Australian Government

Department of Home Affairs

2020–21 Regulator Performance Framework Self-assessment Report

Department of Home Affairs

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The Regulator Performance Framework

Under the Australian Government's Deregulation Agenda, the Regulator Performance Framework (RPF) requires regulators to measure and report on their efforts to administer regulation fairly, effectively and efficiently. The aim of the RPF is to encourage regulators to undertake their functions with the minimum impact necessary to achieve regulatory objectives. There are six Key Performance Indicators (KPIs) of good practice regulatory performance under the RPF. Each regulator is required to report against the six KPIs of good practice regulatory performance and develop appropriate relevant Performance Measures and Evidence Metrics.

The Department's commitment to the Regulator Performance Framework

The Department of Home Affairs and the Australian Border Force (collectively referred to as 'the Department') recognises that regulation is a key tool in contributing to the successful implementation of social, economic, and environmental policies. However, unnecessary or inefficient regulation has the potential to cause unintended burden on individuals, businesses, and community organisations (the regulated community or regulated entities). As such, the Department remains committed to the Australian Government's Deregulation Agenda.

The Department's reporting under the Regulator Performance Framework

The Department's RPF Evidence Metrics are outlined in Table 1 and are tailored to the environment and activities of the Department.

The Department undertakes the RPF Self-assessment Report on a financial year basis. Qualitative and quantitative input is sought across the Department against the Department's RPF Evidence Metrics to develop the RPF Self-assessment Report. The consolidated RPF Self-assessment Report is externally validated by the Department's ministerially approved consultation bodies outlined in Table 2. All external validators were invited to review the Department's 2020-21 RPF Self-assessment Report, and to provide feedback on the Department's self-assessment rating.

Changes to Regulator Performance Reporting

On 1 July 2021 the Government's new Regulator Performance Guide came into effect. Alongside the guide, from 1 July 2021 the reporting of regulator performance has been brought into performance reporting obligations under the Public Governance, Performance and Accountability Act 2013 and the Public Governance, Performance and Accountability Rule 2014. As such, in the future reporting on Regulator Performance for the Department will be incorporated into the Corporate Plan and Annual Report.

Under the Guide, the 2021-22 financial year will be a transitional year. The Department will consider how to most appropriately embed the regulatory performance into its Corporate Plan and Annual Report reporting processes. For the 2022-23 financial year, the performance information for the Department's regulatory functions will be fully incorporated into the 2022-23 Corporate Plan, with reference to the best practice principles. The performance outcomes will be subsequently reconciled in the 2022-23 Annual Performance Statements.

Table 1: Department of Home Affairs Regulator Performance Framework Evidence Metrics

Regulator Performance Framework Key Performance Indicators (KPI)	Performance Measures (PM)	Evidence Metrics (EM)
KPI 1 - Regulators do not unnecessarily impede the efficient operation of regulated entities.	PM 1.1. The Department demonstrates an understanding of the operational environment, pressures and circumstances which affect regulated entities.	EM 1.1.1. The Department engages with regulated communities and industries through fora, to better understand the operational environments of its regulated entities.
		EM 1.1.2. The Department, informed through appropriate and effective feedback mechanisms, analyses and addresses regulatory issues and pressures identified by its stakeholders.
	PM 1.2. The Department minimises the potential for unnecessary and unintended regulatory burden.	EM 1.2.1. The Department undertakes targeted consultation and engagement with stakeholders during the design and implementation of regulation.
		EM 1.2.2. The Department provides effective guidance to stakeholders post-implementation to facilitate compliance with regulatory requirements.
KPI 2 - Communication with regulated entities is clear, targeted and effective.	PM 2.1. The Department provides timely and transparent guidance on regulation that is accurate, clear and supports predictable outcomes for regulators.	EM 2.1.1. The Department develops effective frameworks and guidelines to ensure external publications are accurate, clear, and consistent.
		EM 2.1.2. The Department provides tailored guidance material and advice through a range of mediums to regulated entities affected by new/changing regulation.
		EM 2.1.3. The Department responds to stakeholder enquiries within agreed services standards.
KPI 3 - Actions undertaken by Regulators are proportionate to the regulatory risk being managed.	PM 3.1. The Department delivers an optimal level of regulatory burden through a risk-based approach that is proportionate to its compliance obligations, targeted engagements and enforcement actions.	EM 3.1.1. The Department conducts regular reviews of its approaches to risk, in order to ensure compliance and enforcement activities are proportionate to the regulatory impact.
		EM 3.1.2. Where appropriate, the Department considers the risk rating of its regulated entities and finds proportionate efficiencies in regulatory processes.
	PM 3.2. The Department examines regulatory risk when amending its strategies, activities and enforcement actions in response to new and emerging threats.	EM 3.2.1. When introducing or changing regulations, the Department integrates regulatory assessments into decision-making frameworks.

Regulator Performance Framework Key Performance Indicators (KPI)	Performance Measures (PM)	Evidence Metrics (EM)
KPI 4 - Compliance and monitoring approaches are streamlined and coordinated.	**PM 4.1** The Department takes a tiered risk-based approach with a focus on encouraging and reducing the burden of compliance.	**EM 4.1.1.** The Department balances compliance activities and improving regulated community awareness to improve voluntary compliance.
		EM 4.1.2. The Department reviews its information gathering approaches, to find regulatory efficiencies in compliance and monitoring.
KPI 5 - Regulators are open and transparent in their dealings with regulated communities.	**PM 5.1.** The Department publishes its regulatory information and risk-based frameworks in a clear and timely manner.	**EM 5.1.1.** The Department ensures appropriate processes and publications are in place to support regulated entities in accessing regulatory information and seeking advice.
KPI 6 - Regulators actively contribute to the continuous improvement of Regulatory Frameworks.	**PM 6.1.** The Department engages with stakeholders through appropriate feedback mechanisms to enable continuous business improvement.	**EM 6.1.1**. The Department's implementation of its regulatory frameworks is continuously improved through incorporating relevant feedback from regulated entities and consultation and engagement with industry.

Table 2: The Department of Home Affairs 2020-21 Regulator Performance Framework Self-assessment External Validators

Departmental Regulatory Functions	External Validation Body
Delivery of Migration, Settlement and Citizenship Programs	Education Visa Consultative Committee (EVCC)
	Tourism Visa Advisory Group (TVAG)
	Migration Alliance (MA) and Migration Institute of Australia (MIA)
Effective Regulation of Aviation and Maritime Security	Aviation Security Advisory Forum (ASAF), Maritime Industry Security Consultative Forum (MISCF), Oil and Gas Security Forum (OGSF), Air Cargo Security Industry Advisory Forum (ACSIAF) and Regional Aviation Security Advisory Forum (RASAF)
Facilitation of Travel, Trade and Customs	National Committee on Trade Facilitation (NCTF)

Regulatory reform during the continued COVID-19 pandemic

During 2020-21, the Department demonstrated our ability to rapidly pivot our resources, focus, and strategies to support Government's continued response to the COVID-19 pandemic, including minimising regulatory burden to support economic recovery. Given the wide-ranging and prolonged impacts of the COVID-19 pandemic, the Department continued to monitor the evolving operational environment, pressures, and circumstances that affect our regulated entities and adjusted accordingly, aiming to reduce the burden on the regulated entities during the COVID–19 pandemic while maintaining necessary safeguards.

