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# Adult Migrant English Program

## Objective

This item provides access to a quality national English language tuition program for all eligible new migrants and humanitarian entrants who do not have functional English.

## Description

Learning basic English is one of the most important steps that migrants and humanitarian entrants can take towards successfully settling in Australia. The Adult Migrant English Program (AMEP) offers up to 510 hours of free English language tuition to eligible new arrivals who do not have functional English. Additional tuition is available through the Special Preparatory Program to eligible humanitarian entrants with low levels of schooling or who have had difficult pre-migration experiences such as torture and/or trauma.

The program, with administered expenses of \$174.5 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).

The 2008–09 Budget provided \$49.2 million over four years for the Employment Pathways Program and Traineeships in English and Work Readiness Program. Both programs will assist new arrivals to gain the language skills needed to join the Australian workforce.

In the Employment Pathways Program, new arrivals learn English, gain familiarity with Australian workplace culture and

practices, participate in a work placement and learn about:

- work ethics and culture
- employment processes
- occupational health and safety
- taxation requirements
- the role of unions.

The Traineeships in English and Work Readiness Program helps new arrivals to make the transition into their professional field or into vocational training by offering them a combination of vocational-specific English language tuition with work experience and mentoring.

The programs, which complement the suite of settlement programs administered by the department, began in October 2008 following a select tender process. They will be evaluated in early 2009–10. The programs will become part of the larger AMEP contract tender in 2009–10.

## New AMEP business model

The review of the AMEP conducted in 2008–09 involved extensive consultations with clients, teachers, AMEP and other settlement service providers, and Australian Government and state/territory government agencies. Findings of the review were considered in the development of a new AMEP business model which will be used to inform the request for tender for AMEP services in 2009–10.

Features of the new model include additional counselling support and an individual pathway guide for clients, the expansion of services to include new arrivals aged between 15 and 17 who drop out of school within their first year of arrival and streamlined distance learning delivered by a single national provider. Savings in the program will be achieved through improved pricing, administration and contractual arrangements for the delivery of services.

## Performance

### English language achievement and measurement

The AMEP provides for people from a range of backgrounds, experiences and skill sets. The course structure supports individuals ranging from those with no history of formal classroom tuition or who are illiterate in their first language, to those with tertiary education who require proficiency in English to use their qualifications in Australia.

The AMEP uses Certificates in Spoken and Written English (CSWE), a competency-based national curriculum and assessment framework, to measure English proficiency. CSWE in the AMEP consists of three certificate levels. Students complete learning activities towards a module. Those who achieve the required number of modules for a particular level receive a certificate and those who complete modules within levels receive a statement of attainment. CSWE was re-accredited in 2008, resulting in significant changes to curriculum, learning outcomes and core modules at each CSWE level.

In 2008–09, 21.9 per cent of clients who exited the AMEP attained certification at CSWE Level 3 while 21.7 per cent reached CSWE Level 2. A further 41.4 per cent

attained CSWE Level 1 and the remaining 15 per cent were awarded statements of attainment.

### Client focus

While the AMEP is equally accessible to all eligible migrants, higher female-to-male enrolment continued in 2008–09. Of the 52 720 eligible migrants undertaking AMEP English language tuition during 2008–09, 68 per cent were female.

Clients represented 193 countries of birth and 259 languages spoken, with Arabic, Mandarin and Vietnamese the most common.

AMEP clients comprised 26.4 per cent humanitarian entrants, 56.6 per cent family entrants and 17 per cent dependants of skilled entrants. A total of 19 per cent of all clients indicated they had seven years or less of formal education.

Clients were aged largely from 16 to 44 years of age, with 77.4 per cent in this category, and 22.6 per cent above 44 years of age.

Clients embraced a variety of learning options in 2008–09, with 77.1 per cent undertaking classroom tuition, 10.2 per cent studying with a home tutor, 7.3 per cent enrolling in distance learning and 5.4 per cent engaging in rural and regional tuition.

