OSCAR

Online Settlement Client Activity Reports

User Guide

Version 3.00 Updated December 2008

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Glossary

| Introduction | This section is a summary of the terms and abbreviations commonly used in relation to OSCAR, GOLF, GMS and the SGP. |

Term	Definition
Advocacy	
ASCCEG	Australian Standard Classification of Cultural and Ethnic Groups.
ASCL	Australian Standard Classification of Languages.
ASGC	Australian Standard Geographical Classification.
Casework	Casework services involve intensive work with target group clients to develop a tailored response to their settlement needs. It involves: • a comprehensive assessment of the settlement needs of the client/family; and • the development and implementation of strategies to address those needs, for example: - provision of settlement information on a one-to-one basis; - referrals to mainstream government and other service providers; and - general support and advocacy on behalf of clients. Where the client is a refugee or humanitarian entrant who arrived in Australia within the last five years, casework services also include the provision of migration advice, by a Registered Migration Agent, in relation to the proposing of family members under the Humanitarian Program. It does <u>not</u> include the provision of specialist counseling services (e.g. trauma or domestic violence) but <u>does</u> include referral to agencies who deliver this counseling.
Client	A person in relation to whom the Organisation performs a service or provides a product under their funding agreement.
Client's Representative	A person attending a face-to-face contact with the client who is speaking on behalf of the client (i.e. a family member or friend interpreting on behalf of the client).
Contact	Communication event (i.e. face-to-face, telephone, email and surface mail and fax) between clients of the SGP-funded project and SGP funded workers.
Contact Category	The categories that OSCAR is divided into in order to facilitate the collection of data.
Data Item	Characteristics such as sex, age or contact type are data items. Statistical collections aim to describe the distribution of characteristics of the population by using the varying characteristics of the units in the population being studied.
Department	Means the Department of Immigration
Direct Client Contact	A communication event where the Worker is undertaking the communication to immediately inform/assist the Client. The Client is the intended recipient of the service or product and must be present when the service or product is delivered.

Email	Emails sent or received directly to or from the client. The time spent on the email includes only time reading an incoming email or preparing an outgoing email. Email communication cannot be with anyone but the client directly.
Field	The area where you choose or enter the data for a variable.
Funding Agreement	A contract between the department and an SGP-funded organisation that defines the terms and conditions of funding.
GMS	Grants Management System – computer system for assessing and managing Settlement Grants Program's funding.
GOLF	Grants Online Forms
Group Session	Group session for SGP clients, with a pre-arranged topic or activity, organised by an SGP-funded organisation and relevant to SGP-funded services.
Immigration-Related Client Service	Refers to immigration related administrative services. For example: - providing generic advice that a person must apply for a visa; - guiding someone to where they can find visa information (eg the department's website); - posting or delivering a visa application form; - doing clerical work associated with a visa application; - providing translation and interpreting services to help prepare a visa application or other document; - receiving written communications from the department on a visa applicant's behalf; - passing on correspondence without providing substantial comment; or - helping someone make a request for ministerial intervention or an immigration representation (as long as no fee or reward is obtained for this service).
Internal Client Identifier	A number used within the organisation to identify clients at the initial Client Details Registration (from the introduction of the SGP) and used continuously for that client, when identified, in OSCAR. This may be a file number used within the organisation or a number created specifically for the purpose of facilitating a history of visits by the individual client within OSCAR.
Land Mail	Non-electronic mail sent or received directly to or from the client. The time spent on the mail includes only time reading the incoming mail or preparing the outgoing email. Land Mail does not include communication with anyone but the client directly.
Log-on	To gain access and begin using a computer system.
Log-on ID	The alpha-numerical identifier you need to log-on to a computer system.

Migration Advice	Migration Advice can only be provided by a registered Migration Agent who is 'using knowledge of migration law and procedure to assist a person wishing to obtain a visa to enter or remain in Australia, review a decision not to grant a visa, nominate or sponsor a prospective visa applicant or apply for review of a decision to cancel their visa'. OSCAR only collects Migration Advice where it is covered by an SGP grant.
N/A	Not Applicable.
Organisation	An organisation in receipt of a SGP grant.
OSCAR	Online Settlement Client Activity Reports.
Population of Interest	The total number of units in the reporting category, or across more than one reporting category, forms the population of interest. In OSCAR **some** of the populations that would be of interest (as defined by the units being collected) could be total: • Direct Client Contacts; • Direct Contact Clients; • Client Registration contacts; • Total Direct Client Contacts; and • Total Non-Casework Contacts.
Progress Report	Progress Reports provide a summary of project outputs and supporting evidence of achievement of specific products and services, or activities that demonstrate progress, against Performance Measures in the Approved Work Program. It expected that where a Work Program includes direct client contact, aggregate figures from tables, output from OSCAR, will be used as evidence of the frequency of this direct client contact.
Referral	*A Formal Referral:* • from the Organisation to mainstream government and other service providers; or • from mainstream government and other service providers to the Organisation, is where an appointment or introduction is made <u>for</u> the Client. This contact can be by telephone, email, letter or physically taking the Client there. *Note: During a Direct Client Contact in OSCAR it is agreement between the worker and the client that a Formal Referral will be made by the worker that is recorded.* *An Informal Referral:* • from the Organisation to mainstream government and other service providers; or • from mainstream government and other service providers to the Organisation, is where the Client is given the name and contact details and advised to make their own appointment or otherwise contact the agency themselves.
SACC	Standard Australian Country Classification.
SGP	Settlement Grants Program.

SGP-funded Organisation	An organisation in receipt of an SGP grant.
STO	DIAC State and Territory Offices.
Unit	The statistical entity that the information is collected about. The base statistical unit of collection of OSCAR is a direct client contact.
Unknowns	Those values of variables where the value is not known, was not collected and cannot be determined.
Variable	The same as Data Item. The term variable comes from the fact that the values of the data items vary (i.e. their value varies from one unit to the next).
Work Program	The Work Program sets out how the organisation will achieve the proposed project's outcomes.

Introduction

User Guide

What does this guide cover?

This guide covers an over view of the OSCAR forms and their need to support both the Organisation and DIAC policy.

Who should use this guide?

This User Guide is for workers of SGP-funded organisations who make direct contact with clients. It describes input of data to OSCAR; it does not describe processes of obtaining aggregate reports from OSCAR. Separate parts will be supplied outlining how to obtain output reports from OSCAR.

What if I can't find what I need in this guide?

Any questions that a worker has from an Organisation should be directed to their DIAC grant manager. State offices conduct OSCAR training throughout the year and through the training process and knowledge sharing with peers, staff of an organisation will increase their understanding of OSCAR.

OSCAR

What is OSCAR?

The Online Settlement Client Activity Reports (OSCAR) system is an online tool to measure some activity within only one of the three SGP service types: provision of information, referral and casework services. OSCAR is used by all organisations funded under the SGP, to record information about direct client contacts. It is accessed through the DIAC website, using secure passwords. Forms are presented in GOLF (Grants Online Forms) in the same way that the SGP online Application Form is accessed.

OSCAR is an important statistical collection. Through OSCAR information on client contacts with our funded organisations is available on a consistent and national basis.

How will OSCAR Data be used?

OSCAR will be used to identify the number and demographics of clients who receive assistance from services funded by the SGP and the type of services they access.

The information provided from OSCAR will contribute to:

- responses to Parliamentary, media and public inquiries;
- alignment of statistical information with the SGP Work Program;
- informed discussions on increasing SGP funding allocations; and
- needs-based planning.

Why was OSCAR developed?

The Report of the Review of Settlement Services for Migrants and Humanitarian Entrants recommended that DIAC develop a more robust, integrated statistical data collection system for performance reporting for DIAC-funded settlement programs (Recommendation 57).

The Review report also recommended that DIAC streamline reporting requirements for funded organisations.

Before You Begin

OSCAR's Scope

What is OSCARs scope?