Activities in 2020-21 included:

- repealing the regulatory control on the export of goods essential to controlling and preventing the spread of COVID-19. An internal government review found the control had achieved its purpose and was no longer necessary as many Australian companies had recalibrated their operations to produce personal protective equipment for the domestic markets.

- targeted COVID-19 pandemic and associated impacts, which included industry consultation forums and engagement through the maritime transport and offshore oil and gas industry Guidance Centre, regular COVID-19 specific updates and guidance teleconferences with all regulated aviation industry participants and industry bodies.

- providing all local government councils with detailed guidance on how to host online citizenship ceremonies in line with the Australian Citizenship Ceremonies Code. The Department is also working closely with local government councils to reduce the waiting time for approved applicants to attend a ceremony, including through encouraging more frequent and larger citizenship ceremonies consistent with the COVID-19 health requirements.

- engaging with the Migration Medical Service Provider (MMSP) to ensure the timely communication of the impacts of COVID-19 associated restrictions, including lockdowns, on the provision of migration medical services to impacted applicants. Information on COVID-19 was made available on the *In your language* website in 63 languages to protect the health of all members of the community and strengthen social cohesion in multicultural communities.

- implementing the Post COVID-19 Economic Recovery event through the Temporary Activity (subclass 408) visa to enable high value businesses to relocate in Australia and rapidly set-up their initial temporary workforce, driving Australia's economic recovery from impacts of COVID-19 led by Global Talent and Business Attraction Taskforce.

- updating web content and information in response to the COVID-19 pandemic and associated barriers for entry to and departure from Australia. This included how to apply for an exemption to travel restrictions, and how temporary visa holders unable to depart may apply for further stay in Australia. Ongoing tailored guidance material and advice was disseminated to stakeholders via the Skilled visa newsletter, website updates, and media campaigns to support client enquiries.

- introducing online lodgement of 'No Further Stay' waiver requests, via the Department's website, increasing efficiency and speed of processing for timelier resolution of status for clients unable to depart Australia during COVID-19 related travel restrictions.

- supporting service providers to implement mixed mode delivery of the Adult Migrant English Program to virtual classrooms and mixed online delivery, consisting of a mixture of virtual, phone and paper-based delivery methods. These innovative delivery methods have been incorporated into the program on a more permanent basis.

- adapting the schedule for the Department's Trusted Trader engagement, using video and telephone conferencing platforms, which delivered one Industry Advisory Group meeting, two Peak Industry Body meetings and a virtual Symposium event.

Further examples of activities of the Department's activities to support best practice regulation and regulatory reform in the context of COVID-19 pandemic are included in the 2020-21 self-assessment of performance in this report.

Performance Summary 2020-21 Financial Year

Part 1: Self-assessment of Performance of this report identifies notable examples of good practice regulatory performance and demonstrates why the Department rated itself as having **Met** all of the RPF's six KPIs of good practice regulatory performance.

Part 2: External Validation of this report provides a consolidated summary of external validator feedback on the Department's performance as a regulator, identifies relevant areas for improvement, and includes the Department's response to address industry's feedback on the relevant areas of improvement.

Departmental Self-assessment at a glance

An overview of the Department's Self-assessment rating against the RPF's six KPIs of good practice regulatory performance is outlined in Table 3.

Table 3: The Department of Home Affairs 2020-21 Regulator Performance Framework Self-assessment: At a glance

Key Performance Indicators (KPI)	2019–20 Overall Self-assessment Rating	2019–20 Overall External Validation's Level of Agreement with Self-assessment Rating	2020-21 Overall Self-assessment Rating	2020-21 Overall External Validation's Level of Agreement with Self-assessment Rating
KPI 1 – Regulators do not unnecessarily impede the efficient operation of regulated entities	Met	Support	Met	Support
KPI 2 – Communication with regulated entities is clear, targeted and effective	Met	Support	Met	Support
KPI 3 – Actions undertaken by regulators are proportionate to the regulatory risk being managed	Partially Met	Support	Met	Support
KPI 4 – Compliance and monitoring approaches are streamlined and coordinated	Partially Met	Support	Met	Support
KPI 5 – Regulators are open and transparent in their dealings with regulated communities	Met	Support	Met	Support
KPI 6 – Regulators actively contribute to the continuous improvement of Regulatory Frameworks	Met	Support	Met	Support

Overall, the Department rated itself as having **Met** all of the RPF's six KPIs of good practice regulatory performance for the 2020-21 financial year, consistent with the Department's record of solid performance since 2016-17.

During 2019–20, the Department demonstrated our ability to rapidly pivot our resources, focus and strategies to support the Government's response to the COVID-19 pandemic. However, a number of business functions were also reduced or delayed due to COVID-19 pandemic restrictions. This included the ability to undertake some engagement, compliance and monitoring activities with regulated entities. As such, the Department has rated itself as having Partially Met KPI 3 and KPI 4 for 2019–20 financial year.

In 2020-21 the Department has shown our strong commitment to regulator performance by adapting to virtual and other innovative COVID-19 safe methods to undertake the engagement, compliance, and monitoring activities with regulated entities that were reduced or delayed due to COVID-19 pandemic restrictions in 2019-20. Reflecting this more matured approach, the Department has rated itself as having Met KPI 3 and KPI 4 for 2020–21 financial year.

Part 1: Self-assessment of Performance

KPI 1 – Regulators do not unnecessarily impede the efficient operation of regulated entities

The Department self-assessed as having **Met** all performance expectations associated with KPI 1.
In 2020-21, the Department engaged widely with the regulated communities to understand the regulatory issues and pressures identified by stakeholders, and to reduce unnecessary impediment to the efficient operation of regulated entities. For example, the Department coordinated and participated in a multitude of fora including:

- convening the Migration Advice Industry Advisory Group.

- hosting the annual Australian Trusted Trader Symposium.

The following examples demonstrates the Department's performance as having **Met** the requirements against KPI 1 for the 2020-21 financial year for each of the Department's regulatory functions under the RPF.