Table 73: Adult Migrant English Program—performance information

Key performance indicators	2008–09		
Quality: English language tuition is available, accessible and of good quality in all contract areas			
Planned	Service standards are met		
Result	Service standards were met and good quality tuition was available and accessible		
Quantity: Anticipated demand for tuition by eligible migrants			
	2006–07	2007–08	2008–09
Forecast	39 810	39 810	44 970
Result	50 218	50 432	52 720

## Reach

Reach measures the extent to which eligible migrants enrol in the AMEP. The registration rate for adult migrants who arrived in 2008–09 and self-determined that they needed English tuition was 62 per cent, compared to 65 per cent in the previous year.

Retention in 2008–09 for all exiting clients was 375 hours, a slight decrease from 382 hours in 2007–08.

## Contract extensions

The 18 contracts for English language tuition were extended for a further 12 months, expiring on 30 June 2010.

## Retention

Retention measures the average number of hours a client remains in the program.

Table 74: Adult Migrant English Program—further information

Measures	Results		
	2006–07	2007–08	2008–09
Client demand for formal tuition <sup>1</sup>	45 022	45 283	47 336
Client demand for informal tuition <sup>2</sup>	5 419	5 791	5 633
Total clients—formal tuition, informal tuition and Special Preparatory Program <sup>3</sup>	50 218	50 432	52 720
Number of clients in the Special Preparatory Program	8 064	6 943	7 015
Number of clients in the Employment Pathways Program	n/a	n/a	863
Number of clients in the Traineeships in English and Work Readiness Program	n/a	n/a	216
Average number of hours a client remains in the program	389	382	375

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 funding for counselling services, family tracing support and other assistance to former child migrants who arrived in Australia after World War II.

United Kingdom and Malta under approved child migrant schemes.

Approximately 3000 children arrived in the post World War II period and were placed in charitable and religious institutions in New South Wales, Queensland, South Australia, Tasmania, Victoria and Western Australia.

### Description

In December 2008, the government agreed to the continuation in 2008–09 only of funding of \$150 000 to the Child Migrants Trust Incorporated.

The funding provides specialised family tracing support and counselling services to former child migrants who came to Australia between 1947 and 1967 from the

### Performance

During 2008–09, the Child Migrants Trust had a client base of 995 clients including 183 new clients. Family tracing support was sought by 465 clients and 534 clients were provided with counselling services.

Table 75: Assistance for former child migrants—performance information

Key performance indicators	2008–09
Quality: Family tracing support and counselling services are provided to clients in accordance with the terms of the funding agreement.	
Planned	Funding agreement terms met
Result	<p>Funding agreement was administered and service delivery monitored through regular reporting.</p> <p>The Child Migrants Trust continues to assess and respond to emerging support needs of the client group nationwide.</p>

## Citizenship test preparation

### Objective

Provide funding for grants to organisations to support vulnerable clients who require special assistance to prepare for the Australian citizenship test.

### Description

The Australian Government provided \$3.4 million in grants to organisations to provide support services under the Citizenship Support Grants Program (CSGP) as a one-year pilot to trial different service models in 2008–09, with a strong focus on evaluation.

The pilot program helped refugees and other people overcome disadvantages such as low English proficiency, a lack of formal education, difficulty performing within a formal testing regime and little or no experience with computers.

A total of 33 community-based organisations, comprising 25 mainly migrant resource centres and eight English language service providers under the Adult Migrant English Program (AMEP) across Australia received funding in 2008–09 to deliver CSGP services on a pilot basis.

The pilot program demonstrated the diversity of service models ranging from the adult education environment to education

in community settings, both in metropolitan and rural areas. Courses varied from individual tuition to courses of up to 13 weeks duration that target clients with a higher level of need such as people with low English proficiency or little or no education.

Some of the innovative service models included the use of volunteer facilitators, accredited interpreters and bilingual community educators, the use of role plays, drama, discussion, pictures and the presentation of information using multimedia in a range of community languages.

### Performance

A total of 7381 clients accessed CSGP services during the period 1 July 2008 to 30 June 2009.

Following a review of the citizenship test, the government has committed to the development of a range of learning resources to provide educational support to this client group as part of the new citizenship test arrangements.