OSCAR is not a grant or case management system. Its focus is on specific forms of Direct Client Contact with SGP-funded workers, namely, the provision of information, referral and casework services to new arrivals. Data on community capacity building and service planning, development and integration will not be collected. Information on these service types will be collected through Progress Reports. There is capacity to record Community Development Advice as an issue addressed during a contact.

What does OSCAR count?

The focus of OSCAR is the Client contact. It is through the attributes of the clients and the nature of their contacts that allows DIAC to gain an over view of the services being delivered and the communities that are served.

Why is OSCAR limited to Direct Client Contact?

OSCAR is limited to direct client contact because it is achievable with the introduction of the SGP. This is because it is possible to define the parameters and definitions of direct client contact in a standard way that can be applied consistently nationally and achieve it in time for the introduction of the SGP.

Parameters and definitions for community capacity building and service planning, development and integration are unclear and difficult to implement on a nationally consistent basis. These activities lend themselves to more qualitative and descriptive reporting. This type of reporting can be done in the more general and qualitative Progress Reports.

The collection needs to have a unit definition that allows variables to be compared and joined consistently across the collection. The introduction of a unit that is not Direct Client Contact would not be compatible with the rest of the collection.

In addition, it is a client that agrees to provide their personal information to DIAC. A person enquiring on behalf of a client may not have permission from the client to provide this information.

What are the limitations of collecting direct client contacts only?

The department is aware that direct client contact data alone is only a limited measure of your organisation's performance and the effectiveness of your delivery of settlement services.

Responsibilities

What are my organisations responsibilities ?

It is your organisation's responsibility to record in OSCAR, all those direct client contacts that are receiving assistance from an SGP-funded project. This requirement is outlined in your organisation's Work Program and Funding Agreement.

What are my responsibilities as a worker?

In order for your organisation to meet its obligation to compete OSCAR, workers must record details of all direct client contacts that are receiving assistance from an SGP-funded project

Using OSCAR

Logging On

Is there anything I need to do before logging on?

In order to complete OSCAR forms you will need to have:
- access to GOLF (this is arranged through the SGP help desk);
- a User ID. This is unique to an individual;
- a password for the User ID; and
- the SGP grant identifiers under which you work

Note: That the password and User ID is to be used only by the person who registered for that User ID. You are not to share User accounts.

Are there any computer requirements?

OSCAR has the same system requirements as for all forms available in GOLF. The ability to submit a SGP grant application has already served as a prerequisite to reporting through OSCAR. This prerequisite is dependent on at least having access to the same computer facility that was used to submit the SGP grant application.

Where do I go to Log on to OSCAR?

When you use OSCAR you will log on to Grants Online Forms (GOLF). This is the same system that is used to submit SGP applications. Information about your organisation will be linked at log-on. Users choose grant numbers and through this method each contact is associated with a specific grant.

How do I log on?

Step	Action
1	Open your internet browser.
2	Enter the following website address into the address bar: **'https://www.gms.immi.gov.au/off/'** Please note that the link above is '**https**' which is a secure site. Just typing 'www.gms.immi.gov.au' into the address bar will not usually reach the correct destination. You may want to save the logon page as a favorite and call it 'GOLF Logon' to avoid any connection issue's.
3	Enter your User ID and password.
4	Select the OSCAR form appropriate to the contact type.
5	Select the appropriate grant number.

The OSCAR Forms

Form Types

What are the reporting form types?

OSCAR is divided into four separate forms.

The four OSCAR forms are:

- **OSCAR 1: Client Details - Registration**
  The OSCAR 1 form is used to register a new for the organisation. This form captures details in relation to the client. All fields on this form should be completed. If detail is not known at the time, the form can be saved, and completed at a later date when the detail is provided. Once complete the form can be submitted.

- **OSCAR 2: Casework (Client ID Required)**
  The OSCAR 2 form is used once the Client ID has been assigned on the OSCAR 1 form. This form captures details of the Client contact.

- **OSCAR 3: Non Casework (No Client ID)**
  This form allows organisations to record Non-Casework contacts for those clients that do not have/require a Client ID.

- **OSCAR 4: Group Session** .

Why are there 4 form types?

OSCAR is divided into the four forms to collect the data that is appropriate and the variables collected at each level are valuable for analysis. While it would be desirable to collect the full range of data for all direct client contacts it is not practical to collect lots of data on the OSCAR 3 form (e.g. short telephone calls or office interactions). Many contacts are effective but brief. It is accepted that for this type of contact the information collected will be less detailed.
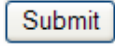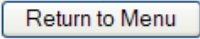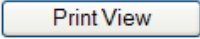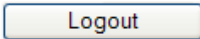
The Actual Forms

What do the forms look like?

The forms will be reviewed over time to meet the requirements of the policy direction of DIAC and through feedback received from funded organisations. The 4 forms are viewable when you log into GOLF, and can be printed off if desired to have a hard copy as a reference form for your office.

Completing Forms

What do I do once I have finished a form?

Save	To save the data in a form that you have started but not finished. The form will be saved as you left it. You can return to the menu and pull up the form later to add or amend entries but once you submit the form you cannot. Fields marked with a * are mandatory and require the user to enter data into these fields.
Submit	To submit the data in a form that you have completed. The form will be cleared and you will be presented with a new form of the same type. The data will be submitted to the database and cannot be retrieved. Fields marked with a * are mandatory and require the user to enter data into these fields.
Return to Menu	To choose a different type of form you will have to return to the main menu. You will also use this button if you want to change to recording against a different grant number.
Print View	Will print a view of the form as it currently appears. If you have data entered on the screen, it will print. This is useful for filing the information about the contact and/or client. It is also useful for obtaining a blank form for filling out on paper.
Logout	Will take you back to the GOLF logon Screen.

Variable Details

Overview

Introduction   This section describes several important characteristics of each variable collected by OSCAR. These characteristics are presented in a table as follows:

Definition	A formal definition of the variable.
Question	The standard English wording of questions to be asked to obtain the appropriate information for choosing the value of the variable.
Variable Classification	The range of values of the variables to be chosen from, the classes the variable is broken up into and the text description. If it is a very detailed classification users will be referred to Section 11.
Choosing a Value	Tips for choosing or entering a value into the field.
Other & Unknown	Other: to be used if you have a response that is not included in the list Unknown: to be used only if the information is not known
Notes	Any extra information users need to know about the variable.

Training and explanatory notes to support organisations using OSCAR will be provided. It is the responsibility of the organisations to ensure that the person entering the data is familiar with the full requirements of the field.

Organisation Level

Organisation Level Variables

Characteristics for the organisation level variables follow.

Organisation Identifier

Definition	The identifier of the organisation on GMS.
Question	What is your organisation's identifier?
Variable Classification	Each organisation has a unique identifier provided by National Office. They could be classified by the characteristics of the organisation (e.g. locations).
Choosing a Value	There are only certain valid values for this variable.
Other & Unknown	Will not occur.
Notes	The Org ID is displayed to the user when logging into GOLF

Grant Number

Definition	The identifier given to the relevant grant under GMS.
Question	What is the number of the grant that the contacts to be recorded are relevant too?
Variable Classification	Each grant has a unique identifier provided by National Office.
Choosing a Value	You will be shown your organisation's grant numbers. You will choose the appropriate grant for the contacts you are entering.
Other & Unknown	Will not occur.
Notes	

Organisation Postcode

Definition	The postcode where the organisation primarily operates from.
Question	What is the postcode of the premises where this organisation usually operates from?
Variable Classification	Postcodes converted to – Australian Standard Geographical Classification (ASGC). Full coverage of Australia using ASGC can be built from postcode.
Choosing a Value	Obtained from grant information already stored on GMS. Linked during logon. Organisations do not have to enter it.
Other & Unknown	Will not occur.
Notes	•

Client Level

Client Level Variable   Characteristics for the client level variables follow.