Delivery of Migration, Settlement and Citizenship Programs

The Department's Office of the Migration Agents Registration Authority (OMARA) engaged with stakeholders through quarterly bilateral meetings with peak migration agent bodies, the Migration Institute of Australia, the Migration Alliance, and the Law Council of Australia, to discuss matters of mutual concern and seek feedback. In addition, the Migration Advice Industry Advisory Group was convened, representing a broad cross-section of the migration advice industry, to discuss regulatory reform and other matters of relevance to the industry.

In 2020-21, the Department's Adult Migrant English Program (AMEP) service providers delivered English tuition to 45,411 migrants and refugees, conducted five client focus groups, and 20 one-on-one client interviews. The client feedback illustrated the continuing importance of the program in helping migrants to achieve successful settlement outcomes. Client focus groups, surveys and/or interviews (including teachers) will be conducted each year to inform continuous improvement in the AMEP.

In response to the COVID-19 pandemic, social distance requirements and lockdowns, the Department supported service providers to implement mixed mode delivery of the AMEP. Service providers transitioned from face-to-face classroom-based delivery to virtual classrooms and mixed online delivery, consisting of a mixture of virtual, phone and paper-based delivery methods. These innovative delivery methods have been incorporated into the program on a more permanent basis.

The Department has a number of health considerations as part of the delivery of immigration programs. The Department strives to continuously improve the pre-migration health screening standards through an increased understanding of the operational environment, collaboration and engagement. During the 2020-21 financial year, the Department participated in a number of fora such as:

- the monthly Migration Five (M5) Health Working Group meetings, to provide the Department with an opportunity to consult with M5 partners regarding migration health screening measures, develop practical multilateral solutions to prevent the importation of diseases of public health significance, and contribute to international health security. For the 2020-21 program year, this included information sharing and consultation on key COVID-19 pandemic impacts on offshore health panels, national health resources and COVID -19 pandemic management measures.

- the International Panel Physician Association (IPPA) monthly meetings, to discuss the Intergovernmental Panel Physician Training Summit (IGPPTS) and other key panel training and development initiatives with M5 partners. The Department's participation and involvement with IPPA and the IGPPTS resulted in a growing network of relationships with the M5 partners and panel physicians, governance over fraud and integrity issues, improved process efficiencies, cost savings

for clients paying Independent Medical Examiners' fees, quality pre-migration healthcare and improved health economics.

Effective Regulation of Aviation and Maritime Security

In 2020-2021, the Department maintained open and effective feedback mechanisms and proactively addressed regulatory issues and pressures identified by aviation, maritime and offshore oil and gas security stakeholders. Engagement was regular and collaborative with the aviation, maritime and offshore oil and gas industries on security matters. The Department works closely with industry participants to improve understanding of and compliance with obligations under transport security legislation. Free online security awareness training programs are available for aviation and maritime industry participants and their employees to enhance awareness and facilitate compliance with regulatory requirements including training.

The Department also undertook targeted consultation and engagement with stakeholders, particularly throughout design and implementation of amended or new regulation via forums, working groups, meetings and written communications. Key fora include the Aviation Security Advisory Forum, the Regional Aviation Security Advisory Forum, the Air Cargo Security Advisory Forum; the Maritime Industry Security Forum and the Offshore Oil and Gas Security Forum.

Facilitation of Travel, Trade and Customs

In 2020-21, the Department engaged with regulated entities by chairing four meetings of the Modern Slavery Expert Advisory Group on ongoing issues related to the implementation of the *Modern Slavery Act 2018* including the monitoring of compliance trends by facilitating the submission of almost 2,500 modern slavery statements through the Online Register, responding to over 1500 direct requests for support from reporting entities through the helpdesk, and publishing four guidance notes on compliance trends, and compliance issues.

The Department participated in over 150 webinars, workshops and other events with business, industry and civil society including the Industry Advisory Group, Peak Industry Body, Australian Trusted Trader Symposium.

In administering the Australian Trusted Trader (ATT) program, the Department engages constructively with industry participants across a cycle of consultative fora, comprising:

- Industry Advisory Group meetings, at which accredited Trusted Traders are able to provide feedback and suggestions directly to relevant Departmental representatives.

- an annual Symposium which provides Trusted Traders with an opportunity to network and discuss future potential Trusted Trader benefits and trade policy with representatives of the Department and other Australian Government agencies involved in regulating the border.

Although the COVID-19 pandemic presented challenges to the Trusted Trader engagement program across the 2020–21 financial year, the Department was able to quickly implement an adapted schedule, using video and telephone conferencing platforms, which delivered one Industry Advisory Group meeting, two Peak Industry Body meetings and a virtual Symposium event.

The outcomes of engagement through these consultative mechanisms are channelled into program improvement processes and realised through the investigation and implementation of new benefits and systems improvements.

KPI 2 – Communication with regulated entities is clear, targeted and effective

The Department self-assessed as having **Met** all performance expectations associated with KPI 2. The Department actively communicated with regulated entities to provide timely and transparent guidance on regulation that is accurate, clear and supports predictable outcomes for regulators. Throughout 2020-21, the Department provided extensive guidance through a range of media to the regulated entities affected by changing regulations and demonstrated a commitment to responding to stakeholder enquiries within agreed service standards.

The following examples best demonstrate the Department's performance as having **Met** the requirements against KPI 2 for the 2020-21 financial year for each of the Department's regulatory functions under the RPF.

Delivery of Migration, Settlement and Citizenship Programs

All visa web pages and online forms are regularly updated to ensure external information is accurate, clear and consistent.

The Department provided updated web content and information in response to the COVID-19 pandemic and associated barriers for entry to and departure from Australia. This included advice regarding how to apply for an exemption to travel restrictions, and how temporary visa holders unable to depart may apply for further stay in Australia. Ongoing tailored guidance material and advice was disseminated to stakeholders via the Skilled visa newsletter, website updates, and media campaigns to support client enquiries.

COVID-19 has resulted in a significant reduction of lodgements and finalisations across a number of visa categories. Unavailability of key assessment services and the consequential inability of applicants to meet visa criteria has disrupted the Department's visa processing services resulting in increasing processing times.

The Department conducted a service continuity survey for the AMEP. Service providers were asked to confirm any risks to the sustainability of services as a result of COVID-19. Strong client participation following the April 2021 reforms, and strong client interest in training are keeping enrolment figures high and offsetting participation risks presented by the international border closure.

In the 2020-21 financial year, the Citizenship Test was updated with new questions on Australian values, citizenship application fees were updated (commencing on 1 July 2021) and people who acquired citizenship by descent and adoption now receive an Australian citizenship certificate rather than a 'citizenship extract'. To prepare for these changes, the Department targeted communications to current and prospective citizenship applications in Australia and overseas through the Department's website, overseas posts, and outreach networks such as Community Liaison Officer Network, the Settlement Officer Network and the Office of Migration Agents Registration Authority. Specific material to support the changes to the Citizenship Test included updates to the Citizenship Test booklet Our Common Bond, which is translated in to 40 languages and also available in English as a podcast on the Department's website.

