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Administered items

Adult Migrant English Program

Objective

To provide access to a quality national English language program for all eligible new arrivals.

Description

The Adult Migrant English Program (AMEP) is a national settlement program that has been providing English tuition to eligible adult permanent migrants, who do not have functional English, since 1948. In 2008, the AMEP marks its 60th year of English language service to migrants by reviewing the past and planning for the future. The AMEP provides English language tuition as follows:

- refugee and humanitarian entrants under the age of 25, with seven years or less of schooling, may be eligible for up to 910 hours of English language tuition
- refugee and humanitarian entrants aged 25 or older, who have suffered difficult pre-migration experiences such as torture or trauma, may be eligible for up to 610 hours of tuition
- others may be eligible for up to 510 hours of tuition.

The tuition is designed to provide clients with basic language skills to help them settle successfully in Australia. The program, with administered expenses of \$157.8 million, is managed through 18 contracts for tuition and two for associated services. The two non-tuition contracts relate to research and professional development provided by the AMEP Research Centre and quality monitoring and accreditation of service providers by the National ELT Accreditation Scheme (NEAS).

Performance

Access

AMEP clients have access to classroom tuition at over 250 locations throughout Australia. Clients can also learn through distance education, rural and regional intensive tuition or the Home Tutor Scheme.

Classes are offered full-time and part-time, during the day, evenings and weekends, to further improve access for clients with work, family or other commitments. Classes are held in a variety of locations, including TAFEs, schools, colleges and community centres, such as churches and mosques.

Client focus

While the AMEP is equally accessible to all eligible migrants, higher female-to-male enrolment continued in 2007–08. Of the 50 432 eligible migrants undertaking AMEP English language tuition during 2007–08, 68 per cent were female.

Clients represented 192 countries of birth and 248 languages spoken, with Mandarin, Arabic and Vietnamese the most common.

AMEP clients comprised 28.5 per cent humanitarian entrants, 56.3 per cent family entrants and 15.2 per cent dependants of skilled entrants. Just under 21 per cent of all clients indicated they had seven years or less of formal education.

Clients were aged largely between 16 and 44, with 78.5 per cent in this category, and 21.5 per cent above 44 years of age.

Clients embraced a variety of learning options in 2007–08, with 76.7 per cent undertaking classroom tuition, 9.7 per cent studying with a home tutor, 8.4 per cent enrolled in distance learning and 5.2 per cent engaged in rural and regional tuition.

Reach

Reach measures the extent to which eligible migrants enrol in the AMEP. The registration rate for adult migrants who arrived in 2007–08 and self-determined a need for English tuition was 65 per cent, compared with 69 per cent in 2006–07.

Retention

Retention measures the average number of hours a client remains in the program. Retention in 2007–08 for all exiting clients was 382 hours, a slight decrease from 389 hours in 2006–07.

English language achievement and measurement

The AMEP uses Certificates in Spoken and Written English (CSWE), a competency-based national curriculum and assessment framework, to measure English proficiency. CSWE consists of Level 1 (beginners), Level 2 (post-beginners) and Level 3 (intermediate). Clients who achieve the required competency for a particular level receive a certificate and those who complete modules within levels receive records of achievement.

The Australian Government considers learning English to be one of the most important steps towards successful settlement in Australia. The program design, combining English language tuition with practical subject matter, introduces clients to life in Australia while providing pathways to various settlement outcomes, including social inclusion and contribution, future study and employment training.

The AMEP provides for clients from a range of backgrounds, experiences and skill sets. Its course structure supports clients with no history of formal classroom tuition and written illiteracy in their first language, through to those with tertiary education who require proficiency in English to use their qualifications in Australia.

During 2007–08, 21.3 per cent of clients attained certification at CSWE Level 3, 20.8 per cent at Level 2 and 41 per cent at Level 1. Certificates of achievement were awarded to a further 16 per cent.

Accreditation and quality monitoring services

AMEP English language tuition service providers are subject to an annual on-site inspection of facilities, resources and processes by NEAS. Accreditation and quality monitoring confirm that the services provided to migrants on behalf of the Australian Government continue to be of a high standard, meet relevant industry standards and take into account the special needs of clients.

The standards against which providers are assessed in this review process include:

- quality and suitability of facilities
- accessibility of classes by public transport
- cultural appropriateness for clients in the region
- availability and appropriateness of student resources
- availability and accessibility of student support and counselling services
- processes for monitoring the quality of services
- suitably trained staff to provide tuition
- provision of childcare for the duration of classes.