Organisations Internal Client Identifier

Definition	A client identifier that is unique within the organisation.
Question	What is the unique identifier used by the organisation to identify this client?
Variable Classification	Each client will have a unique identifier recorded on the OSCAR 1 form. As these are unique, they cannot be classified.
Choosing a Value	The value will be an identifier that is unique within the organisation. It may be a file number (if a formal file numbering system is in place) or any simple system that identifies clients within the organisation. It may consist of letters and/or numbers and be up to 20 characters in length.
Other & Unknown	A valid Client Identifier must be entered on an OSCAR 1 & 2 form. A value of Unknown or Other cannot be entered.
Notes	• this identifier will be used in analysis in conjunction with the organisation identifier and/or grant identifier. • collection of an internal client identifier is essential to analysing service delivery data at an aggregate client level (e.g. number of clients by visa subclass as opposed to number of client contacts by visa subclass) to identify service needs and trends. • OSCAR will not be used to identify individuals.

Service Variables   Variable characteristics for each of the service-related variables follow.

Reason for Form Choice	Definition	A reason why the decision was taken to either create a new Client Identifier or not.
	Question	Why has or hasn't the worker created a new client identifier?
	Variable Classification	**1. New Client Registration**. = definitely no previously submitted OSCAR 1 form. **2. Unknown Client ID.** = certain that the Client has been registered previously but Client Identifier is unknown; and **3. Unknown if Client was Registered** = unknown whether an OSACR 1 form has been submitted for this Client. **4. Updating existing Client details** = used to amend details for a client that was previously registered.
	Choosing a Value	If you are completing the OSCAR 1 form, then there will be a reason you have chosen this form and entered a client identifier. The reason (reflecting the 4 choices) will be either: • you know **there has not been an OSCAR 1 form submitted previously** and hence are entering the Client details for the first time; • you know that **there has been an OSCAR 1 form submitted previously** but **you don't know what the Client Identifier is**; or • you **don't know whether there has been an OSCAR 1 form submitted previously a**nd **you don't know what the client identifier is**. • you know the Client ID and are using the form to amend details for this client.
	Other & Unknown	You will know the reason you have or have not entered a Client Identifier. Unknowns are taken care of within the classification system. Do not leave the variable blank.
	Notes	• this variable will be used to analyse the extent to which new OSCAR 1 forms are created where they should have been OSCAR 2 forms.

Postcode of Service Delivery

Definition	The postcode where the service was delivered to the client.
Question	What was the postcode of the location where this service was delivered to the client?
Variable Classification	Postcodes converted to – Australian Standard Geographical Classification (ASGC). Full coverage of Australia using ASGC will be built for from postcode during analysis.
Choosing a Value	This should be the postcode where the service was delivered. It will often be the same as the organisation's postcode. With outreach services it will be the postcode of the location where the outreach service occurred.
Other & Unknown	This postcode should be known but if not enter '0000'.
Notes	• This postcode is distinguished from the organisations postcode in that it will identify services not delivered at the organisations main address (e.g. outreach services). • It will allow geographic analysis of where services are delivered, in comparison to where organisations are located. It will allow analysis of catchment areas of organisations.

Date of Client Contact

Definition	The date on which the service was delivered to the client.
Question	What was the date of this client contact?
Variable Classification	Individual dates can be classified into any western calendar grouping (e.g. weeks, months, quarters, years).
Choosing a Value	Input as **dd/mm/yyyy** (proforma given). That is day, month and year.
Other & Unknown	Date of service should not have any unknowns or be anything but a valid date.
Notes	

Referred from (Incoming)

Definition	The organisation or individual that the client was referred from (if referred by an organisation or individual).
Question	Where was the client referred from?
Variable Classification	This has a classification in common with the Referred to variable. For the classification See Section 11 – Variable Classifications: Referred. This classification system allows statistics to be reported at Federal, State/Territory and Non-Government levels.
Choosing a Value	Enter the first letter of the choice to be taken to the correct area of the list, then select.
Other & Unknown	If the organisation or individual referred from is not in the list or it is unknown, then in the first instance there is a facility to select "Other Federal Government Agency", "Other State/Territory Government Agency" and "Other Non-Government Agency". These should be selected if this detail is known otherwise the more general "Other" should be selected.
Notes	• only one referred from may be entered. • this is not limited to (but includes) the more formal referral; where there is an established relationship with the organisation to which the client is being referred.

Duration of Client Contact

Definition	The length of time that was spent with the client.
Question	How long was this client contact (**in minutes**)?
Variable Classification	At analysis stage, hours and minutes can be built.
Choosing a Value	The length of contact in minutes should be entered.
Other & Unknown	If the length of the visit was not recorded at the time of the contact an approximation should be made.
Notes	• The temptation to round to the nearest hour should be avoided. If rounding occurs at the data entry stage clumping at the analysis stage will result.

Communication Method	Definition	The communication method used with the client.
	Question	What communication method was used for this client contact?
	Variable Classification	Choice between – • Face-to-Face • Face-to-Face with Interpreter • Face-to-Face using Bi-Lingual Worker Skills • Telephone • Telephone with Interpreter • Telephone using Bi-Lingual Worker Skills • Email • Surface Mail • Fax • Other • Unknown
	Choosing a Value	• in face-to-face contact the client must be physically present but may have representatives, family or interpreters with them; • in telephone contact the conversation must be with the client, however the conversation may be assisted by an interpreter; • if sending an email, land mail or fax to, or receiving the same from, a contact, the email must be sent addressed to, or coming addressed from, the client, not their representative
	Other & Unknown	Despite there being categories for Other and Unknown, their use is discouraged. It would be unusual for there to be a category other than those listed or for a worker not to know the way in which they communicated with the client.
	Notes	• Emails, Surface Mail and faxes prepared, that directly communicate are addressed to the client. It does not include time spent liaising with mainstream or other organisations on the clients behalf.

Casework

Definition	Casework services involve intensive work with target group clients to develop a tailored response to their settlement needs. It involves: • a comprehensive assessment of the settlement needs of the client/family; and • the development and implementation of strategies to address those needs, for example: - provision of settlement information on a one-to-one basis; - referrals to mainstream government and other service providers; and - general support and advocacy on behalf of clients. Where the client is a refugee or humanitarian entrant who arrived in Australia within the last five years, casework services also include the provision of migration advice, by a Registered Migration Agent, in relation to the proposing of family members under the Humanitarian Program. It does <u>not</u> include the provision of specialist counseling services (e.g. trauma or domestic violence) but <u>does</u> include referral to agencies who deliver this counseling..
Question	Is this contact part of casework with this client?
Variable Classification	• Casework; or • Not Casework
Choosing a Value	This is a drop down menu, defaulting to 'Please Select One"
Other & Unknown	Will not occur
Notes	•

Issues Addressed

Definition	An issue that was addressed for the client during the client contact.
Question	What main issues were addressed for the client during the client contact?
Variable Classification	See Section 11 - Classifications: Issues Addressed.
Choosing a Value	• Enter the first letter of the choice to be taken to the correct area of the list, then select. The abbreviations used in the variable descriptions are provided in Section 11. • Up to 5 issues may be entered.
Other & Unknown	Variable should be left at N/A if no more issues were addressed at this contact.
Notes	•

Informally Referred to	Definition	The alternative source of information or assistance that the client was informally referred to (if informally referred).
	Question	What top 5 organisations was the client informally referred to?
	Variable Classification	Common Referred classification for Referred from and Referred to; See Section 11; Classifications - Referred.
	Choosing a Value	• Enter the first letter of the choice to be taken to the correct area of the list, then select. The abbreviations used in the variable descriptions are provided in Section 11. • Up to 5 Informal Referrals be entered.
	Unknown & Other	Variable should be left at N/A if no more referrals were made at this contact. E.g.: If only 4 Informal referrals were made, the fifth box in this variable should contain N/A
	Notes	•

Formally Referred to	Definition	The alternative source of information or assistance that the client was formally referred to (if formally referred).
	Question	What top 5 organisations the client was formally referred to?
	Variable Classification	Common Referred classification for Referred from and Referred to; See Section 11; Classifications - Referred.
	Choosing a Value	• Enter the first letter of the choice to be taken to the correct area of the list, then select. The abbreviations used in the variable descriptions are provided in Section 11. • Up to 5 Informal Referrals and Up to 5 Formal Referrals are able to be entered.
	Unknown & Other	Variable should be left at N/A if no more referrals were made at this contact. E.g.: If only 4 Informal referrals were made, the fifth box in this variable should contain N/A
	Notes	•

Migration Variables

Migration Variables	Variable characteristics for the four migration related variables follow.

