The department managed seven Living in Harmony partnerships and contracting was proceeding for an eighth.

The 42 new Living in Harmony grants awarded in 2004 focused on issues affecting Indigenous Australians, Australians in rural and regional areas, Australian women (with a particular emphasis on Muslim women), and older Australians.

In preparation for the 2005 community grants round, the department conducted information sessions in Adelaide, Canberra, Hobart, Launceston and Perth. Departmental officers also met with community groups in Brisbane, Newcastle, Wagga Wagga and Townsville to discuss specific issues of racism and the potential for response through the community grants program. Following this contact, we received several excellent grant applications from these organisations and others dealing with the issues. This community contact also helped to inform the focus for the 2005 grants round on issues concerning new and emerging communities.

Sixty-four Australian Government agencies (58 in 2003) reported on their performance against the Performance Indicators set out in the Performance Management Framework of the Charter of Public Service in a Culturally Diverse Society. Of these agencies, 63 met all of the performance indicators relevant to them, and 52.5 per cent of all indicators were met well. Local governments and nine new Australian Government agencies provided contributions for the first time.

The department facilitated workshops on aspects of multicultural policy at the 'Transformations' conference, held in February and the annual conference of the Federation of Ethnic Communities' Councils of Australia in May 2005.

Outcome 2—Administered items

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

Figure 74: Performance information—AMEP tuition, accommodation and related expenses

MEASURES 2004	RESULTS 2004
Quantity:	
Anticipated demand for tuition by eligible clients—38 000	34 147
Quality:	
The estimated 16 200 clients exiting the program are expected to have achieved an accredited award under the Certificates in Spoken and Written English (CSWE) as follows: <ul style="list-style-type: none"> • 39 per cent—Certificate 1 • 25 per cent—Certificate 2 • 22 per cent—Certificate 3 • 14 per cent—Record of Achievement 	14 506 clients exited the program and achieved the Certificate of Spoken and Written English (CSWE) or equivalents as follows: <ul style="list-style-type: none"> • CSWE Certificate 1—37.0 per cent • CSWE Certificate 2—24.9 per cent • CSWE Certificate 3—19.1 per cent • CSWE Record of achievement—19.0 per cent.

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.

Description

The Government funds the delivery of the Adult Migrant English Program (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 \$118.3 million in 2004–05, is administered through 18 tuition contracts.

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.

The *Immigration Education Act 1971* provides all newly arrived migrants and humanitarian entrants who do not have functional English 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 (ISLPR), or completion of Level Three of the Certificates in Spoken and Written English (CSWE).

Analysis of performance

AMEP clients are 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 2004 calendar year, AMEP clients totalled 34 147 compared with 33 009 in 2003.

The registration rate at 20 May 2005, for adult settlers who arrived in 2004 and who self-determined as in need of English tuition, was 72 per cent, the same as for 2003.

The registration rate for each key migration category was:

- refugee and humanitarian—87 per cent in 2004 (85 per cent in 2003)
- family—67 per cent in 2004 (66 per cent in 2003)
- skill—66 per cent in 2004 (63 per cent in 2003).

Retention

Retention rates in the 2004 calendar year increased slightly compared to the previous year. In 2004 AMEP clients stayed in the program, on average, for the following hours:

- refugee and humanitarian—428 hours (398 hours in 2003)
- family—364 hours (344 hours in 2003)
- skill—378 hours (360 hours in 2003).

Results

The CSWE is a competency-based national curriculum and assessment framework. It 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 Level 1 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 14 506 clients (compared with 14 245 clients in 2003) exiting the AMEP in 2004:

- 58.3 per cent entered at CSWE Level 1 (compared with 56.4 per cent in 2003) and on average achieved 13 competencies (same in 2003)
- 24.3 per cent (25.2 per cent in 2003) entered at CSWE Level 2 and on average achieved 14 competencies (same in 2003)
- 17.2 per cent (17.4 per cent in 2003) entered at CSWE Level 3 and on average achieved 9 competencies (same in 2003).

Certificates/statements of attainment were awarded to exiting AMEP clients as follows:

- level 1—37.0 per cent (36.8 per cent in 2003)
- level 2—24.9 per cent (26.1 per cent in 2003)
- level 3—19.1 per cent (22 per cent in 2003)
- Record of Achievement—19.0 per cent (15.1 per cent in 2003).