This process complements the department's internal quality assurance processes.

AMEP review

A formal review of the AMEP commenced in late February 2008 and is expected to have been completed by October 2008. The review was initiated to prepare for the upcoming tender process and takes account of:

- recommendations from an internal audit conducted in 2007
- the government's focus on providing employment pathways for new migrants through the AMEP
- feedback from clients through a variety of sources and fora
- issues previously identified through the Interdepartmental Committee on English Language Training conducted in 2007.

All aspects of the AMEP, including its structure and outcomes, are being considered in the review. Focus group meetings were held with clients, non-government organisations, service providers, teachers, employers and Commonwealth and state government agencies.

A steering committee was formed to provide high level guidance and overall strategic direction for the review. The steering committee comprises representatives from academia, state government and the community. In addition, an internal reference group was convened to ensure all relevant areas of the department were aware of, and able to contribute to, the review.

A discussion paper inviting submissions from the public was released on the department's website in July 2008. The final report is expected to have been completed by October 2008.

The outcomes of the review will be used to inform the development of the Request for Tender for the AMEP tender process. The new AMEP contracts will commence mid-2010.

Contract extensions

The 18 contracts for English language tuition were extended by twelve months, expiring on 30 June 2009. The NEAS contract was extended for two years expiring on 30 June 2010. The contract extensions ensure any post-AMEP review decision made by the Australian Government regarding the future of Commonwealth funded English language tuition can be incorporated into the next tender process.

AMEP Let's Participate course

The AMEP Let's Participate citizenship course was suspended in early 2008 following the introduction of the Australian citizenship test.

Teaching materials entitled *Understanding Australia: People and Government*, which focus on Australian civics, values, history and institutions will replace the course.

Get Wise series

Get Wise is a six-module learning series that was launched in early 2008. The series was designed specifically for youth between 16 and 24 years of age, but it will also be of value to other clients. One module, *Your Money*, won a 2008 Australian Award for Excellence in Educational Publishing.

Table 82: Adult Migrant English Program tuition, accommodation and related expenses—performance information

Measures	Results		
Quality	2007–08		
English language tuition is available, accessible and of good quality in all contract areas	Good quality tuition was available and accessible		
Quantity	2005–06	2006–07	2007–08
Anticipated demand for tuition by eligible migrants	38 800	39 810	39 810

Table 83: Adult Migrant English Program tuition, accommodation and related expenses—further information

Measures	Results		
	2005–06	2006–07	2007–08
Client demand for formal tuition ¹	39 907	45 022	45 283
Client demand for informal tuition ²	5 116	5 419	5 791
Total clients—formal tuition, informal tuition and Special Preparatory Program ³	45 141	50 218	50 432
Number of clients in the Special Preparatory Program	8 012	8 064	6 943
Average number of hours a client remains in the program	384	389	382

1 Formal tuition refers to classroom tuition and distance learning in the AMEP.

2 Informal tuition refers to clients studying with a home tutor.

3 Clients may move between the various types of tuition. This figure is the number of clients, counted only once, who participated in the program during the year.

Assistance for former child migrants

Objective

Provide practical support and assistance to former child migrants who arrived in Australia post-World War II.

Funding was provided by the Australian Government in 2007–08 to help former child migrants trace family members and receive counselling for reunion visits.

Description

Approximately 6000 children were sent to Australia from child-care institutions in the United Kingdom and Malta throughout the 20th century, with 3000 children arriving in the post-war period between 1945 and 1970. The children were placed in charitable and religious institutions in New South Wales, Queensland, South Australia, Tasmania, Victoria and Western Australia.

Performance

During 2007–08, the Child Migrants Trust provided tracing and counselling services to 845 clients, 136 of whom were new clients. A total of 454 clients received post-reunion support in 2007–08. Total expenditure for the year was \$150 000.

Table 84: Assistance for former child migrants—performance information

Measures	Results
Quality	
Tracing assistance and counselling referrals provided to all eligible clients in accordance with the terms of the contract	Contract with Child Migrants Trust administered satisfactorily. The suite of services provided (counselling, tracing assistance and post-reunion support) addressed needs identified for this client group.

Grants for Living in Harmony

Objective

Provide funding to eligible community organisations to address local issues affecting community harmony.