Effective Regulation of Aviation and Maritime Security

Throughout 2020-21, key external application documents, renewal forms, templates and guidance were reviewed, updated and published on the Department of Home Affairs website or on relevant stakeholder GovTEAMS communities.

The Department engages with aviation and maritime security as well as offshore oil and gas industry participants through a variety of media to ensure that guidance and advice is appropriately targeted and accessible to the relevant audience.

The Guidance Centre is one of the primary mechanisms for engaging with regulated entities within the aviation and maritime security sectors providing regular updates to industry participants on regulation amendments, FAQs, guidance material, and targeted industry consultation.

In 2020-21, the Guidance Centre received around 1,764 enquiries. On average, enquires were responded to within 1.4 working days for simple enquiries, and 3.5 working days for complex enquiries. These were both within the two and five working days internal service delivery agreement. The Department also responded to referred enquiries, on average, within 8.4 working days. This is below the 12 working days internal service delivery agreement. Enquiries not answered within timeframes were mainly due to the complexity of the issue, or key policy staff surging to other portfolio priorities.

Over the same period, 1,652 regulatory submissions were received – a 12.8 per cent increase on the previous figure of 1,465 during the 2019-20 reporting period. Only 1.3 per cent of all Guidance Centre enquiries in 2020-21 were COVID-19 related, down from 5 per cent in 2019-20. This drop in numbers is commensurate with COVID-19 practices becoming more commonplace for the transport industry.

Outside of the Guidance Centre, the Department manages several public facing inboxes, aimed at managing the receipt of applications and regulatory updates as well as handling more complex policy advice.

Facilitation of Travel, Trade and Customs

Over 2020-21, the Department developed and released additional guidance notes on specific issues of compliance with the *Modern Slavery Act 2018* (the Act), in addition to detailed guidance that was published in late 2019, to provide further support to reporting entities to assist them to meet their obligations under the Act. The Department also participated in over 150 webinars, workshops and other events with business, industry and civil society, often for a particular sector or industry. In 2021-22, the Department will develop further guidance on each of the mandatory reporting criteria, following assessment of compliance over the first full reporting cycle.

Over 2020-21, the Department responded to over 1500 enquiries received through the Department's free help desk on the Act. For the most part, the Department responded and resolved each query within 10 business days. Where queries took longer to resolve, the Department informed the stakeholder that it was considering its policy advice on the matter and would advise of an outcome as soon as possible.

The Department continued to promote Australia as a preferred trade option by contributing to a positive, seamless trade experience for legitimate traders. These activities reduce unnecessary burden for our stakeholders, increase efficiency and support Australia's economic prosperity. The provision of binding advice regarding tariff clarification, valuation and rules of origin provides traders certainty for importations and supports traders to make their business decisions.

Prior to entry-into-force of the Indonesia-Australia Comprehensive Economic Partnership Agreement (IA-CEPA) on 5 July 2020 and Pacific Agreement on Closer Economic Relations (PACER) Plus on 13 December 2020, the Department published detailed guides and webpages to assist importers utilise the agreements effectively.

KPI 3 – Actions undertaken by regulators are proportionate to the regulatory risk being managed

The Department self-assessed as having **Met** performance expectations associated with KPI 3. In the 2020-21 financial year, the Department conducted reviews of its approaches to risk to ensure compliance and enforcement activities were proportionate to risk, and actively considered the risk rating of regulated entities when seeking to improve regulatory processes in response to new and emerging threats such as the COVID-19 pandemic.

The following examples best demonstrate the Department's performance as having **Met** the requirements against KPI 3 for the 2020-21 financial year for each of the Department's regulatory functions under the RPF.

Delivery of Migration, Settlement and Citizenship Programs

Over the 2020-21 financial year, the Department regularly reviewed risk associated with immigration programs through quarterly risk reporting exercises. The quarterly risk reporting was reviewed by the Department's Risk Committee as well as the independent Audit and Risk Committee as required by Government regulations.

In 2020-21 work has progressed to implement a Partner Global Management Risk model to gain efficiencies particularly in the offshore application assessments, noting that finalisation of temporary partner visas is limited by planning levels.

The Department has a risk framework in place for the AMEP, both at a program and contract level. This framework includes consideration of risk treatment/mitigation that can be used to consider the possible risk impact of efficiencies in regulatory processes.

The Department conducted a service continuity survey of the AMEP. Service providers were asked to confirm any risks to the sustainability of services as a result of COVID-19. Strong client participation following the April 2021 reforms, and strong client interest in training are keeping enrolment figures high and offsetting participation risks presented by the international border closure.

The Department evaluated its risk framework for the citizenship program, aligned it to the Department's Risk and Assurance framework and documented its approach to Risk Management, Quality Management and developed a comprehensive Risk Register. Further review and updating of these documents will be continued through the year(s) to ensure that the program risk framework is aligned and responding to changes in the internal and external environment in regard to the program.

Over the 2020-21 program year, the assurance program for Health Services was impacted by the COVID-19 pandemic restrictions, however the Department met this metric through a range of assurance activities and virtual reviews.

- The Migration Health Panel Management team conducted assurance of the offshore panel physician network in relation to the Health Requirement under the *Migration Act 1958*, including offshore audits, desktop audits, and a review of error rates and complaints, to ensure that the standards of Australia's Immigration Medical Examinations were maintained.

- MMSP assurance activity was conducted against KPIs, as set out in the MMSP Contract.

- The annual review of the MMSP's performance under the contract – the Performance Indexation Adjustment was completed in June 2021. For the fourth consecutive year, the MMSP was found to meet all seven KPIs set out in the Contract and was able to fully increase its fees in line with the Wage Price Index (approximately 1.49%).

- Maintenance and review of the Health Matrix, which provides a risk-based approach to determine the type of medical examinations and processes an applicant will need to undergo for the purpose of meeting the health requirement. The settings are based on a number of factors including the applicant's country of citizenship/ residence and its tuberculosis prevalence rate, their intended activities and length of stay in Australia.

- The conduct of virtual Panel Performance Reviews across panels in the Pacific and South American regions to ensure panels are adhering to our instructions and policies.

Effective Regulation of Aviation and Maritime Security

The National Compliance Plan (NCP) prioritises compliance activities across all modes and sub-segments to the areas of highest security risk by determining the Security Risk Priority Rating and the Compliance Prioritisation.