The CSWE Curriculum

The current 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, for example torture and trauma, are offered up to 100 hours of English tuition in the Special Preparatory Program (SPP) prior to entering mainstream AMEP classes.

From 1 July 2004 humanitarian clients aged between 16 and 24 years with low levels of schooling (0–7 years) have had access to up to 400 hours tuition under the SPP. The hours of tuition available each week for SPP participants was increased from 15 to 20 hours for 16–24 year old clients assessed as having the capacity for more intensive delivery.

In 2004, there were 5145 humanitarian entrants who participated in the SPP compared with 4283 clients in 2003.

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 2004, there were 4475 clients who participated compared with 3606 clients in 2003.

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 2004–05, the Home Tutor Scheme Enhancement Program assisted with training volunteers and assisted 413 organisations nationwide engaged in providing community English language classes.

Rural and regional delivery of the AMEP

Under contractual arrangements with AMEP service providers, clients living in rural and regional Australia must have the equivalent access to AMEP tuition to clients in metropolitan areas through any combination of classroom tuition, distance learning and home tutor scheme support.

Intensive tuition is available where classroom tuition is not available and where the client has low literacy skills or other issues so that distance learning is not appropriate. Intensive tuition may be provided to clients in groups of one to three people by a qualified teacher in a client's home or other suitable venue.

There has been a significant increase in expenditure on rural and regional intensive tuition in 2004–05. This is due to the change in focus of the current Refugee and Special Humanitarian Program (RSHP) towards Africa with clients who generally have higher needs, and because more humanitarian entrants are being settled in regional areas.

AMEP Citizenship Course

'Let's Participate: A Course in Australian Citizenship' has been a feature of the AMEP since July 2001. Since then 19 480 AMEP clients have successfully completed the course. The number of clients who successfully completed the course in 2004–05 was 5884, compared with 5318 clients in 2003–04.

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 the department. This process identifies priority areas for research, then recommends to the department 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. Teachers and program managers incorporate practical and theoretical outcomes of research projects into the AMEP.

The AMEP Research Centre launched its Special Projects Research Program for 2005–06, focusing on meeting the needs of the large numbers of refugee and humanitarian entrants arriving from Africa and the Middle East. The overarching theme was 'Accommodating low/pre-literacy and interrupted education'.

A number of research projects were undertaken to maximise language and learning outcomes for AMEP clients. Research into teaching methods was completed and the material has been published for use by the profession. Research into the Home Tutor Scheme is at the final report stage and a revised language course focusing on Australian citizenship and the revision of materials for distance learning progressed significantly (with final results expected in 2005–06).

Major themes of other projects on which research papers were presented at the Annual AMEP Conference held in Darwin in July 2004 included:

- developing generic language skills for the workplace
- meeting the needs of youth and male learners
- teaching learners from the Horn of Africa
- strategies and tasks for teaching spoken language
- teaching characteristics of web pages that will support learning.

The fifth annual AMEP conference, held in Darwin in July 2004, was based around the theme of *Teaching for Learning*. The attendance by more than 160 delegates exceeded expectations. The conference provided a good opportunity for AMEP teachers and service providers to be informed of research findings concerning various aspects of second language teaching.

On 1 January 2005 the AMEP Research Centre and the department agreed under the terms of the initial contract to a further five-year option and extended the term of the agreement to the end of 2009. Previous objectives, services, and processes were revised to make them responsive to the government's needs.

Outcome 2—Administered items

GRANTS FOR LIVING IN HARMONY

Figure 75: Performance information—Grants for living in harmony

MEASURES	RESULTS
Quantity:	
102 service agreements.	115 service agreements.
Quality:	
95 per cent of service agreements meet agreed milestones.	92 per cent of grants met milestones set out in service agreements.

Objective

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

Description

The department managed 115 grants whose objectives were to foster community harmony by addressing local issues at the local level. At the end of the financial year there were 67 grants on hand, many of which were in the final stages of grant administration.

Analysis of performance

On 13 August 2004, the then Minister for Citizenship and Multicultural Affairs, the Hon. Gary Hardgrave MP, awarded 42 Living in Harmony community grants from a field of 529 applications. These grants reflected the priority areas for the 2004 grants round: Indigenous Australians; Australian women; older Australians; and Australians in rural and regional areas.

The 2005 Living in Harmony community grants round was opened for applications on 7 May 2005 by the then Minister for Citizenship and Multicultural Affairs, the Hon. Peter McGauran MP. The number of applications received for this round increased from 529 to 642, representing a 21 per cent rise from the previous year.