Month of Arrival	Definition	• if the client was granted a visa to <u>permanently</u> reside in Australia and it was granted:
		    o offshore; the month of arrival on their visa when they first arrived in Australia on their immigrant visa; or
		    o onshore; the month they were granted permanent resident status.
		• if the client currently holds a visa to <u>temporarily</u> reside in Australia and it was granted:
		    o offshore; the month in which they arrived in Australia; or
		    o onshore; the month in which they were granted this visa.

	Question	<u>If the client was granted a visa to permanently reside in Australia and it was granted;</u>
		• offshore -
		    In what month did the client first arrive in Australia on their immigrant visa?
		• onshore –
		    In what month was the client granted permanent resident status?
		<u>If the client currently holds a visa to temporarily reside in Australia and it was granted:</u>
		• offshore -
		    In what month did the client arrive in Australia?
		• onshore -
		    In what month was the client granted this visa?

	Variable Classification	Western Calendar.
	Choosing a Value	This should be a 2 digit numeral; For example: • the month of arrival for migrants is the arrival on the client's migrant visa, not just a movement into Australia, before (earlier student stay) or subsequent to their first arrival on their migrant visa (e.g. visit to home country or holiday). • if a client arrived on a temporary visa then successfully applied for a migrant status onshore the month of the granting of the onshore migrant visa should be recorded. • for those who have come out of long term detention, Month of Grant should be used. • if the client is a temporary entrant (e.g. visitor or student), an arrival month on that visa should be recorded.
	Unknown & Other	Unknown month should be entered as 99 or left blank as should the entry for a person who does not currently hold a visa.

Year of Arrival	Definition	- if the client was granted a visa to <u>permanently</u> reside in Australia and it was granted: - offshore; the year of arrival on their visa when they first arrived in Australia on their immigrant visa; or - onshore; the year they were granted permanent resident status. - if the client currently holds a visa to <u>temporarily</u> reside in Australia and it was granted: - offshore; the year in which they arrived in Australia; or - onshore; the year in which they were granted this visa.
	Question	If the client was granted a visa to <u>permanently reside in Australia and it was granted;</u> - offshore - In what year did the client first arrive in Australia on their immigrant visa? - onshore – In what year was the client granted permanent resident status? If the client currently holds a visa to <u>temporarily reside in Australia and it was granted:</u> - offshore - In what year did the client arrive in Australia? - onshore - In what year was the client granted this visa?
	Variable Classification	Western Calendar.
	Choosing a Value	This should be a 2 digit numeral; For example: - the year of arrival for migrants is the arrival on the client's migrant visa, not just a movement into Australia, before (earlier student stay) or subsequent to their first arrival on their migrant visa (e.g. visit to home country or holiday). - if a client arrived on a temporary visa then successfully applied for a migrant status onshore the year of the granting of the onshore migrant visa should be recorded. - for those who have come out of long term detention, Year of Grant should be used. - if the client is a temporary entrant (e.g. visitor or student), an arrival year on that visa should be recorded.
	Other & Unknown	Unknown year should be entered as 9999 or left blank as should the entry for a person who does not currently hold an immigrant or temporary entry visa.
	Notes	

Visa Type	Definition	• if the client was granted a visa to <u>permanently</u> reside in Australia and it was granted:
		    o offshore; the visa type on their visa when they first arrived in Australia on their immigrant visa; or
		    o onshore; the type of their permanent resident visa they were granted.
		• if the client currently holds a visa to <u>temporarily</u> reside in Australia:
		    o the type of visa currently held that allows them to stay temporarily.

	Question	<u>If the client was granted a visa to permanently reside in Australia and it was granted;</u>
		• offshore -
		   What was the visa type of the visa when the client first arrived in Australia on their immigrant visa?
		• onshore –
		   What was the visa type when the client was granted permanent resident status?
		<u>If the client currently holds a visa to temporarily reside in Australia:</u>
		   What type of Visa does the client currently hold?

	Variable Classification	See Section 11; Variable Classifications.
	Choosing a Value	Visa Types are grouped into visa classes (e.g. Family, Skilled) to aid in finding visa types. Visa types are described both by its 3 digit numeral and by a text description. Note: • the visa type for migrants is the visa type on the client's migrant visa, not on a previous movement into Australia, before (earlier student stay) or subsequent to their first arrival on their migrant visa (e.g. visit to home country or holiday). • if a client arrived on a temporary visa then successfully applied for a migrant status onshore the visa type of the onshore migrant visa should be recorded. • for those who have come out of long term detention, the type of visa they obtained for permanent residence should be recorded. • if a contact is with a temporary entrant (e.g. visitor or student), this visa type should be recorded.
	Unknown & Other	See Section 11; Variable Classifications.
	Notes	• The visa type list is a balance between maximum detail and user friendliness.

Dependent/ Principal Applicant

Definition	Whether the client was a Principal, or Dependent visa applicant.
Question	Was this client a Principal or Dependent applicant?
Variable Classification	This is currently a tick box to indicate that the client is a dependent applicant. The assumption being that if they are not a dependent they are a principal. It has been recognised already during the pilot training that this is not adequate and needs to be changed. In the production version of OSCAR the choices will be 'Principal', 'Dependent' and 'Unknown' as it has been found that this status is often not known.
Choosing a Value	At the moment just tick the box if you know they are a dependent applicant. Otherwise the assumption will be the are a principal or their status is not known.
Unknown & Other	Should be an available choice but will not be in the Pilot.
Notes	•

Cultural Variables

Variable characteristics for each of the cultural variables follow.

Country of Birth

Definition	The client's country of birth.
Question	In which country was the client born?
Variable Classification	Based on SACC, but see Section 11; Classifications, for more detail.
Choosing a Value	Countries are sorted in alphabetical order. You can go to a part of the by pressing the first letter of the country you are looking for.
Other & Unknown	Choose Unknown in the drop down if the Country of Birth is Unknown. There should be an 'Other' category in the list but it is missing at the date of this draft. Other should be rare but blank can be used in the interim for 'Other". There is no facility to specify an 'Other' for Country of Birth.
Notes	• list is a balance between maximum detail and user friendliness.

Ethnicity

Definition	The cultural or ethnic group with which the client most strongly identifies.
Question	Apart from Australian, with which cultural or ethnic group does the client most strongly identify?
Variable Classification	See Section 11; Classifications - Ethnicity, for more detail. This is a DIAC specific classification. It does not agree with the ASCCEG.
Choosing a Value	Ethnicities are in alphabetical order. You can go to a part of the list by pressing the first letter of the Ethnicity you are looking for.
Other & Unknown	Choose Unknown in the drop down if the Ethnicity is Unknown. There should be an 'Other (please specify)' category in the list but it is missing at the date of this draft. Blank can be used in the interim for 'Other (please specify)'. Where 'Other (please specify)' (currently represented by blank) has been chosen 'Ethnicity Other' should be completed. .
Notes	• list is a balance between maximum detail and user friendliness.

Other Ethnicity (please specify)

Definition	The cultural or ethnic group with which the client most strongly identifies, where it is not listed separately in the main Ethnicity variable preceding. Category of 'Other (please specify)' must be chosen in the Ethnicity list.
Question	Apart from Australian, with which cultural or ethnic group does the client most strongly identify?
Variable Classification	Section 11; Classifications - Ethnicity, for more detail.
Choosing a Value	This is a 22 digit free text field to record the ethnicity in any way the worker wishes.
Other & Unknown	This is the mechanism for recording other Ethnicities. Unknown should be recorded in main Ethnicity variable preceding.
Notes	• designed especially for those ethnicities which do occur amongst the current settler population but are not separately classified in the Ethnicity list. • text entries will have to be office coded to an Ethnicity within ASCCEG. • This variable will only be used where there is a large number in the "Other (please specify)' variable. This would be a major undertaking.

