Document 1

Australian Government
Department of Immigration and Border Protection

Border Watch
Queue Volume Year to Year - Combined Email Channels

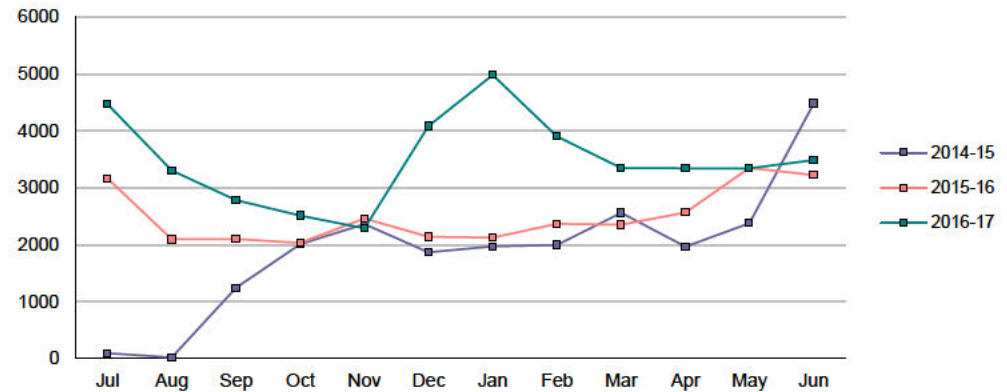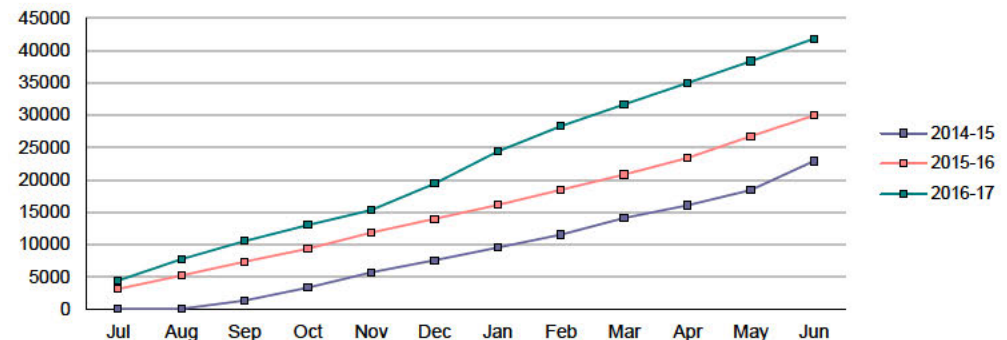| REPORT INFO	
Description	Report showing year to year comparison of combined email volumes to BWART Genesys Queues for current and previous programme years. The email queues include written allegations received by mail and fax which are scanned and forwarded to the Genesys queue.
Report Date(s):	1/07/2014 to 30/06/2017

Received by Year

2014-15	2015-16	2016-17
22940	29973	41832

Received by Month

	2014-15	Total YTD	2015-16	Total YTD	2016-17	Total YTD
Jul	94	94	3,166	3166	4,466	4466
Aug	21	115	2,093	5259	3,302	7768
Sep	1,246	1361	2,100	7359	2,782	10550
Oct	2,010	3371	2,033	9392	2,509	13059
Nov	2,360	5731	2,462	11854	2,289	15348
Dec	1,867	7598	2,141	13995	4,084	19432
Jan	1,969	9567	2,125	16120	4,981	24413
Feb	1,995	11562	2,366	18486	3,901	28314
Mar	2,558	14120	2,352	20838	3,348	31662
Apr	1,966	16086	2,563	23401	3,342	35004
May	2,375	18461	3,350	26751	3,343	38347
Jun	4,479	22940	3,223	29973	3,485	41832

Monthly Volume

Yearly Aggregated

Australian Government
Department of Immigration and Border Protection

Border Watch
Queue Volume Year to Year - Combined Phone Channels

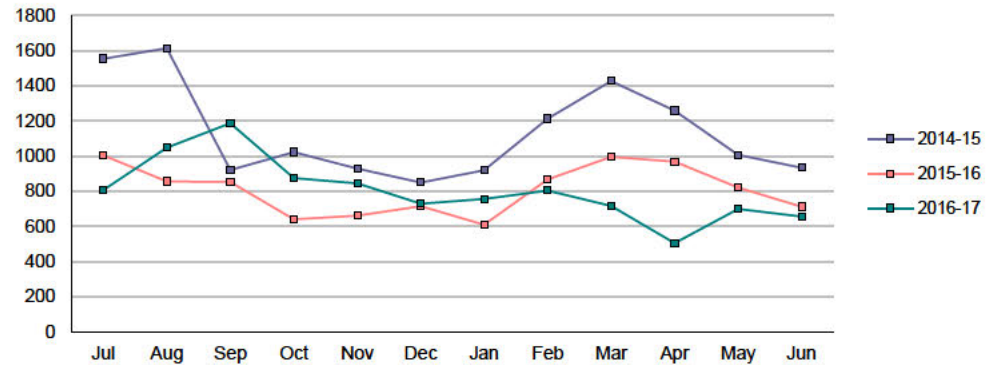| REPORT INFO	
Description	Report showing year to year comparison of combined phone volumes to BWART Genesys Queues for current and previous programme years. The phone queues includes the Border Watch industry line (From Oct 2016 onwards) and the immigration and citizenship fraud line.
Report Date(s):	1/07/2014 to 30/06/2017