The NCP also provides for campaigns or surveys to be conducted during the financial year. These campaigns are considered as either a response to an emerging policy implementation or threat or as an existing information gap, and outcomes help inform the Department's understanding of risk and consequential approach to compliance and enforcement activities.

The Department considers risk of regulated entities and finds appropriate efficiencies in regulatory processes and continues to work closely with Government and industry to ensure that reforms are delivered within agreed timeframes. The Department is also committed to ensuring that its regulation of the aviation and maritime security sector remains fit-for-purpose and does not impose unnecessary burden on stakeholders, through its extensive consultation on relevant regulatory reforms.

Analysis and risk assessments inform the allocation of compliance activities for the NCP. External and internal information and data are applied to inform compliance targeting across all regulated transport modes.

The Department integrates regulatory assessments into decision-making frameworks.

Facilitation of Travel, Trade and Customs

The ATT Program is built on risk based voluntary compliance. During the accreditation process, information is gathered on the entity to undertake a bespoke validation assessment that considers the entity based on its specific context within the supply chain. The validation involves an initial desktop assessment, followed by an onsite validation. The assessment process is aligned with contemporary regulatory and security risk management theory.

The assessment process considers the trusted insider, the malicious insider and examines intangible, non-binary controls, which cannot be reduced to a checklist. This includes assessment of the entity's security governance, personnel security, security culture/awareness and trade compliance.

The ATT Program has amassed extensive knowledge and experience on supply chain security and specifically supply chain security risk assessment. The knowledge and experience of the ATT Program is becoming recognised by the wider Commonwealth Government with the ATT Program being sought out to provide support and knowledge including to Defence Security who are modelling their Security Risk Management structure on the ATT framework.

Trade Risk & Planning evaluates the risks to the border and the revenue posed by importers, exporters and their cargo reporters, and applies an intelligence-informed approach to identifying and treating serious non-compliance. The mitigation of trade risks and emerging threats are proportionate to the level of risk and aligned to the risk posed by transactions identified by these actors. High risk entities are subject to activity under the Trade Enforcement Pilot Project (TEPP) that is testing activities that enhance the ABFs trade enforcement capability across key border vulnerabilities known to be targeted by organised criminal groups to evade revenue and bypass trade regulations. The two main lines of effort are the development of new risk targeting methodologies, and the identification and investigation of serious or complex trade-crime matters.

The Department adopts a risk-based approach that is proportionate to its compliance obligations, and reviews existing practices to find proportionate efficiencies in regulatory processes.

In line with its commitment, the Department regularly assess the ATT Program. In the case of the ATT program, Trusted Traders are encouraged to make suggestions for benefits which streamline reporting processes and provide efficiencies in regulatory processes such as the Consolidated Cargo Reporting benefit.

Australian Customs Notice (ACN) 2020/22 outlined the benefit. This benefit permits ATT cargo reporters to lodge a single cargo report for consignments from multiple suppliers, consolidated overseas and shipped to a single Trusted Trader importer. The benefit reduces and simplifies cargo reporting for ATT cargo reporters and ATT importers.

ACN 2020/43 and 2020/48 outlined the extension of the Origin Waiver benefit for eligible Trusted Traders to five additional trade agreements:

- Australia-Hong Kong Free Trade Agreement (AHKFTA) for importations after 17 January 2020.

- IA-CEPA for importations after 11 February 2020.

- Peru-Australia Free Trade Agreement (PAFTA) for importations after 5 July 2020.

- Comprehensive and Progressive Agreement for Trans Pacific Partnership for importations after 5 November 2020.

- PACER Plus.

The ATT Origin Waiver benefit waives the requirement for Certificates or Declarations of Origin for Trusted Traders importing originating goods under the trade agreements covered by the benefit.

The Trade Compliance Strategy 2025 was recently endorsed. Input was received from all relevant Commands, Divisions and Groups in the Department and ABF. The Strategy provides a clear pathway for trade compliance in coming years, including areas of priority and ways compliance will address new risks and adapt to the evolving nature of trade. There are 26 recommendations, which go to the five priority themes outlined in the Strategy – improve processes; communication; partnerships and engagement; leverage new technology and modernisation; and develop our capability. Success in the strategy will see enhancements to workforce capability, more contemporary legislation and regulatory underpinnings, improved use of intelligence and data, and a growing international footprint.

KPI 4 – Compliance and monitoring approaches are streamlined and coordinated

The Department self-assessed as having **Met** performance expectations associated with KPI 4. Throughout the 2020-21 financial year, the Department continued to use a tiered risk-based approach, with a focus on encouraging regulatory compliance, while reducing the burden on the regulated entities. The Department sought to balance compliance activities with improving voluntary compliance through educational and community awareness programs.

The following examples demonstrate the Department's performance as having **Met** the requirements against KPI 4 for the 2020-21 financial year for each of the Department's regulatory functions under the RPF.

Delivery of Migration, Settlement and Citizenship Programs

The Department has implemented an AMEP interim performance measure which utilises curriculum assessments already being undertaken by AMEP service providers as RTOs and mapping these results back to the Australian Core Skills Framework to report on student progression.

- The Quality Assurance (QA) provider conducted 100 client file verifications and 34 work experience placement file audits in Quarters 3 and 4 (2020-21). Feedback sessions were held with all providers to discuss any areas of concern. The QA provider is developing a remediation process to establish clear protocols and reporting channels for remediation actions.

- In 2020–21, the QA provider for the AMEP conducted five client focus groups (28 clients) and 20 one-on-one client interviews. The client feedback illustrated the continuing importance of the program in helping migrants to achieve successful settlement outcomes. Client focus groups, surveys and/or interviews (including teachers) will be conducted each year to inform continuous improvement in the AMEP.

The Department conducted an AMEP Digital Literacy Skills Framework (DLSF) Initial Assessment (IA) Trial to pilot the effectiveness of the DLSF IA Kit to capture and record enrolling, or newly enrolled, clients' existing digital literacy skills. The AMEP DLSF IA Trial ran from 2 November 2020 to 30 April 2021. 75 clients from nine AMEP service providers participated in the trial. 83% (62) of AMEP participants reported low to very low Digital literacy skills levels, with Refugee and Humanitarian entrants having the lowest digital literacy skills. There appears to also be a link between English language skills and digital literacy levels.

The OMARA continues to publish on its website disciplinary decisions made against registered migration agents who have breached the Code of conduct as a warning to other agents, to encourage voluntary compliance with the Code and to enhance consumer protection. Notice of a disciplinary decision is also posted to the Department's social media account to encourage voluntary compliance.

The Department conducted assurance of the offshore panel physician network in relation to the Health Requirement, Migration Act 1958, including conducting offshore audits, desktop audits, and a review of error rates and complaints, to ensure that the standards of Australia's Immigration Medical Examinations were maintained. Through these audits, the Department provided feedback and suggestions for improvement to panels, to ensure panel compliance in conducting Immigration Medical Examinations in line with the Department's standards. This activity was reduced due to the impacts of the COVID-19 pandemic.