Main Language Spoken at Home

Definition	Main language spoken at home.
Question	What is the main language that the client speaks at home?
Variable Classification	See Section 11; Classifications - Language for more detail.
Choosing a Value	Languages are sorted in alphabetical order. You can go to a part of the list by pressing the first letter of the language you are looking for.
Other & Unknown	'Other (please specify)' should be chosen if the Language is not in the list and the 'Other (please specify)' field completed. If the language is unknown, 'Unknown' should be chosen from the drop-down list.
Notes	• list is a balance between maximum detail and user friendliness.

Main Language Spoken at Home - Other (please specify)

Definition	Main language spoken at home.
Question	What is the main language that the client speaks at home in their Australian residence?
Variable Classification	Based on ASCL but see Section 11; Classifications for more detail.
Choosing a Value	This is a 22 digit free text field to record the ethnicity in any way the worker wishes
Other & Unknown	Unknown should be recorded in Main Language Spoken at Home variable preceding and this variable completed where this has been chosen.
Notes	• designed especially for those languages which do occur amongst the current settler population but are not separately classified in the ASCCEG. • text entries will have to be office coded to a Language within ASCL. • This variable will only be used where there is a large number in the "Other (please specify)" variable. This would be a major undertaking.

Demographic Variables

Demographic Variables   Variable characteristics for each of the demographic variables follow.

Month of Birth

Definition	The month in which the client was born.
Question	In what month was the client born?
Variable Classification	Western Calendar.
Choosing a Value	This should be a 2 digit numeral, the month in which the client was born.
Other & Unknown	Unknown month should be left blank or entered as 99.
Notes	•

Year of Birth

Definition	The year in which the client was born.
Question	In what year was the client born?
Variable Classification	Western Calendar.
Choosing a Value	This should be a 4 digit numeral, the year in which the client was born.
Other & Unknown	Unknown year should be left blank or entered as 9999.
Notes	•

Gender

Definition	Gender of the client.
Question	What is the client's gender?
Variable Classification	Male, Female
Choosing a Value	Select the appropriate radio button.
Other & Unknown	Not available for this category.
Notes	• need to be asked for telephone or email contact. • according to ABS "Standards for Social, Labour and Demographic Variables" Sex is defined as the biological difference between Male and Female. Gender is defined as "the amount of masculinity or femininity found in a person" (Stoller R.J, Sex and Gender – On the Development of Masculinity and Femininity, Science House, New York, 1968). Workers are not able to determine the biological Sex of the client. A client's Gender will be as perceived by the worker.

Postcode of Client's Residence

Definition	The postcode of the client's current residential address.
Question	What is the postcode where the client is currently living?
Variable Classification	According to Australia Post's Postcode classification system.
Choosing a Value	This should be a 4 digit numeral.
Other & Unknown	Unknown should be entered as '0000'.
Notes	

Variable Classifications

Overview

Introduction   This section provides the highest level of detail of the classification that is used at input or for analysis and reports for each variable or variable group of OSCAR. Reference to these lists should only be necessary where paper recording of a contact is required prior to input into OSCAR.

Country of Birth

Country of Birth   Standard Classification of Countries (SACC) Customised for OSCAR. This list is at it appears in the dropdowns in OSCAR.

Standard Classification of Countries (SACC) Customised for OSCAR

Please Select One
To Be Confirmed
Afghanistan
Albania
Algeria
Andorra
Angola
Anguilla
Antarctica
Antigua and Barbuda
Argentina
Armenia
Aruba
Australia
Australian External Territories, nec
Austria
Azerbaijan
Bahamas
Bahrain
Bangladesh
Barbados
Belarus
Belgium
Belize
Benin
Bermuda
Bhutan
Bolivia
Bosnia and Herzegovina
Botswana

Brazil
Brunei Darussalam
Bulgaria
Burkina Faso
Burma (Myanmar)
Burundi
Cambodia
Cameroon
Canada
Cape Verde
Cayman Islands
Central African Republic
Chad
Chile
China (excludes SARs and Taiwan Province)
Colombia
Comoros
Congo
Congo, Democratic Republic of
Cook Islands
Costa Rica
Cote d'Ivoire
Croatia
Cuba
Cyprus
Czech Republic
Denmark
Djibouti
Dominica
Dominican Republic
East Timor
Ecuador
Egypt
El Salvador
Equatorial Guinea
Eritrea
Estonia
Ethiopia
Faeroe Islands
Falkland Islands
Fiji
Finland
Former Yugoslav Republic of Macedonia (FYROM)
France
French Guiana
French Polynesia
Gabon
Gambia
Gaza Strip and West Bank
Georgia
Germany
Ghana

Gibraltar
Greece
Greenland
Grenada
Guadeloupe
Guam
Guatemala
Guinea
Guinea-Bissau
Guyana
Haiti
Holy See
Honduras
Hong Kong (SAR of China)
Hungary
Iceland
India
Indonesia
Iran
Iraq
Ireland
Israel
Italy
Jamaica
Japan
Jordan
Kazakhstan
Kenya
Kiribati
Korea, Democratic People's Republic of (North)
Korea, Republic of (South)
Kuwait
Kyrgyz Republic
Laos
Latvia
Lebanon
Lesotho
Liberia
Libya
Liechtenstein
Lithuania
Luxembourg
Macau (SAR of China)
Madagascar
Malawi
Malaysia
Maldives
Mali
Malta
Marshall Islands
Martinique
Mauritania

Mauritius
Mayotte
Mexico
Micronesia, Federated States of
Moldova
Monaco
Mongolia
Montserrat
Morocco
Mozambique
Namibia
Nauru
Nepal
Netherlands
Netherlands Antilles
New Caledonia
New Zealand
Nicaragua
Niger
Nigeria
Niue
Norfolk Island
North Africa, nec
Northern Mariana Islands
Norway
Oman
Other
Pakistan
Palau
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Poland
Polynesia (excludes Hawaii), nec
Portugal
Puerto Rico
Qatar
Reunion
Romania
Russian Federation
Rwanda
Samoa
Samoa, American
San Marino
Sao Tome and Principe
Saudi Arabia
Senegal
Serbia and Montenegro
Seychelles
Sierra Leone

Singapore
Slovakia
Slovenia
Solomon Islands
Somalia
South Africa
South America, nec
Southern and East Africa, nec
Spain
Sri Lanka
St Helena
St Kitts and Nevis
St Lucia
St Pierre and Miquelon
St Vincent and the Grenadines
Sudan
Suriname
Swaziland
Sweden
Switzerland
Syria
Taiwan
Tajikistan
Tanzania
Thailand
Togo
Tokelau
Tonga
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Turks and Caicos Islands
Tuvalu
Uganda
Ukraine
United Arab Emirates
United Kingdom
United States of America
Unknown
Uruguay
USSR, Former
Uzbekistan
Vanuatu
Venezuela
Viet Nam
Virgin Islands, British
Virgin Islands, United States
Wallis and Futuna
Western Sahara
Yemen
Yugoslavia, Former

Zambia
Zimbabwe

Ethnicity

Ethnicity   This is a special DIAC standard Ethnicity classification. It is not compatible with the Australian Standard Classification of Cultural and Ethnic Groups (ASCCEG) despite appearing similar (i.e. it is a 4 digit numeric and some codes do correspond). DIAC does plan to review their classification and make it work with the ASCCEG. Until that occurs, it has been decided to use the following DIAC list with the introduction of OSCAR to give precedence to compatibility with DIAC standard classifications.