However, lessons learnt from the CSGP are being evaluated and will assist the department in future development of policy relating to the alternative citizenship test as well as assistance to vulnerable clients.

Table 76: Citizenship test preparation—performance information

Key performance indicators	2008–09
Quality: Work program objectives and requirements by funded organisations	
Planned	Objectives and requirements are met
Result	Work program objectives and requirements were met
Quantity: Number of grants and funding agreements administered	
Planned	33
Result	A total of 33 funding agreements and work programs were managed and monitored

# Diverse Australia Program—community and emerging issues grants

## Objective

Provide funding through the Diverse Australia Program to eligible community organisations to address local issues affecting community harmony.

## Description

The Diverse Australia Program funding is designed to provide resources to not-for-profit organisations to develop and deliver projects that help Australians build a stronger community in a culturally diverse society.

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

## Performance

In 2008 the minister awarded funding to 85 projects from a field of 869 applicants in the annual application process. These projects reflected the following priority areas for the 2008–09 grants round:

- Children and young people.
- New and emerging communities.
- Integration and community based activities.
- Indigenous people.

In 2008–09, six projects were funded under the Emerging Issues Funding Program to respond to specific and identified issues of racism, intolerance and community disharmony.

In addition, the department administered 82 projects from previous years.

Table 77: Grants for community relations—performance information

Key performance indicators	2008–09
Quality: Funding agreement milestones met	
Planned	Milestones are met
Result	Agreed milestones in funding agreements were satisfactorily met
Quantity: Number of grants and funding agreements administered	
Planned	100
Result	175 (includes 82 ongoing projects from earlier years)

## Grants for migrant community services

### Objective

Provide grants to community-based organisations under the Settlement Grants Program (SGP) and ensure funding agreements and work programs are satisfactorily delivered.

### Description

Under the SGP services plan, the Australian Government provides funding for grants to community-based organisations to enable them to establish links with mainstream services to facilitate direct and independent access to these services for their clients.

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.

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 which 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
- dependants of skilled migrants in rural and regional areas with low English proficiency

- selected temporary residents (Prospective Marriage, Provisional Spouse and Provisional Interdependency visa holders and their dependants) in rural and regional areas with low English proficiency.

### Performance

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

Payment of funding to SGP organisations depends on the organisations meeting required performance measures. They 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 funding agreement.

Staff responsible for managing SGP funding hold regular consultations with funded organisations to help them meet their performance requirements.

In 2008–09, \$34 million was provided for migrant community services grants. This encompassed 345 funding agreements being managed with organisations providing settlement services under the SGP.

Table 78: Support for community services—performance information

Key performance indicators	2008–09
Quality: Work program objectives and requirements are met by funded organisations	
Planned	Funding organisations meet grant conditions
Result	Objectives and requirements were met
Quantity: Number of grants and funding agreements administered	
Planned	354
Result	345

## Grants for multicultural affairs

### Objective

Provide a grant to the Federation of Ethnic Communities' Councils of Australia (FECCA) to advise the government on the views and needs of ethnic communities in Australia.

### Description

The government provided a grant of \$413 000 to FECCA in 2008–09 to assist in meeting this objective.

FECCA's activities in 2008–09 centred on providing input to the government from the perspective of FECCA's constituency. FECCA has made contributions to policies and programs to ensure adequate reflection of cultural diversity values in a

range of areas, including submissions to government on Australia's 2009–10 Humanitarian Program, the Federal Budget, Access and Equity Strategy, National Disability Strategy, Aged Pension Review, National Human Rights Consultation and National Preventative Health Strategy. FECCA has also been actively promoting the benefits of cultural diversity, social inclusion and community harmony.

### Performance

FECCA has substantially met the performance indicators and priority objectives under its work plan. One grant of \$413 000 to FECCA was paid on time in two instalments, in September 2008 and February 2009.

Table 79: Grants for multicultural affairs—performance information

Key performance indicators	2008–09
Quality: Funding agreement milestones met	
Planned	Milestones are met
Result	Milestones were met
Quantity: Number of grants and funding agreements administered	
Planned	1
Result	1

## Humanitarian settlement services

### Objective

Provide payments to contractors to deliver initial intensive settlement services under the Integrated Humanitarian Settlement Strategy (IHSS) and Complex Case Support (CCS) program to humanitarian entrants.