Over the 2020-21 program year, the Division gathered data on 1,777,028 health cases in the Department's health systems to support the delivery of visa programs.

Effective Regulation of Aviation and Maritime Security

A total of 1738 scheduled compliance activities (across all industry segments) were carried out under the 2020-21 National Compliance Plan.

The Department produces guidance materials, supplies online aviation and maritime security awareness training and provides education during validation to increase awareness and improve compliance.

Reminder emails are issued for revalidation and upcoming regulatory changes to encourage voluntary compliance.

The Department also considered ways to simplify or reduce regulatory burden for low-risk categories of aviation and maritime industry participants.

Facilitation of Travel, Trade and Customs

Prior to accreditation as Trusted Traders, entities are subject to detailed quality assurance processes. Entities that fail pre-accreditation checks are not admitted to the ATT Program until identified issues are comprehensively addressed and the entity reapplies to join the program.

All accredited Australian Trusted Traders are subject to quality assurance processes. In 2020–21, 438 Trusted Traders were subject to quality assurance processes, 403 Trusted Traders were identified as achieving quality objectives without need for corrective action, 24 Trusted Traders were subjected to corrective action and 11 entities were removed from the program. The majority of entities removed from the program were removed as they were no longer able to satisfy the accreditation requirements.

Periodic risk-based compliance activity is scheduled for all Trusted Traders post-accreditation. The ATT program has a four-year revalidation cycle to ensure that Trusted Traders maintain a satisfactory level of international supply security and trade compliance. A risk-based approach is taken to determine the level of desktop and onsite compliance activities that are conducted as part of the revalidation.

Revalidations undertaken during 2020–21 involved Trusted Traders accredited in 2016 and 2017 and included a site revalidation to meet the ABF's obligation to its Mutual Recognition Arrangements partners. In 2020–21, 36 revalidations were due for Trusted Traders accredited in 2016 to 2017, of these, one entity withdrew from the program and 35 revalidations were commenced, 21 revalidations were completed and 14 partially completed as the onsite component could not be undertaken due to COVID-19 restrictions.

The Department further extended the ATT Origin Waiver benefit to IA-CEPA and the Comprehensive and Progressive Agreement for Trans-Pacific Partnership in ACN 2020/43 and PACER Plus in ACN 2020/48 enabling ATT importers to reduce the overall documentation necessary to claim preferential rates of customs duty under these arrangements.

The Department has moved to a more effective method where goods potentially subject to dumping are held at the border rather than released and then undertaking lengthy post transaction audits. Holding these goods at the border is leading to faster resolution of matters as the importers also have a strong incentive to resolve concerns, either by proving no dumping duties apply or by paying the appropriate revenue.

KPI 5 – Regulators are open and transparent in their dealings with regulated communities

The Department self-assessed as having **Met** performance expectations for KPI 5. The Department demonstrated transparency in its dealings with regulated communities and published regulatory information and risk-based frameworks in a timely manner. The Department ensured appropriate processes and publications were in place to support regulated entities in accessing regulatory information and seeking advice.

The Department continues to publish Regulation Impact Statements (RISs) on proposals that the Department has either announced or implemented. The Department publishes RISs as a method to demonstrate its rigorous research, consultation with industry, and consideration of the regulatory impact of the Department's proposals on the regulated entities. RISs are publicly available on the Department of the Prime Minister and Cabinet's Regulation Impact Statement Updates Official website.

The following examples best demonstrate the Department's performance as having **Met** the requirements against KPI 5 for the 2020-21 financial year for each of the Department's regulatory functions under the RPF.

Delivery of Migration, Settlement and Citizenship Programs

In response to the COVID-19 pandemic, the Department ensured appropriate processes and publications are in place to support the regulated entities in accessing regulatory information and information on where to seek advice. The Department's COVID-19 webpage provides updates on Australia's immigration and border arrangements.

In 2020-21, the Department used a number of fora to provide tailored guidance and advice to AMEP service providers and other relevant stakeholders, including meetings, administrative advice and Service Provider Instructions. Contract variations were enacted as required, and all general guidance material was also uploaded onto the AMEP GovTEAMS site for providers.

The OMARA used a range of communication strategies and media, including email, website updates and social media posts to engage with registered migration agents. The OMARA provides:

- a current Register of migration agents

- a Procedural Instruction about working with the migration advice profession

- information about registration requirements for new and repeat registration applicants, and

- guidance material for agents such as the Code of Conduct and practice guides, an Ethics Toolkit and a Client Monies toolkit.

The OMARA advised stakeholders (internal and external) through targeted communications and website updates of the impact of the *Migration Amendment (Regulation of Migration Agents) Act 2020* removing unrestricted legal practitioners from OMARA regulation. Liaison with the Law Council of Australia on transitional arrangements for lawyers to access Departmental services was also undertaken.

Health Services provided communications for any policy changes (including updates to the Procedural Instructions) to stakeholders, through staff communications emails, operational notifications and updates to the website, as well as communications to Offshore Posts, contracted service providers and visa-processing areas. This includes ensuring that all information on the Home Affairs website was up to date, for external entities' reference.

Effective Regulation of Aviation and Maritime Security

The Department works closely with industry to support regulated entities in accessing regulatory information and seeking advice. Transport security information published on the Department of Home Affairs website, facilitates GovTEAMS communities for industry, and manages public facing inboxes including the Guidance Centre, National Coordinator and a range of policy specific inboxes.

The Department continues to develop and refines industry guidance material using information received by the Guidance Centre and compliance campaign recommendations.

Facilitation of Travel, Trade and Customs

Over 2020-21, the Department developed and released additional guidance notes on specific issues of compliance with the *Modern Slavery Act 2018* (the Act), in addition to detailed guidance that was published in late 2019, to provide further support to reporting entities to assist them to meet their obligations under the Act. The Department also provided timely advice directly to entities who emailed the Department's free helpdesk on the Act.

Trusted Traders can seek direct advice and access tailored regulatory information through their account manager. Further support is available to Trusted Traders for the Origin Advance Ruling and Certificate of Origin Waiver processes through a dedicated mailbox and publicly listed 1300 number.

ATT Program delivered one Industry Advisory Group meeting for Trusted Traders in March 2021, in addition to two peak industry body meetings, in July 2020 and April 2021, and a virtual Symposium event. These meetings provide opportunities for Trusted Traders to access information about ATT and customs processes and inform future direction of the program through proposing new benefits for inclusion in the ATT program.