DIAC Ethnicity Classification (March 2006)
Abgal
Acehnese
Afghan
African American
Afrikaaner
Agaar (Sudanese)
Aimiq (Afghanistan)
Ajuran
Akan
Albanian
Alevi
Algerian
Ambonese
American (Us)
Amhara (Ethiopian)
Andalusian
Anglian/Anglian English
Anglo Burmese
Anglo Celt
Anglo Chinese
Anglo Indian
Anglo Saxon
Anglo Singaporean
Anglo West-Indian
Angolan
Argentinian
Armenian
Aryan
Ashanti (Ghana)
Asian American
Assyrian
Australian Aboriginal
Austrian
Azaris (Iran)
Azeri
Babylonian

Bahraini
Baluch (Iran)
Baluchis (Afghanistan)
Bangladeshi
Bantu
Bari
Basque
Bassa
Batak
Bavarian
Bedoon
Beja
Belarusian
Belgian
Bembe
Bengali
Beninian
Berber
Bidayuh (Malaysia)
Blen (Eritrea)
Bor (Sudanese)
Bosnian/Bosniac
Brahmin
Brazilian
Breton
Bulgarian
Burgher
Burmese
Burmese Indian
Burundi
Cambodian
Cameroon
Canadian
Canadian Metis
Cantonese
Catalan
Celtic
Chadian
Chaldean (Iraq)
Chilean
Chin
Chin (Burma)
Chinese Cambodian
Chinese Indonesian
Colombian
Congo
Cook Islander
Coptic
Cornish
Creole (African Countries)
Croatian/Croat
Cuban

Czech
Danish
Darood/Darod (Somali)
Digil (Somali)
Dinka (Sudanese)
Dir (Somali)
Displaced Kosovar
Dravidian
Dutch
Dutch Indonesian
Ecuadorean
Egyptian
English
Eritrean
Estonian
Ethiopian
Fijian
Fijian Indian
Filipino Spanish
Finnish
Former Yugoslav Rep - Mixed Ethnicity
French
French Canadian
Fula
Fula/Fuldah/Fullah/Fulani
Fur
Ga
Gaboye
Gadabursi (Somali)
Galician (Gallego)
Garo Mandi (Bangladesh)
Gbandi
Geberty
Georgian
German
Ghanaian
Gio
Goan
Grebo
Greek
Greek Cypriot
Guatemalan
Gurage
Gurudwara
Hadiya
Hainan Chinese
Hakka Thai
Han Chinese
Harania
Harre
Harti
Hawiye (Somali)

Hazara (Afghani)
Hispanic
Hmong (Miao Chinese)
Hokkien Chinese
Honduran
Hong Kong Chinese
Hungarian
Hussar (Afghani)
Hutu
Ibibio
Icelander
Igbo
Ijo
Ilocano (Philippines)
Indonesian
Iranian
Iraqi
Irian Jaya
Irish
Isaq
Israeli
Issa (Somali)
Italian
Italian Argentinian
Japanese
Javanese
Jewish
Jordanian
Jordanian Muslim
Kakwa
Kanaka
Karen (Burma)
Karen (Ethiopian)
Kazakh/Qazaq
Kenyan
Kete/Kasai/Ba Kate
Khmer
Kinh (Vietnam)
Kirghiz
Kiribati
Kissi
Kono
Koochis (Afghanistan)
Korean
Kpelle
Krahn
Krio
Kru
Kuku
Kupang
Kurdish
Kuwaiti

Lao
Latin
Latin American/Latino
Latvian
Lebanese
Liberian
Libyan
Limba
Lithuanian
Lorma/Loma
Luba/Kasai
Lue
Macanese
Macedonian
Madi
Madiban
Majerten
Malay (Malaysian)
Malaysian Chinese
Malaysian Indian
Maltese
Malwal (Sudanese)
Mandarin Chinese
Mandingo
Mano
Manx
Maori
Marathi (India)
Marehan
Maria
Mauritanian
Mauritian/Rodrigan
Mayan
Melanasian
Menadonese
Mende
Mexican
Micronesian
Milanese
Moldovan
Mongolian
Montenegrin
Moor
Moravian
Moroccan
Myanmar
Native American/American Indian
Nauruan
Nepalese
New Zealander
Nicaraguan
Nigerian

Northeast Asian
Norwegian
Nuba
Nuer/Nver (Sudanese)
Nuristanis (Afghanistan)
Ogaden (Somali)
Ogoni
Omani
Oromo (Ethopian)
Other (Please Specify)
Other (please specify)
Pakistani
Palestinian
Panjsheris (Afghanistan)
Papua New Guinean
Pashtun (Afghani)
Persian/Farsi
Peruvian
Peruvian Mestizo
Polish
Polynesian
Portugese
Punjabi
Qashqa'L (Iran)
Rahanweyn (Somali)
Rahween
Rakhine (Burma)
Rek (Sudanese)
Rohingya (Burma)
Romanian
Romany/Roma/Gypsy
Rotuman
Russian (Nfd)
Russian Federation
Russian Jewish
Russian Slav
Rut/Luac (Sudanese)
Rwandan
Saho
Salvadorean/El Salvadorean
Samoan
Samoan (Western)
San Marinian
Sardinian
Saudi Arabian
Scandinavian (Nfd)
Scottish
Senegalese
Serbian/Serb
Seychelles
Shafi (Somali)
Sheikaan

Sherbro
Shikhal
Shilluk
Sierra Leonean
Sikh
Singaporean
Singhalese/Sinhalese
Sino Vietnamese
Slavonian
Slavonic
Slovak
Slovenian/Slovene
Somali
South African
South African Jew
South Asian
South Sea Islander
Spanish
Spanish-Peruvian
Sri Lankan
Sudanese
Susu
Swabian
Swedish
Swiss
Syrian
Taiwanese
Tajik
Tamil
Tanzanian
Tatar
Temne
Thai
Tibetan
Tigrean/Tigray/Tigre
Tigrinya (Ethiopian/Eritrean)
Timorese (East Timorese)
Togolese
Tolai (New Britain East Of Png)
Tongan
Torres Strait Islander
Trinidadian And Tobagonian
Tunisian
Turkish
Turkmen
Turkoman (Iran)
Tutsi
Tutula
Tuvaluan
Ugandan
Uighur
Ukrainian

Unknown
Uruguayan
Uzbek
Vai
Vanuatu
Vardak (Afghani)
Venezuelan
Vietnamese
Visayan
Welsh
Xhosa
Yemen
Yoruba
Yugoslav (Nfd)
Zairean
Zambian
Zimbabwean
Zulu

Issues Addressed

Issues Addressed

Developed specifically for OSCAR in consultation with the Client Statistics Reference Group and the rest of the user community

OSCAR Issues Addressed Classification (March 2006)	**Abbreviations Used in Issues Addressed Classification**
Accommodation nec	Counc. = Counseling
Aged Care	
Australian Customs & Behaviour	H/w = Homework
Basic Transaction Skills	
Centre Facilities	nec = not elsewhere classified
Child Protection	
Childcare	TIS = Telephone Interpreter Service
Citizenship	
Community Development Advice	Aust. = Australian
Cross-cultural & Intergenerational	
Document Help	
Driving	
Education and Training nec	
Employment nec	
Family & Relationships nec	
Family Violence	
Financial Support nec	
Gender	
Health nec	
Home Tutoring	
Household Management	
Income Support	
Language nec	
Legal nec	
Life Skills nec	
Mainstream Health Services	
Material Assistance	
Medicare - Access	
Mental Health	
Migration Advice (only by Migration Agent)	
Migration nec	
Migration Related Client Service	
Overseas Qualifications Recognition	
Parenting Practices	
Police or Courts	
Politics & Voting	
Proposing Family Members	
Relationships in Aust. Culture	
School or H/w - Finding Help	
Sexual Violence	
Social Participation nec	
Society and Culture – Awareness	
Sport	
Tenancy	
TIS - Access	
Torture & Trauma Counc. - Access	
Transport	
Volunteering	
Youth	
Other	

Language

Language   This DIAC language list used in OSCAR is more comprehensive than the Australian Standard Classification of Language. This list has however been matched to be compatible with the Australian Standard Classification of Languages. Languages with stars are those considered most likely to occur in the first year of the SGP based on analysis of the Settlement Database (SDB). The languages with stars will be reviewed if OSCAR data indicates significant differences in the top languages. This list is at it appears in the dropdowns in OSCAR. It is alphabetical for the countries with stars, then alphabetical for the remainder.