Description

The Living in Harmony Funded Community Projects program is designed to provide the additional resources often needed by not-for-profit organisations to develop their own projects and find their own ways of helping Australians build positive community relations in a culturally diverse society.

The program also funds community projects that respond to specific and emerging issues of cultural, racial and religious intolerance. Emerging issues funding supports community relevant projects that strengthen social cohesion, community harmony and cross cultural understanding.

Performance

In September 2007, 41 projects were funded from a field of 391 applicants in the annual application process. These projects reflected the priority areas for the 2007 grants round of new and emerging communities, young people, community based activities and Indigenous Australians.

At the end of the financial year, 60 projects remain open from the 2007–08 and previous funding rounds. The 2007–08 projects are achieving quality outcomes and are expected to be completed by the end of 2008.

In 2007–08, six projects were funded under the Emerging Issues Funding program to respond to specific and identified issues of racism, intolerance and community disharmony.

Table 85: Grants for Living in Harmony—performance information

Measures	Results		
	2005–06	2006–07	2007–08
Quality			
Funding agreements meet agreed milestones	Agreed milestones satisfactorily met		
Quantity			
Grants administered	39	48	47

Grants for migrant community services

Objective

Ensure that funding agreements and work programs are satisfactorily delivered for all Settlement Grants Program (SGP) and Community Settlement Services Scheme (CSSS) grants.

Description

The Australian Government provides funding for grants to community-based organisations under the SGP and CSSS. Funded organisations establish links with mainstream services to facilitate direct and independent access to these services for their clients.

Settlement services target groups include:

- permanent residents who have arrived in the previous five years as Humanitarian Program entrants and Family Stream migrants with low English proficiency
- dependants of skilled migrants in rural and regional areas 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 are receiving significant numbers of new arrivals who meet other settlement services target group criteria.

Eligible organisations are funded to provide the following settlement services:

- provision of information, referral and casework services to new arrivals
- community capacity building

- service planning, participation and integration.

Under the SGP, funding to organisations is made on a project basis, with priorities for particular regions and communities determined by an annual planning process. This process identifies changing settlement patterns and priority needs of new arrivals, to which SGP services respond.

Payment of funding to SGP and CSSS organisations depends on the organisations meeting required performance measures. They must report quarterly, providing information on the progress of the work program, financial details and statistical data on client contact. The department holds regular consultations with funded organisations to help them meet their performance requirements.

Performance

In 2007–08, \$32 million was provided for migrant community services. A total of 332 funding agreements provided settlement services under the SGP and CSSS.

Settlement Grants Program

The department introduced the SGP on 1 July 2006. It was developed following a review of settlement services, detailed in the *Report of the Review of Settlement Services for Migrants and Humanitarian Entrants*, published in May 2003.

The SGP combines funding previously provided to Migrant Resource Centres, Migrant Service Agencies and the CSSS.

Table 86: Grants for migrant community services—performance information

Measures	Results
Quality	
Work program objectives and requirements are met by funded organisations	Funding agreements and work programs satisfactorily delivered for all SGP and CSSS grants
Quantity	
Number of grants administered	332 work programs funded, comprising 307 SGP and 25 CSSS grants

Multicultural affairs (grant to the Federation of Ethnic Communities' Councils of Australia)

Objective

Enable the Federation of Ethnic Communities' Councils of Australia (FECCA) to provide advice to the government on the views and needs of ethnic communities in Australia.

Description

The government provided a grant of \$406 000 to FECCA in 2007–08 to assist in meeting this objective.

The activities of FECCA have centred on providing input to the government from the perspective of its constituency.

Performance

Throughout the year, FECCA has made contributions to policies and programs to support consideration of cultural diversity issues in a range of areas including submissions on carers, human services, enhanced service delivery, citizenship, minimum wage review, composition of the Humanitarian Program, migration amendment review, review of aged care services, telecommunications, the Budget and the 2020 Summit. FECCA has also actively promoted the benefits of cultural diversity, social inclusion and community harmony.

Table 87: Multicultural affairs (grant to the Federation of Ethnic Communities' Councils of Australia)—performance information

Measures	Results
Quality	
Agreed performance indicators met	FECCA has substantially met the performance indicators and priority objectives under its work plan
Quantity	
One grant paid on time	One grant of \$406 000 to FECCA paid on time in two instalments (September 2007 and February 2008)

National Action Plan to Build on Social Cohesion, Harmony and Security—community engagement

Objective

Provide funding to eligible community organisations to conduct community-based projects that build on social cohesion, harmony and security.