### Description

The IHSS provides humanitarian entrants with assistance on a needs basis to start building a life in Australia.

Under the program, contractors are paid to provide intensive settlement services for newly arrived refugees, Protection visa holders and Special Humanitarian Program (SHP) entrants, including:

- on arrival reception and assistance
- case coordination, information and referrals
- accommodation services
- short term torture and trauma counselling services
- complex case support services.

IHSS services are provided by 16 service providers in 20 contract regions.

This administered item also provides humanitarian entrants who have exceptional needs with specialised and intensive case management under the CCS program. The program provides flexible, tailored and localised responses to address the individual needs of each case.

CCS provides additional support services where the needs of the client extend beyond the scope of services provided by the IHSS and the Settlement Grants Program (SGP).

CCS services are delivered by a panel of 38 service providers throughout Australia, known as the Humanitarian Services Panel.

### Performance

The department undertook an annual quality assurance review of the IHSS program to assess the performance of IHSS service providers against contract specifications. All 16 service providers across the 20 contract regions were reviewed. The review focused on the findings and recommendations of the 2007–08 review and included an evaluation of IHSS service provider systems, processes and operations.

Initial findings of the review indicate that service providers are meeting the majority of key performance indicators (KPIs) in accordance with the requirements of their contracts. Overall, service providers are achieving the standard of service for humanitarian entrants prescribed in IHSS contracts.

There was a continuous improvement in service delivery by providers in 2008–09. There was significant improvement in:

- delivery times for short-term torture and trauma counselling services and associated activities in advocacy and professional development
- the provision of longer-term accommodation and the management of client expectations regarding the location and affordability of rental properties.

Housing continued to be the major challenge faced by service providers. In recognition of the ongoing national housing shortage, the department amended the KPI in IHSS contracts to extend the period in which entrants should be located in longer-term accommodation from within four weeks to between six to ten weeks. The amendment resulted in nearly all service providers meeting the new target, compared to 2007–08, when the target was not met in eight contract regions.

Service providers continued to liaise successfully with government agencies and community organisations to raise awareness of the needs of humanitarian entrants and to promote the benefits that entrants brought to their communities. Service providers hosted or promoted participation in events to enable entrants to share their stories and culture with

the wider community and to dispel misconceptions.

Departmental officers managing the IHSS contracts in the states and territories worked constructively with service providers to ensure greater compliance with KPI reporting and continued to provide advice and assistance when issues arose.

Table 80: Humanitarian settlement services—performance information

Key performance indicators	2008–09
Quality: Services under the Integrated Humanitarian Settlement Strategy are available, accessible and of good quality in all contract regions	
Planned	Service standards are met
Result	Initial findings of the 2008–09 quality assurance review indicate service providers are achieving service standards.
Quantity: Number of refugees and eligible humanitarian entrants assisted	
Planned	13 500 (in line with planning level for Humanitarian Program)
Result	<p>In 2008–09 a total of 12 035 humanitarian entrants were assisted under the IHSS including:</p> <ul style="list-style-type: none"> <li>• 7 117 refugees</li> <li>• 4 615 SHP entrants</li> <li>• 303 Permanent Protection visa holders.</li> </ul> <p>A proportion of clients granted visas late in the 2008–09 program year will arrive and be assisted in 2009–10.</p> <p>There have been 258 cases (representing approximately 949 clients) accepted into the CCS program since implementation in October 2008.</p>

# National Accreditation Authority for Translators and Interpreters Ltd—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 Ltd (NAATI) is a company limited by guarantee and is the only national accreditation authority for interpreters and translators in Australia. The Australian Government and state and territory governments contribute to NAATI funding. The members of NAATI are the nine ministers responsible for citizenship and/or multicultural affairs for each jurisdiction. In 2008–09, the Australian Government provided \$1.26 million to NAATI.