The Department provides training direct to regulated entities through a number of forums, such as the International Forwarders and Customs Brokers of Australia on customs broker licencing requirements and obligations. This also forms a component of continuing professional development activity.

The Goods Compliance Update is published by the Group to assist importers, exporters and cargo carriers in understanding obligations, and common issues identified by the ABF in regulatory compliance.

Customs Group revised and updated the obligations on customs licence holders. The new obligations were published as ACNs.

- ACN 2021-10 outlines the new licence obligations on all customs broker licence holders.
- ACN 2021-23 outlines the new licence obligations on all depot and warehouse licence holders.

The Department publishes a list of granted customs broker licences, 21 ACNs were published within the financial year of 2020-21.

KPI 6 – Regulators actively contribute to the continuous improvement of Regulatory Frameworks

The Department self-assessed as having **Met** performance expectations for KPI 6. The Department has a number of feedback mechanisms in place to foster an effective framework for collaboration with an aim to continuously improve the Department's regulatory functions.

The following examples best demonstrate the Department's performance as having **Met** the requirements against KPI 6 for the 2020-21 financial year for each of the Department's regulatory functions under the RPF.

Delivery of Migration, Settlement and Citizenship Programs

The Immigration Program is involved in a number of advisory groups and Committees allowing for feedback, consultation and engagement: for example, an advisory group for the Temporary Visa Holders Experiencing Violence Pilot, Tourism Visa Advisory group, Education Visa Consultative Committee, and Industry Advisory Panel amongst others.

The Department's implementation of regulatory frameworks accepts and takes on feedback regularly from other regulated Departments and entities to contribute to regulatory framework implementation through our visa programs.

The OMARA held quarterly bilateral meetings with peak migration agent bodies, the Migration Institute of Australia, the Migration Alliance and the Law Council of Australia, to discuss matters of mutual concern and where feedback is sought. The OMARA engages with other government regulators as the co-founder and co-chair of the Commonwealth Regulators Community of Practice.

The Department engages regularly with AMEP service providers to enable feedback for continuous business improvement. It also engages regularly with other AMEP stakeholders, such as peak bodies like Australian Council of TESOL Associations (ACTA) and community groups via fora such Senior Officials Settlement Outcomes Group (SOSOG), Refugee and Migrant Services Advisory Council (RAMSAC), inter-departmental committees, international counterparts such as the UK Home Office and the Immigration, Refugees and Citizenship Canada, and via Departmental mechanisms such as Community Liaison Officers and Settlement Network Officers located in regional and metropolitan areas in Australia.

The Department continues to work closely with relevant stakeholders to support continuous improvement in the AMEP. Client focus groups, surveys and/or interviews (including teachers) will be conducted each year to inform continuous improvement in the AMEP.

Effective Regulation of Aviation and Maritime Security

The Department engages with regulated industry participants on an ongoing basis, and receives regular feedback on aviation and maritime transport, and offshore oil and gas facilities security regulatory frameworks. Engagement regarding regulatory frameworks is conducted through email inquiries and consultation, industry forums and working groups. Outcomes of these engagements are used to guide improvements and necessary adjustments of regulatory frameworks.

The Department chairs two forums to facilitate engagement and consultation between the Department and aviation industry participants, including airports, airlines, screening providers and aviation industry bodies.

Facilitation of Travel, Trade and Customs

The Department facilitates several avenues for industry to directly engage and provide their input into policy and program development. This includes the regular convening of the industry consultative forums which comprise members from industry peak bodies, major industry stakeholders and departmental government partners.

Over 2020-21, the Department made rolling enhancements to the Online Register for Modern Slavery Statements (Online Register) to facilitate greater usability by reporting entities and streamline the process for the submission of modern slavey statements by reporting entities. These enhancements were based on feedback received through the Modern Slavery Expert Advisory Group and from regulated entities using the free helpdesk that is maintained by the Department.

In response to industry demands and to support the longer-term growth of Australia's maritime services industry the ABF developed a new by-law to facilitate the repair and alteration of superyachts. Under the new by-law superyachts may enter Australia for the purpose of repairs or alterations and remain for up to 12 months to conduct other activities, including private cruising and commercial chartering.

The Customs Amendment (Product Specific Rules Modernisation) Act 2021, which followed *the Customs Amendment (Product Specific Rules Modernisation) Act 2018*, streamlined the Regulatory Framework for Free Trade Agreement (FTA) Rules of Origin (ROO) for six of Australia's existing FTAs. Beyond merely modernising the way the Customs Act 1901 and related customs regulations reflect these rules, nearly 3,000 pages of regulations were removed from the statute book as, except for formatting changes, they simply duplicated treaty text. Australia is now more readily able to implement future transpositions of a FTAs Product Specific Rules of Origin (PSR) as soon as our domestic treaty processes are completed, and Parties have confirmed that these can commence without additional complex processes to transcribe the PSR into the correct format in order to remake regulations. All of Australia's recently concluded FTAs were implemented in this manner, and the two Acts amended existing FTAs to replicate this approach for consistency.

The ATT program also facilitates workshops with Trusted Traders to discuss various benefit proposals to enable continuous business improvement. The ATT program seeks to work in partnership with industry to trial or pilot new benefits before they are implemented. This is the case for the Thai-Australia Authorised Economic Operator Mutual Recognition Arrangement where selected Trusted Traders are piloting the incoming benefit before it is fully implemented.

Part 2: External Validation

Overview

In November 2021, the Department's ministerially approved consultation bodies outlined in Table 2 within this report were invited to review, provide feedback and validate the Department's 2020–21 RPF Self-assessment Report.

Overall, the Department's ministerially approved consultation bodies **supported** the Department's self-assessment rating of being an effective regulator under the RPF for the 2020–21 financial year.

Three key themes were identified as part of the external validation process these will be considered and guide the Department's regulatory approach throughout 2021–22 where appropriate.

Communication

The feedback noted that the Department continues to improve its communication with regulated entities. For example, the Department was deemed to be very responsive and clear in clarifying the requirements of the proposed Screeners Accreditation Program. Engagement with the Department has been seen as a positive experience, with the Department generally answering queries in an efficient manner. However, industry feedback indicated that there were aspects of the Department's communication identified that can be further improved.

This included feedback that the Department could improve the clarity of guidance provided to the regulated entities by taking into account operational variations and arrangements for the regulated entities, and by providing clear definitions and using case studies and Frequently Asked Questions to support efficient compliance. While the Department was acknowledged for regularly updating information during COVID-19 on its website and social media, there were times that no notification was given of the updates, leaving it to practitioners to discover. It was also noted that sometimes information is oversimplified for the general public and does not provide clarity on nuances of the regulation.