Of the 42 grants awarded in 2004–05, one was closed at the request of the grant recipient without substantial action. The remaining grants are achieving high-quality outcomes with several close to completion.

Of the 44 grants awarded in 2003–04, 26 have been completed with the remainder being finalised and acquitted. The department expects to acquit the six remaining grants from earlier funding years by the end of 2005–06 financial year.

Outcome 2—Administered items

GRANTS FOR MIGRANT COMMUNITY SERVICES

Figure 76: Performance information—Grants for migrant community services

MEASURES	RESULTS
Quantity:	
Core funding to MRC/MSA grants—28.	28
364 Work Programs funded.	364 Work Programs funded for Community Settlement Services Scheme (CSSS) grants.
Quality:	
Service Agreements and Work Programs fulfilled and/or specific breaches addressed.	Service Agreements and Work Programs satisfactorily delivered for all MRC/MSA and CSSS grants. 48 CSSS grants ceased on 30 September 2004, 20 on 31 December 2004 and 197 on 30 June 2005.

Objective

To ensure Service Agreements and Work Programs are satisfactorily delivered for all Migrant Resource Centre (MRC)/Migrant Service Agency (MSA) and Community Settlement Services Scheme (CSSS) grants.

Description

The Australian Government provides funding for grants to community-based organisations under the CSSS and core funding to the national network of MRCs and MSAs to deliver settlement services.

The settlement services target group is defined as:

- permanent residents who have arrived in the previous five years as humanitarian entrants and family stream migrants with low English proficiency
- communities that require assistance to develop their capacity to organise, plan and advocate for services to meet their own needs and which are receiving significant numbers of new arrivals who are in the settlement services target group.

The CSSS aims to provide settlement services to individuals and communities which:

- deliver settlement information and referral services to individuals and groups

- build community capacity by helping communities to be self-reliant in planning, organising and working together to advocate for their needs to be met
- promote/represent individual client needs to service providers and build strong relationships with local settlement and mainstream agencies.

The CSSS also gives priority within the settlement services target group to projects providing assistance to refugee and special humanitarian program entrants, small and emerging communities and to migrants in regional areas.

CSSS funding priorities seek to identify areas of most pressing settlement need and to ensure that projects selected for funding complement other available services. Through the CSSS annual funding cycle, the department is able to respond to changes in high priority needs that emerge due to the changing composition of the migrant intake and settlement patterns.

In 2004–05, a total of 364 CSSS grants were funded, including 229 new and 135 ongoing multi-year grants.

One function of CSSS funded organisations is to establish linkages with mainstream services to facilitate direct and independent access to these services for their clients. To the extent that organisations succeed in drawing mainstream attention to specific needs, the grants contribute to achieving the access and equity principles of Output 2.4 Promoting the Benefits of Cultural Diversity.

Core funding to MRC/MSAs provides for administration and costs of the organisations and supports a range of services to clients. The 28 MRC/MSAs vary in terms of their potential client base, their position in the broader community and the breadth of their service delivery activities. They generally provide similar services to CSSS funded organisations such as direct client services, developing community capacity-building skills and undertaking service planning and development. As established organisations, MRC/MSAs may also provide a mentoring role and help smaller organisations to manage CSSS grants.

Most MRC/MSAs also manage a number of their own CSSS grants. In 2004–05, MRC/MSAs managed 93 of 364 CSSS grants, accounting for 29 per cent of funds provided in the CSSS round. Most MRC/MSAs have a diverse funding base, managing grants from other Australian Government agencies, state and territory governments and local governments. They actively participate in settlement planning and networking 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 on the progress of the Work Program, financial details and statistical data on client contacts. The service delivery and reporting obligations are detailed in the Service Agreement.

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

Analysis of Performance

A total of \$27.44 million was provided for migrant community services grants in 2004–05 to support the settlement needs of migrants. \$19.42 million was directed to CSSS, \$8.02 million to core funding to 28 MRC/MSAs, and an additional \$150 000 was allocated for training of funded organisations.

In 2004–05, the department managed a total of 392 Service Agreements with organisations funded to provide settlement services under CSSS and MRC/MSA funding. Of these, 28 grants were in the form of core funding to MRC/MSAs and 364 were for CSSS projects, including 229 grants awarded in the 2004–05 funding round.