## Performance

NAATI continued to deliver services in accordance with its objectives and the changing needs and demography of Australian society. Results achieved in 2008–09 were positive and contributed significantly to maintaining high national standards in translating and interpreting.

In 2008–09, NAATI continued implementation of a project to encourage new interpreters in community languages where there are continuing shortages. This project subsidises NAATI preparatory workshops and associated testing fees for participants. Information sessions and workshops were held nationally in 2008–09 and were well attended.

Consideration of strategic priorities for NAATI is underway to inform the development of a new funding agreement to commence in 2010–11.

Outcome two

Table 81: NAATI contribution—performance information

Key performance indicators	2008–09
Quality: Contribution paid as specified in the funding agreement between the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) and the Commonwealth, state and territory governments	
Planned	Contribution is paid on time
Result	Contribution was paid in a timely manner

# National Action Plan to Build 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.

five in Victoria, two in South Australia, one in Queensland, one in Western Australia, one in Tasmania and one in the Australian Capital Territory.

## Description

Community projects funded by the department under the National Action Plan enable communities to build capacity and develop leadership skills to ensure they are involved in the plan and have ownership of its objectives.

These projects reflected the priority areas for the 2008 grants round, which focused on enhancing the resilience of Muslim communities and increasing their participation in, and integration with, the wider non-Muslim community.

## Performance

In 2008–09, 16 new projects were funded under the NAP Community Projects Program: five in New South Wales,

Projects included leadership training and mentoring for young people, interfaith dialogues, art-based workshops to build and express identities, and sports programs. In addition, the department managed 26 NAP community projects from previous funding rounds.

Table 82: National Action Plan to Build Social Cohesion, Harmony and Security—community engagement—performance information

Key performance indicators	2008–09
Quality: Funding agreement milestones met	
Planned	Milestones are met
Result	Milestones were met
Quantity: Number of grants and funding agreements administered	
Planned	10–20
Result	16 new projects 26 projects from previous years

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

## Objective

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

## Description

This program partners state and territory governments in the areas of education, employment, integration and security, particularly in relation to Muslim communities and their integration within the wider community.

## Performance

During 2008–09, 20 new partnership projects were negotiated and formalised through memoranda of understanding. Of these, two have been completed. In addition 13 projects were administered from previous years. Of these, activity for 12 projects has been completed and one project remains ongoing. The 20 new projects, funded at \$949 000, build on successful state and territory partnership initiatives undertaken between 2005–06 and 2007–08. They also complement work being undertaken by other Australian Government agencies involved in the NAP.

Examples of 2008–09 projects include:

- The Queensland Muslim Worker Extension Project, which continues to support unemployed and underemployed Muslim Australians who are disadvantaged in the labour market to find jobs or obtain related training. It is building awareness of employment needs of Muslim people and of the barriers that they face among service providers while at the same time increasing employer awareness and engagement.
- The New South Wales For Your Eyes Only Project, which is employing multimedia as an avenue for addressing feelings of marginalisation in young people. It is providing opportunities for self expression and for building community awareness of their issues.
- The Victorian Local Government Mentoring Project, which is involving councils in assisting one another to engage more effectively with Muslim and other faith groups in their local areas and, in turn, encouraging these groups to reach out to the wider community.

Table 83: National Action Plan to Build on Social Cohesion, Harmony and Security—state/territory government partnerships—performance information

Key performance indicators	2008–09
Quality: Funding agreement milestones met	
Planned	Milestones are met
Result	All 2008–09 milestones were met
Quantity: Number of grants and funding agreements administered	
Planned	8
Result	20 new projects, 13 projects from previous years

# Pacific Seasonal Worker Pilot Scheme

## Objective

This item delivers targeted community engagement activities in the selected pilot locations for the Pacific Seasonal Worker Pilot Scheme (PSWPS).

## Description

In 2008–09, the Diverse Australia Program provided additional funding of \$1.2 million over four years to develop a community engagement strategy for the PSWPS. The funding will allow for community relations projects to be implemented in each pilot location with the aim of promoting community cohesion.