While feedback indicated that response times were sufficient for some programs, some feedback also indicated that the Department could continue to improve its response times when responding to enquires and requests for assistance. This has the potential to affect the regulated entities' ability to implement or communicate changes introduced by the Department in a timely manner.

External validators suggested that one method to address this issue may be to increase the frequency of meetings, and to ensure that planned advisory meetings are held regularly, noting for impacts of COVID-19.

Risk

Positive feedback was received on the risk based approach to the ATT Program. It was suggested that further information sharing would assist industry in its performance improvement plans.

Regarding Aviation and Maritime Security regulations, the feedback supported that compliance activities and responses have been proportionate to the risk being managed. However, some feedback indicated that approaches could be more streamlined, simplified and co-ordinated. It was also noted that regulations appear to be amended in a 'piece-meal' fashion, rather than by considering a risk-based holistic approach.

Feedback on the migration program suggested that while generally supportive, there remained opportunities to provide additional visibility and transparency on how the Department manages risk. It was also noted that the OMARA practice guides and other factual products for Registered Migration Agents should be reviewed, to ensure consistency with proposed legislation changes, and to review the enforcement mechanisms and disincentives where non-compliance is identified.

Increased visibility will help facilitate greater understanding between the Department and industry to manage risk collaboratively.

Collaboration

While the Department is recognised for being open and transparent in their dealings with regulated entities, it could have more frequent engagement with industry to establish rapport and build collaboration.

The regular update of information from the Department on the website during COVID-19 was commended, however suggestions were made to make it easier for the regulated entities to identify the changes made, rather than leaving entities to self-identify any key changes.

Suggestions also included that consultation with industry could benefit from applying a 'commercial business impact' lens, with more practical time frames applied when consulting with industry. More genuinely collaborative engagements, such as regulator working groups and information sharing meetings, could be helpful in continuously improving collaboration.

Table 4: The Department of Home Affairs 2020–21 Regulator Performance Framework Self-assessment External Validation: Consolidated Feedback on the level of agreement with the Department's Self-assessment Rating

Key Performance Indicator (KPI)	Department Self-assessment Rating	Strongly Support and Support	Partially Support	Do Not Support
KPI 1 – Regulators do not unnecessarily impede the efficient operation of regulated entities	Met	73.21%	21.43%	5.36%
KPI 2 – Communication with regulated entities is clear, targeted and effective	Met	69.64%	25.00%	5.36%
KPI 3 – Actions undertaken by Regulators are proportionate to the regulatory risk being managed	Met	68.52%	29.63%	1.85%
KPI 4 – Compliance and monitoring approaches are streamlined and coordinated	Met	67.92%	20.75%	11.32%
KPI 5 – Regulators are open and transparent in their dealings with regulated communities	Met	79.25%	15.09%	5.66%
KPI 6 – Regulators actively contribute to the continuous improvement of Regulatory Frameworks	Met	75.00%	21.15%	3.85%

Department's External Validation Feedback Response

Overall, the External Validation feedback supported the Department's self-assessment rating as an effective regulator under the RPF for the 2020–21 financial year.

As the Department's regulatory performance continues to improve and mature, we continue to seek a deeper understanding of the needs of our stakeholders and the broader regulatory impact of our activities across the breadth of functions that we administer. The Department will actively consider the feedback from our external validators and will use this feedback to identify opportunities to improve our performance as a regulator where possible, by focusing on:

- improving the Department's communication methods, frequency and effectiveness by:
  - ensuring ongoing engagement with our regulated entities to understand their operating environment and to co-design solutions that seek to reduce unnecessary regulatory burden, and
  - ensuring the provision of information to our regulated entities is clear, concise and easily accessible. This supports a greater understanding of their obligations in complying with relevant Departmental regulation;
- communicating the Department's risk based approach to regulation; and
- identifying opportunities to increase collaboration with our regulated entities to improve the effectiveness of engagement.

Glossary

Table 5: Glossary

Term	Definition
A	
Adult Migrant English Program (AMEP)	The Adult Migrant English Program (AMEP) provides English language tuition to eligible migrants and humanitarian entrants to help them learn foundational English language and settlement skills to enable them to participate socially and economically in Australian society.
Australian Trusted Trader (ATT)	A voluntary trade facilitation initiative open to all eligible Australian businesses active in the international trade supply chain.
Aviation security identification card (ASIC)	A type of identification card that confirms a person has undergone a background check in order to work in a secure aviation zone.
C	
Channel Management Strategy	This strategy was developed after extensive consultation across the Department. It provides the enterprise-wide approach to the Department's channels. It sets a vision for how the Department will develop seamless interaction across its client-facing channels.
COVID-19	A disease caused by a new strains of coronavirus from 2019 onwards.
G	
Global Service Centre	The Global Service Centre is the Department's centralized telephone enquiries service.
GovTEAMS	GovTEAMS is an Australian Public Service digital collaboration and networking tool where teams can connect, share and work together on documents and projects.
I	
Industry Summit	Annual forum hosted by the Department where industry and the Department can discuss strategic travel, trade and migration issues.
M	
Migration Program	The annual planned permanent intake determined by the Australian Government in a budgetary context, which governs the number of visas, granted for permanent entry from offshore and for permanent resident status onshore. It does not include New Zealand citizens intending to settle permanently in Australia.
Maritime security identification card (MSIC)	A type of identification card that confirms a person has undergone a background check in order to work in a secure maritime zone.

O	
Office of Best Practice Regulation (OBPR)	The Office of Best Practice Regulation administers the Australian Government and Council of Australian Government's (COAG) Regulation Impact Analysis (RIA) and Regulation Impact Statement requirements (RIS) processes.
P	
Preferential Tariff Treatment (PTT)	The Preferential Tariff Treatment: Schedule 1 of the Customs Tariff Act 1995 provides three groups of preferential rates to certain countries. These include Forum Island Countries, Least Developed Countries and Developing Countries. Schedule 4 to 12 of the *Customs Tariff Act 1995* has Australia's Free Trade Agreements with certain countries. For the preferential rates to apply certain acts in the production of the goods needs to occur in the relevant country before export.
R	
Regulated Community	Under the Australian Government Deregulation Agenda, the regulated community can be considered individuals, businesses and community organisations.
Regulatory Impact Analysis (RIA) process	The Regulatory Impact Analysis process is a systematic approach to critically analysis the effects of the development or amendment of a regulation on the regulated community.
Regulatory Impact Statements (RIS)	Regulatory Impact Statements are a publicly available document representing the depth of analysis and consultation in the development and amendment of policy and regulation.
Regulator Performance Framework (RPF)	The Regulator Performance Framework measures the performance of regulators, by requiring regulators to measure and publicly report their performance.
T	
Tariff classification	Goods imported into Australia require classification under the *Customs Tariff Act 1995*.