DIAC Language customised for OSCAR

Acehnese
Acholi
Afghan
African Languages, nec
African Languages, nfd
Afrikaans
Akan
Albanian
American Languages
Amharic
Arabic
Armenian
Aromunian (Macedo-Romanian)
Asante
Ashkun
Assamese
Assyrian
Auslan
Azeri
Balinese
Balochi
Baltic, nfd
Bari
Basque
Bassa
Belorussian
Bemba
Bengali
Bikol
Bisaya
Bislama
Bosnian
Bulgarian
Burmese / Myanmar
Burmese and Related Languages, nec
Burmese and Related Languages, nfd
Cantonese
Catalan
Cebuano
Celtic, nec (Breton Cornish Manx)
Celtic, nfd
Chin
Chinese, nec
Chinese, nfd
Croatian

Czech
Danish
Dari
Dhivehi
Dinka
Dravidian, nec
Dravidian, nfd
Dutch
East Slavic, nfd
Eastern Asian Language nec
Eastern European Language nec
English
Estonian
Ewe
Faeroese
Farsi (Afghan)
Farsi (Persian)
Fijian
Filipino
Finnic, nec
Finnic, nfd
Finnish
Finnish and Related Languages nec
Flemish
French
Frisian
Fullah
Ga
Gaelic (Scotland)
Georgian
German
German and Related Languages, nfd
Gilbertese
Gio
Grebo
Greek
Gujarati
Hadiyigna
Haka
Hakka
Harari
Hausa
Hawaiian English
Hebrew
Hindi
Hmong
Hmong-Mien, nec
Hmong-Mien, nfd
Hokkien
Hungarian
Iban
Iberian Romance nec (includes Crioulo   Galician Ladino)
Iberian Romance, nfd
Icelandic
Igbo
Ilokano
Ilonggo (Hiligaynon)
Indian
Indo-Aryan, nec
Indo-Aryan, nfd
Indonesian
Invented Languages
Iranic, nec

Iranic, nfd
Irish
Italian
Japanese
Javanese
Kachin
Kakwa
Kannada
Karen
Kashmiri
Kati
Kazakh
Khmer
Kikuyu
Kinyarwanda / Rwanda
Kirundi / Nyarwandwa
Kissi
Kiwai
Konkani
Korean
Kpelle
Krahn
Kreole / Creole (African)
Krio
Kru
Kuku
Kurdish
Lao
Latin
Latvian
Letzeburgish
Limba
Lingala
Lithuanian
Loma / Lorma
Luganda
Luo
Macedonian
Madi
Makaton
Malay
Malayalam
Maltese
Mandarin
Mandingo
Mano
Maori (Cook Island)
Maori (New Zealand)
Marathi
Mauritian Creole
Mende
Middle Eastern Semitic Languages, nec
Middle Eastern Semitic Languages, nfd
Mon
Mongolian
Mon-Khmer, nec
Mon-Khmer, nfd
Motu
Nauruan
Ndebele
Nederlands
Nepali
Niue

Non-verbal so dscrbd
Northern European Language nec
Norwegian
Nuer
Nyanja (Chichewa)
Oceanian Pidgins and Creoles, nec
Oceanian Pidgins and Creoles, nfd
Oriya
Oromo
Other (please specify)
Other Eastern Asian Languages, nec
Other Eastern European Languages, nec
Other Eastern European Languages, nfd
Other Language nec (please specify)
Other Southeast Asian Languages, nec
Other Southern Asian Languages, nec
Other Southern European Languages nec
Other Southern European Languages, nfd
Other Southwest and Central Asian Languages, nec
Pacific Austronesian Languages, nec
Pacific Austronesian Languages, nfd
Pakistani
Pampangan
Panjsheri
Papua New Guinea Papuan Languages, nec
Papuan
Parsun
Pashto
Persian (excluding Dari)
Pitcairnese
Polish
Portuguese
Punjabi
Romanian
Romany
Rotuman
Russian
Samoan
Scandinavian, nec
Scandinavian, nfd
Serbian
Serbo-Croatian/Yugoslavian so described
Seychelles Creole
Shilluk
Shona
Sign Languages, nec
Sign Languages, nfd
Sindhi
Sinhalese
Slovak
Slovene
Solomon Islands Pijin
Somali
South Slavic, nfd
Southeast Asian Austronesian Languages
Southeast Asian Austronesian Languages, nec
Southeast Asian Language (nec)
Southern Asian Language (nec)
Southern European Language nec
Southwest and Central Asian Language nec
Spanish
Sri Lankan
Susu

49

Swahili
Swedish
Tagalog
Tai, nec
Tai, nfd
Tamil
Tatar
Telugu
Temne
Teochew
Tetum
Thai
Tibetan
Tigre
Tigrinya
Timorese
Tok Pisin
Tokelauan
Tongan
Tswana
Tulu
Turkic, nec
Turkic, nfd
Turkish
Turkmen
Tuvaluan
Ukrainian
Unknown
Unknown
Unspec.fmr.Yugoslav
Urdu
Uygur
Uzbek
Vai
Vietnamese
Waigali
Welsh
West Slavic, nfd
Wu
Xhosa
Yapese
Yiddish
Yoruba
Zulu

Postcodes

| **Postcodes** | Postcodes converted to – Australian Standard Geographical Classification (ASGC). Full coverage of Australia using ASGC can be built from postcode. |

Referred to/from

Referred　　　This Referred list is used in OSCAR for both organisations referred from and organisations referred to. It has been developed specifically for OSCAR in consultation with the Client Statistics Reference Group and other members of the user community.

Organisations Referred to/from Classification - Version 6 - for OSCAR 1/7/06

Organisations Referred to/from

Accommodation Provider
Aged Care Provider
AMEP Provider
ATO (Tax)
Australia Post
Births, Deaths and Marriages
Centrelink/Family Assistance Office
Charity Organisation
Child Care Provider
Client of Organisation Prior to 1 July 2006
Community Organisation nec
Community Service: State or Territory
Counselling Service nec
Counselling Service: Financial
Counselling Service: Torture & Trauma
Counselling/Support Service: Domestic Violence
Counselling/Support Service: Drug and Alcohol
DIAC (Immigration)
Disability: State or Territory
Doctor or other Health Professional
Embassy of Former Country of Residence
Employment Training Organisation
Ethno-specific Club or Organisation
Fair Trading: State or Territory
Family or Friends
Financial Institution
Home Tutor
Hospital nec: State or Territory
Hospital: Private
Housing & Property nec: State or Territory
Housing: Community
HREOC (Human Rights and Equal Opportunity)
IHSS Provider

Insurance Company
Internal Referral within Organisation
Job Network Provider/Employment Agency
Lawyer or other Legal Assistance Provider
Legal Aid: State or Territory
Local Government
Media
Medicare
Mental Health Service: State or Territory
Migration Agent (external to organisation)
NOOSR (Overseas Skill Recognition)
Other Federal Government Agency
Other Non-government agency
Other State/Territory Government Agency
Police: State or Territory
Real Estate Agent
Religious Organisation
Road and/or Traffic Authority: State or Territory
School - Primary or High: Private
School - Primary or High: State or Territory
Self Referral
TAFE or Technical College: State or Territory
Tenancy: State or Territory
TIS (Translating & Interpreting)
Translating Service (not TIS)
University
Utility (eg. electricity, gas, water, sewerage)
Women's Refuge
Word of Mouth
Youth Service
Other

Visa Type

Visa Type   This visa classification system is compatible with the DIAC visa classification system. It has been customised for OSCAR to record the most detail on those subclasses of the most relevance to settlement services but is still comprehensive across all visa subclasses.