The funding is focused on:

- improving cultural awareness between employers and Pacific Islander workers
- engaging local residents to provide community support and involvement for Pacific Islander workers
- providing shared opportunities for cultural activities.

## Performance

In 2008–09, two projects were funded with Swan Hill Rural City Council in Victoria and Griffith City Council in NSW. The councils have engaged local communities with the Pacific Island workers including through sporting activities and planned festivals; developed community capacity in engaging with the workers; developed community information strategies to promote the benefits of the scheme to the regions; and assisted the broader community in cross-cultural communication.

# Parliament of the World's Religions 2009— contribution

## Objective

This item provides funding of \$2 million for the next Parliament of the World's Religions, to be held in Melbourne in 2009.

## Description

The Parliament of the World's Religions (PWR) will contribute to better public understanding of, and support for, social cohesion and religious diversity.

It is one of the largest periodic gatherings of representatives from many of the world's religions 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.

The government is providing funding for the next PWR, which will be held in Melbourne for seven days from 3–9 December 2009.

More than 500 activities, including a keynote address, seminars, conferences, debates, performances, concerts and exhibitions, will be held. Between 6000–8000 participants are expected to attend the Melbourne event.

## Performance

The funding agreement with the organisers of the event, PWR Melbourne 2009 Limited, was signed in June 2008. It provides funding for part of the operating expenditure of the event. As part of the agreement, the organisation has achieved the following milestones for 2008–09:

- managed pre-parliament events to assist engagement with the diverse Australian community
- invited participants to submit program items
- submitted progress reports and financial statements of income and expenditure to the department.

Table 84: Parliament of the World's Religions 2009—performance information

Key performance indicators	2008–09
Quality: Funding agreement milestones met	
Planned	Milestones are met
Result	Milestones were met
Quantity: Number of grants and funding agreements administered	
Planned	1
Result	1

# Supervision and welfare support for unaccompanied humanitarian minors

## Objective

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

## Description

UHMs are non-citizen children who arrive in Australia without parents to care for them. 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*. The minister's functions as guardian under the Act are delegated to officers in state and territory child welfare agencies.

The Australian Government and state and territory governments work together to provide settlement services to minors who have a Humanitarian Program visa under the UHM program.

The program seeks to provide effective welfare supervision and settlement services to minors while they live in Australia or until the year they turn 18.

## Performance

At 30 June 2009, there were 566 people in the UHM program, 512 of whom arrived under the offshore component of the Refugee and Humanitarian Program and another 54 who were granted Permanent Protection visas onshore.

Table 85: Welfare of humanitarian minors without parents in Australia—performance information

Key performance indicators	2008–09
Quality: Arrangements are in place for welfare supervision and support of unaccompanied humanitarian minors (UHM) wards and for the provision of settlement assistance to all UHM non-wards	
Planned	100%
Result	100%
Quantity: Number of UHMs (wards and non-wards) in the program	
Planned	600
Result	There were 203 wards and 363 non-wards in the UHM Program at 30 June 2009.



## DVD packed with helpful advice for new arrivals from Asia

Refugees and humanitarian entrants from Asia will be able to access information to help them settle in to Australia thanks to a new DVD developed by the department.

*Australia – a new home* provides new arrivals with a wealth of advice on adjusting to life in their adopted country with information on a range of issues from renting a home, Australian currency, learning English and how to find work.

The DVD is available in Burmese, Chin, Karen, Rohingya, Nepali and English languages and is a handy resource for people to watch in their own homes, as often as they like.

Throughout the development of the DVD, extensive consultations were undertaken with Asian community representatives, settlement service providers and government agencies to ensure the DVD provides relevant and accurate information.

The DVD includes advice on aspects of life many long-term residents would take for granted such as how to use an automatic teller machine, recycling and the importance of installing smoke alarms in homes.

It features a quiz at the end to help reinforce important information.

It also features interviews with former refugees who provide a first-hand account of their own experiences while settling in Australia.

All new Asian humanitarian entrants will receive a copy of the DVD upon arrival.

Photo: Filming takes place for the DVD which will be given to humanitarian and refugee entrants from Asia to help them settle in Australia