During 2004–05, seven payments to organisations were delayed due to lack of progress in completing performance reports or failure to provide financial information relating to their grant. This is a slight improvement on 2003–04 when 10 payments were delayed.

The 28 MRC/MSAs that received core funding in 2004–05 satisfactorily delivered Work Programs and met reporting requirements. A standard Work Program for MRCs/MSAs was developed in consultation with funded agencies in 2003–04. It was included in the online application and formed part of their Service Agreement for 2004–05.

In the 2004–05 Budget it was announced that \$4.9 million had been allocated over four years to provide additional funding for CSSS grants in rural and regional areas; \$688 525 was allocated to 2004–05. The additional funding supplemented the implementation of recommendations of the *Report of the Review of Settlement Services of Migrants and Humanitarian Entrants* (2003) (the Review), to assist humanitarian entrants to settle in rural and regional Australia, where community support can be enhanced and developed through the provision of new or increased grants funding.

The Review also recommended the development of a new grants program that combines CSSS funding and MRC/MSA core funding. This new program, to be called the Settlement Grants Program (SGP), will commence on 1 July 2006 and replace the current CSSS and MRC/MSA programs.

A discussion paper on the CGP was released for community comment on 6 April 2005. Over 400 stakeholders attended community consultations that were held in every capital city in April and May 2005, and more than 100 written submissions were received. Input from the community consultations and written submissions will inform further development of the SGP.

Outcome 2—Administered items

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

Figure 77: Performance information—Grants to FECCA

MEASURES	RESULTS
Quantity:	
1 grant.	1 grant of \$360 000 to FECCA.
Quality:	
A high proportion of agreed performance indicators met.	FECCA has substantially met the priority objectives under its work plan, undertaking a number of worthwhile activities.

Objective

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

Description

The Government provided a grant of \$360 000 to FECCA in 2004–05 to help meet this objective.

Analysis of performance

FECCA is continuing to work positively towards achieving tangible outcomes in line with its work plan. It has substantially met the priority objectives under the plan; for example, significant efforts to promote the benefits of cultural diversity to the broader community; an advocacy role on behalf of its constituency; provision of leadership and support to communities; and a range of partnerships that allow the organisation to work more closely with lead agencies to progress mutual objectives.

FECCA's achievements during 2004–05 included:

- publishing three editions of the magazine *Australian Mosaic* and issuing 28 media releases
- working closely with many organisations to promote multiculturalism and to deliver better outcomes for communities

- preparing 14 major submissions and participating on a range of advisory committees
- working with Special Broadcasting Service Corporation to conduct a national competition for student journalists, designed to promote cultural diversity values among the new generation of journalists
- delivering the international conference Transformations: Culture and the Environment in Human Development, in February 2005, in partnership with The United Nations Educational, Scientific and Cultural Organisation, the Australian National University, the Planning Institute of Australia and the Australian Local Government Association
- holding a national congress hosted by the Illawarra Ethnic Communities' Council that focused on the needs of diverse communities in rural and regional Australia.

Outcome 2—Administered items

NATIONAL ACCREDITATION AUTHORITY FOR TRANSLATORS AND INTERPRETERS LTD (NAATI)—CONTRIBUTION

Figure 78: Performance information—NAATI Contribution

MEASURES	RESULTS
Quantity:	
Contribution paid as specified in the Funding Agreement between the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) and the Australian, state and territory governments.	Contribution paid.
Quality:	
Fulfilment of agreement requirements or breaches addressed.	Agreement requirements fulfilled.

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 Australian Government contributes towards 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.

In 2004–05, the contribution was \$483 000 in accordance with the Funding Agreement 2003–06.

Payment to NAATI is based on a funding agreement that 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.

Analysis of performance

NAATI continued to deliver services in accordance with their objectives and responded to the changing needs and demography of Australian society. Results achieved against outputs set out in the Funding Agreement for 2003–04 and 2004–05 were positive and contribute significantly to maintaining high national standards in the translating and interpreting field:

- Number of tests required to be delivered in 2003–05: 4600
 - NAATI conducted a total of 7840 language tests, which included translating and interpreting tests within the annual program, special on-demand, language aide, and overseas tests. This resulted in an additional 2864 accredited translators and interpreters joining the existing pool. Tests were conducted in 8 metropolitan cities and 12 regional locations
- Number of languages required to be tested: 30
 - NAATI conducted tests in 60 languages
- Increase in translating and interpreting courses approved by NAATI
 - NAATI approved 37 courses.