Description

The Community Projects component of the National Action Plan to Build on Social Cohesion, Harmony and Security (NAP) funds community organisations to run projects that meet its objectives. In addition, the projects help to build communities' resilience, leadership and capacity to meet the challenges they face, and encourage positive engagement between Muslim and non-Muslim Australians.

The community projects address NAP priorities, which in 2007–08 focused on increasing opportunities for participation in social and cultural projects to enhance leadership and connectedness among young people. Projects included leadership training and mentoring for young people and women, interfaith dialogues, fora, arts-based workshops to build and express identities, sports programs and the production and distribution of associated publications.

Performance

In 2007–08, a total of 16 projects were funded under the NAP Community Projects program: seven in NSW, five in Victoria, two in Queensland, one in South Australia and one in the Northern Territory.

An example is Leadership Australia—A New Generation, run by the Australian Multicultural Foundation. This project delivered intensive training in leadership, team building, mentoring and working with the media to reach young Muslim Australians from across the country. Participants engaged with, and contributed to, the wider community, creating greater understanding and awareness about the commitment and contributions of Muslims in Australia. The project helped participants reach their goals, develop role models and provide leadership in major community organisations.

Art-SLAM21, facilitated by the Forum on Australia's Islamic Relations is another example of a successful community project which is reaching marginalised Muslim Australian youths through a series of arts-based projects. These young people are being equipped with skills in leadership, assertiveness, communication and decision-making to assist in building their self-esteem, and help them cope with negative stereotyping and discrimination.

Table 88: National Action Plan to Build Social Cohesion, Harmony and Security—community engagement—performance information

Measures	Results
Quality	
Project activity completed according to agreement	Funding agreements met agreed milestones
Quantity	
An estimated 10 to 20 funding agreements	16

National Action Plan to Build on Social Cohesion, Harmony and Security—state/territory government partnerships

Objective

To partner state and territory governments in implementing projects under the National Action Plan to Build on Social Cohesion, Harmony and Security (NAP).

Description

In 2007–08, the department received \$461 000 for partnerships with state and territory government agencies to implement projects under the NAP.

Performance

During 2007–08, 11 new partnership agreements were negotiated, formalised through memoranda of understanding or funding agreements and initiated.

In addition, projects from 2006–07 and 2005–06 continued.

The new projects built on work undertaken in previous years, each addressing at least one of the four NAP focus areas of education, employment, integration and security. They complemented other NAP initiatives, such as those being undertaken by other federal agencies, and helped to achieve a balance between government support and community responsibility. At the end of 2007–08, 13 projects were still underway. It is expected they will all be completed by the end of the 2008 calendar year.

The 2007–08 state and territory partnership projects achieved the following NAP outcomes:

- provision of employment and training opportunities for people who are disadvantaged in the labour market

- engagement of vulnerable people in social, cultural and sporting activities
- increased awareness and appreciation of Australia's cultural and religious diversity
- engagement of members of Australia's Muslim communities with law enforcement agencies.

Projects initiated or extended in 2007–08 included the:

- Arts of Islam Project, which supported visits to an exhibition in the Art Gallery of New South Wales by 600 young people from Western Sydney, enhancing awareness and appreciation of Islamic cultures
- Queensland Muslim Worker Extension Project, which is providing individualised employment support to 245 young people disadvantaged in the labour market
- Intergenerational Mediation Project in outer Melbourne, which enhanced communication between migrant parents and their Australian-born children
- Young People and the Internet Project which is analysing the role of the internet and other new media in encouraging young people to accept or embrace violent or extreme behaviour.

Negotiations with state and territory governments regarding 2008–09 and 2009–10 partnership projects had commenced by the end of 2007–08.

**Table 89: National Action Plan to Build on Social Cohesion, Harmony and Security—
state/territory government partnerships—performance information**

Measures	Results	
	2006–07	2007–08
Quality		
Project activity completed according to agreement	All memoranda of understanding and funding agreements signed and initiated within the financial year most substantially met the objectives of their work plans	
Quantity		
8 memoranda of understanding or funding agreements	8	11

National Accreditation Authority for Translators and Interpreters—contribution

Objective

Set and maintain high national standards in translating and interpreting and support the ongoing development of a pool of accredited translators and interpreters who are responsive to the changing needs of the Australian society.