OSCAR Visa Type Classification for 1/7/06

Bridging - 051 Protection Visa Applicant
Bridging - Other Visa Subclass
Bridging - Unknown Visa Subclass

Business Skills - 457 Business Long Stay
Business Skills - 846 Regional Business, State/Terr. Sponsored
Business Skills - Other Visa Subclass
Business Skills - Unknown Visa Subclass

Family - 100 Offshore Spouse
Family - 101 Offshore Child
Family - 102 Offshore Child for Adoption
Family - 103 Offshore Parent
Family - 110 Offshore Interdependency
Family - 114 Offshore Aged Dependent Relative
Family - 115 Offshore Remaining Relative
Family - 116 Offshore Carer
Family - 117 Offshore Orphan Relative
Family - 118 Offshore Designated Parent
Family - 143 Offshore Contributory Parent
Family - 173 Offshore Contributory Parent (Temporary)
Family - 300 Offshore Prospective Marriage (Temporary)
Family - 309 Offshore Spouse (Provisional)
Family - 310 Offshore Interdependency (Provisional)
Family - 445 Offshore Dependent Child (Temporary Extension)
Family - 801 Onshore Spouse
Family - 802 Onshore Child
Family - 804 Onshore Aged Parent
Family - 808 Onshore Confirmatory
Family - 814 Onshore Interdependency
Family - 820 Onshore Spouse (Temporary Extension)
Family - 826 Onshore Interdependency (Temporary Extension)
Family - 831 Onshore Spouse (Former Prospective Marriage)
Family - 835 Onshore Remaining Relative
Family - 836 Onshore Carer
Family - 837 Onshore Orphan Relative
Family - 838 Onshore Aged Dependent Relative
Family - 859 Onshore Designated Parent
Family - 864 Onshore Contributory Aged Parent
Family - 884 Onshore Contributory Aged Parent (Temporary)
Family - Other Visa Subclass
Family - Unknown Visa Subclass

No Visa - Offshore Enquiry from Potential Settler
No Visa - Other

Other - 112 Special Circumstance
Other - 302 Emergency (Permanent Visa Applicant)
Other - 447 Secondary Movement Offshore Entry (Temporary)
Other - 449 Humanitarian Stay (Temporary)
Other - 451 Secondary Movement Relocation Entry (Temporary)
Other - 800 Territorial Asylum
Other - 833 Certain Unlawful Non-Citizens
Other - 834 Norfolk Island
Other - 851 ROSCO (Permanent)

Other - Other Visa Subclass

Refugee/Protection - 200 Refugee
Refugee/Protection - 201 In-Country Special Humanitarian
Refugee/Protection - 202 Global Special Humanitarian
Refugee/Protection - 203 Emergency Rescue
Refugee/Protection - 204 Woman At Risk
Refugee/Protection - 695 Return Pending
Refugee/Protection - 785 Temp. Prot. - 3 yrs Temp. Res.
Refugee/protection - 786 Temporary (Humanitarian Concern)
Refugee/Protection - 866 Protection Visa - Permanent Residence
Refugee/Protection - Other Visa Subclass
Refugee/Protection - Unknown Visa Subclass

Returning Resident

Skilled - 119 Regional Sponsored Migration Scheme
Skilled - 120 Labour Agreement
Skilled - 121 Employer Nomination Scheme
Skilled - 124 Distinguished Talent
Skilled - 134 Skill Matching
Skilled - 136 Independent
Skilled - 137 State/Territory Nominated Independent
Skilled - 138 Australian Sponsored
Skilled - 139 Designated Area Sponsored
Skilled - 855 Labour Agreement
Skilled - 856 Employer Nomination
Skilled - 857 Regional Sponsored Migration Scheme
Skilled - 858 Distinguished Talent
Skilled - 861 Onshore Independent New Zealand Citizen
Skilled - 862 Australian Sponsored New Zealand Citizen
Skilled - 863 Regional Sponsored New Zealand Citizen
Skilled - 880 Independent Overseas Student
Skilled - 881 Australian Sponsored Overseas Student
Skilled - 882 Designated Area Sponsored Overseas Student
Skilled - Other Visa Subclass
Skilled - Unknown Visa Subclass

Special Assistance - Unknown Visa Subclass

Student

Temporary Resident - 495 Skilled Independent Regional (Provis.)
Temporary Resident - Other Visa Subclass
Temporary Resident - Unknown Visa Subclass

Transit
Unknown
Visitor

Reporting

OSCAR Reporting

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How do Organisations report?	Organisations report via a series of statistical forms. OSCAR is implemented through GOLF (Grants Online Forms), a facility of the Grants Management System (GMS). The GMS is a web-based facility for managing the SGP. SGP-funded organisations are given secure access to the OSCAR component of the GMS to enter data into OSCAR.
When do organisations report?	The timetable for reporting in a funding year can be different from year to year. OSCAR statistics are progressively entered throughout the year, and the department produces a summary report to coincide with the formal reporting period for that year.
	Organisations may choose to enter data as suits their internal administrative arrangements (e.g. at each individual contact, on an ad-hoc basis, daily, weekly or monthly). However the reporting periods and due dates for the data from these periods are as prescribed by the department.

What do I do if I cannot meet a due date for OSCAR reporting?

This is set out in (Non-Achievement of performance obligations) the Funding Agreement:

The Organisation will notify the Department in writing, as soon as it becomes aware, if the Organisation will not be able to provide any Report by the due date.

The Organisation will provide the Grants Manager with the following details, no later than by the relevant due date:

(i)   the reasons why any of the above have not been, or are not likely to be, achieved

(ii)   how the Organisation proposes to deal with the problem which has caused or may cause the delay

(iii)   whether it will be possible to complete the requirements within a reasonable timeframe and the expected date on which they will be completed; and
the effect the delay may have on the delivery of the Funded Project or on other Output delivery dates specified in the Approved Work Program.

Reporting on other work that your organisation does

Can we report on the other work our organisation does that is not direct client contact?

Yes. The work that you do which is not direct client contact is not forgotten or ignored. The department is aware that direct client contact is only a minimal part of your work. You can report on the other work that you do which is not direct client contact but you <u>can not do so within OSCAR</u>.

Where can we report on other work our organisation does?

When you were initially offered a grant, your organisation would have negotiated a work program with your grants manager. The outputs in this work program provide the basis for your progress reports.

The purpose of the Progress Reports is to assess the Organisation's performance against the Outputs set out in the Approved Work Program for each review period. As long as you include the work you would like to report on in your work program it will be assessed come reporting time.

Still Unsure

Feedback and Help

Where can I get help?	Contact the **SGP Helpdesk – 1800 453 004** Monday-Friday 9.00am-5.00pm AEDT (excluding ACT Public Holidays) for immediate help
Where can I provide feedback?	Please provide all feedback via the SGP Helpdesk email facility comprog@immi.gov.au
What can I provide feedback on?	**We welcome all feedback on:** • this user guide • statistical definitions • the usability of OSCAR forms • the OSCAR system • GOLF • GMS • SGP

Training

How do I get OSCAR training?	If you have not received OSCAR training and would feel you need it, please contact your grants manager.
Is OSCAR training compulsory?	No, OSCAR training is not compulsory. However, it is available and it is highly recommended that you to attend.

OSCAR Outputs

What Form will OSCAR outputs appear in?

OSCAR outputs will appear in the form of graphs and tables. The information presented in these outputs will not be provided down to a level in which there is any chance that a particular individual may be identified from this information.

What types of outputs will OSCAR produce?

There are many different tables and graphs that could be produced with data collected by OSCAR to support these types of reports and analysis. For example:

- The OSCAR report is email to the funded Organisation and will contain statistics for all currently funded grants that the Organisations is managing during that period.

When can we expect to get some outputs?

This will be specified in the reporting timetable for the funding year. Typically you will receive the OSCAR report towards the end of the reporting period to enable you to use the data during the discussions with your grant managers.

Scheduled Changes

Are there any scheduled changes?

OSCAR will be continuously monitored for success, reviewed and changed periodically. Changes will be made when there are sufficient substantial desirable changes. This will occur together with other changes to GOLF, GMS and the SGP and according to the timetable of systems development within DIAC.