Outcome 2—Administered items

ASSISTANCE FOR FORMER CHILD MIGRANTS

Figure 79: Performance information—Assistance for former child migrants

MEASURES	RESULTS
Quantity:	
Two contracts with community-based organisations administered.	Two contracts administered.
Quality:	
Contracts requirements met and/or specific breaches.	Nil breaches.
Level of satisfaction of eligible clients with service provided.	Satisfactory service level met.

Objective

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

- undertake reunion visits to Britain and Malta
- trace family members and receive counselling for reunion visits
- commemorate former child migrants in the Australian community through the establishment of memorials in each state.

Description

This output component began in 2002–03 and provides three years of funding assistance for former child migrants. Funding of \$1 million per year was provided for the operation of a Travel Fund to assist former child migrants who wish to undertake reunion visits to family in Britain or Malta. Funding of \$125 000 per year was provided for tracing and counselling services to former child migrants. An amount of \$100 000 was provided to help state governments erect memorials to former child migrants who settled in their state. The memorial funds are distributed equitably across all participating states.

Analysis of performance

International Social Services (ISS) administers the Travel Fund, liaises with former child migrants to assess eligibility and makes all travel arrangements.

In 2004–05 ISS approved 195 applications and 12 applications are pending. Since 2002–03, a total of 759 applications have been approved and 603 former child migrants have undertaken a reunion visit. The Travel Fund allows for approved applicants to complete their travel by 31 August 2005. It is expected a further 91 travellers will undertake a reunion visit by this date.

Due to the high level of demand on the Travel Fund in 2004–05, an additional \$2.5 million was made available (amounting to a total of \$3.5 million in 2004–05). Total expenditure at 30 June 2005 for the Travel Fund was approximately \$3 million. This consisted of travel expenses and allowances for the Travel Fund and for ISS administration fees.

During 2004–05, the Child Migrants Trust provided tracing and counselling services to 851 clients. Ninety-one were new clients in 2004–05 and 70 undertook post-family reunion counselling. Total expenditure at 30 June 2005 was \$125 000.

The total expenditure for memorials in 2004–05 was \$68 115. Plans are progressing for dedication ceremonies of state memorials for New South Wales, Victoria, South Australia and Tasmania.

Outcome 2—Administered items

WELFARE OF HUMANITARIAN MINORS WITHOUT PARENTS IN AUSTRALIA

Figure 80: Performance information—Welfare of humanitarian minors without parents in Australia

MEASURES	RESULTS
Quantity:	
Offshore—small number on advice from UNHCR	566 offshore entrants in the Unaccompanied Humanitarian Minors (UHM) program at 30 June 2005.
Onshore—numbers assessed as in need of protection.	17 temporary protection and nine permanent protection visa holders in the UHM program at 30 June 2005.
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 and monitor welfare supervision, support and settlement assistance to Unaccompanied Humanitarian Minors (UHMs) under Australian and state government cost-share agreements.

Description

The UHM program is available to unaccompanied minors (under the age of 18 years) who have been granted visas under the Refugee and Humanitarian Program and who do not have a parent to care for them in Australia.

Some UHMs have a relative over the age of 21 to provide care for them in Australia. Those who do not, become wards of the Minister for Immigration and Multicultural and Indigenous Affairs under the *Immigration (Guardianship of Children) Act 1946* (IGOC Act).

The Minister's functions as guardian under the IGOC Act are delegated to officers of the child welfare authority in each state and territory. State welfare authorities

provide welfare supervision and support to each UHM through the UHM program. The UHM program is funded through cost share agreements between the Australian and state governments.

Analysis of performance

In 2004–05, 756 UHMs were assisted under the program. During this period 417 minors entered the UHM program and 164 minors left the program.

In 2004–05, the total cost of the UHM program was \$1.2 million, which includes funding to state authorities through cost-share agreements as well as maintenance allowance payments to wards of the Minister.

As at 30 June 2005, there were 592 UHMs in the UHM program, 566 of whom arrived under the offshore component of the Refugee and Humanitarian Program and another 26 who were granted temporary or permanent protection Visas onshore. This represents an increase of 253 UHMs (or 75 per cent) over the same period in the previous year, mainly due to the inclusion of UHMs in extended families arriving from Africa. This increase has offset the declining numbers of UHMs on Protection Visas commensurate with the decline in TPV grants and the departure of each UHM from the program as they reach 18 years of age.