Description

The National Accreditation Authority for Translators and Interpreters (NAATI) is a company limited by guarantee and the only national accreditation authority for interpreters and translators in Australia. The Australian Government, and state and territory governments contribute to NAATI funding and the members of NAATI are the nine ministers responsible for citizenship and/or multicultural affairs in each jurisdiction. In 2007–08, the Australian Government contribution was \$536 000.

Performance

NAATI continued to deliver services in accordance with its objectives and the changing needs and demography of Australian society. Results achieved in 2007–08 were positive and contributed significantly to maintaining high national standards in translating and interpreting.

In 2007–08, NAATI commenced a project to encourage new interpreters in community languages where there are continuing shortages. The Australian Government has provided \$400 000 over four years for delivery of this project, which focuses on subsidising NAATI preparatory workshops and application, assessment and associated fees for participants.

Table 90: National Accreditation Authority for Translators and Interpreters—contribution—performance information

Measures	Results
Quality	
Contribution paid as specified in the funding agreement between the National Accreditation Authority for Translators and Interpreters and the Australian, state and territory governments	Contribution paid
Quantity	
One grant paid on time	Grant paid on time

Parliament of the World's Religions 2009—contribution

Objective

The Parliament of the World's Religions (PWR) will contribute to better public understanding of, and support for, social cohesion and religious diversity. The department, as the lead agency, will coordinate and facilitate the Australian Government's involvement in the PWR.

Description

The PWR is one of the largest periodic gatherings of representatives from many of the world's religious and spiritual communities, for discussions about peace, diversity and sustainability in the context of inter-religious understanding and cooperation. The PWR is held every five years in different cities around the world. Melbourne won the bid to host the 2009 PWR, which will run for seven days from 3 to 9 December 2009.

Approximately 450 activities, including keynote addresses, seminars, conferences, debates, performances, concerts and exhibitions will be held.

About 10 000 participants are expected to come to Melbourne for the event.

The Australian Government has allocated \$2 million towards activities in the lead up to, and during, the 2009 PWR.

Performance

The funding agreement with the organisers of the event, PWR Melbourne 2009 Limited, has been signed and the first instalment has been paid. As part of the funding agreement, the organisation has achieved the following milestones:

- recruitment of a local director and program associate
- purchase of office equipment
- recruitment and training of community organisers
- consultation and research conducted to inform the drafting of the key themes, program and overall format.

Table 91: Parliament of the World's Religions 2009—contribution—performance information

Measures	Results
	2007–08
Quality	
Funding agreements milestones are met	Milestones for the reporting period have been met
Quantity	
One funding agreement	One agreement

Welfare of humanitarian minors without parents in Australia

Objective

To have in place appropriate guardianship, monitoring and settlement support arrangements for all unaccompanied humanitarian minors (UHMs) in the UHM program.

Description

Unaccompanied humanitarian minors are non-citizen children who arrive in Australia without a parent to care for them and who have been granted a visa under Australia's humanitarian program. Some UHMs have a relative over the age of 21 years to provide care and are called non-wards. UHMs who do not have a suitable relative become wards of the Minister under the *Immigration (Guardianship of Children) Act 1946* (IGOC Act). The minister's functions as guardian under the IGOC Act are delegated to officers in the child welfare agency in each state and territory.

The Australian Government and state governments work together to provide

settlement services to UHMs through the UHM program, whether they arrive lawfully or unlawfully, or as part of the offshore resettlement program.

The UHM program seeks to provide effective welfare supervision and settlement support to minors while they live in Australia or until the year they turn 18. It is funded through cost sharing agreements between the Australian Government and state governments.

Performance

At 30 June 2008, there were 537 UHMs in the UHM program, 528 of whom arrived under the offshore component of the Humanitarian program and another nine who were granted temporary or permanent protection visas onshore.

In 2007–08, total Australian Government funding for state authorities through cost-sharing agreements for the UHM program was \$2 million.

Table 92: Welfare of humanitarian minors without parents in Australia—performance information

Measures	Results
Quality	
Arrangements are in place for welfare supervision and support of UHM wards and for the provision of settlement assistance to all UHM non-wards	Guardianship arrangements are in place with appropriate state welfare authorities
Quantity	
Number of UHMs (wards and non-wards) in the program	There were 159 wards and 378 non-wards in the UHM program at 30 June 2008