Calls by Channel

	2014-15	2015-16	2016-17
Immi/Cit Phone	13647	9698	7261
BWATCH Phone	0	0	2362
Total	13647	9698	9623

Calls by Month

	2014-15	Total YTD	2015-16	Total YTD	2016-17	Total YTD
Jul	1554	1554	1004	1004	807	807
Aug	1614	3168	856	1860	1047	1854
Sep	921	4089	853	2713	1187	3041
Oct	1023	5112	640	3353	875	3916
Nov	929	6041	661	4014	845	4761
Dec	849	6890	714	4728	728	5489
Jan	919	7809	609	5337	756	6245
Feb	1212	9021	866	6203	803	7048
Mar	1427	10448	996	7199	716	7764
Apr	1259	11707	968	8167	504	8268
May	1007	12714	820	8987	699	8967
Jun	933	13647	711	9698	656	9623

Monthly Volume

Yearly Aggregated

Australian Government
Department of Immigration and Border Protection
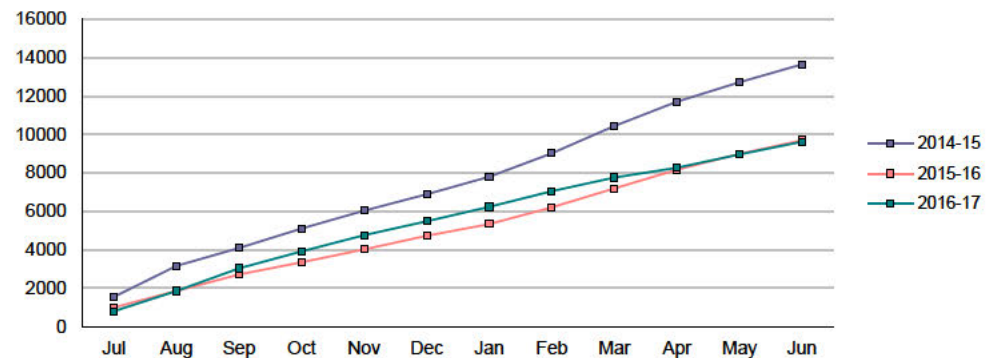
Border Watch
Queue Volume Year to Year - Phone SCC and TIS

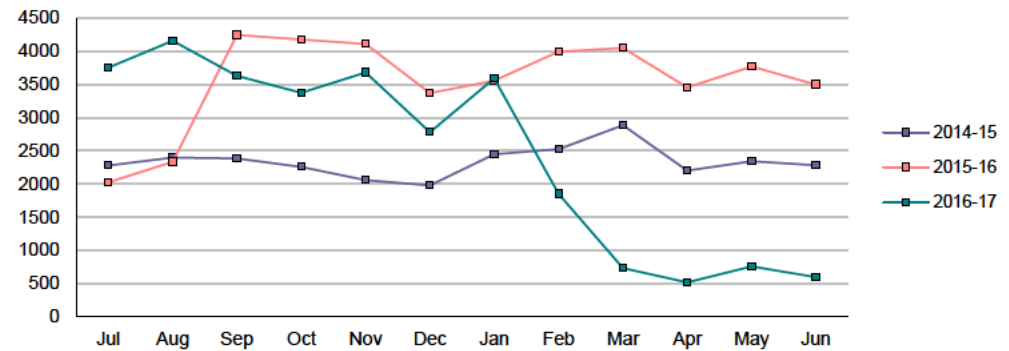| REPORT INFO	
Description	Report showing year to year comparison of phone call volumes for phone number 1800 009 623 to the DIBP Sydney Contact Centre as well as calls to this number recevied via the Translating and Interpreting Service.
Report Date(s):	1/07/2014 to 30/06/2017

Calls by Channel

	2014-15	2015-16	2016-17
Sydney CC	26776	41524	28589
TIS Calls	1280	1068	843

Tabulated Data

	2014-15	Total YTD	2015-16	TOTAL YTD	2016-17	Total YTD
Jul	2278	2278	2026	2026	3753	3753
Aug	2400	4678	2334	4360	4159	7912
Sep	2387	7065	4246	8606	3629	11541
Oct	2259	9324	4176	12782	3376	14917
Nov	2059	11383	4109	16891	3681	18598
Dec	1980	13363	3370	20261	2781	21379
Jan	2449	15812	3556	23817	3593	24972
Feb	2524	18336	3996	27813	1849	26821
Mar	2887	21223	4051	31864	733	27554
Apr	2204	23427	3458	35322	519	28073
May	2343	25770	3772	39094	759	28832
Jun	2286	28056	3498	42592	600	29432

Monthly Volume

Yearly Aggregated

Australian Government
**Department of Immigration and Border Protection**
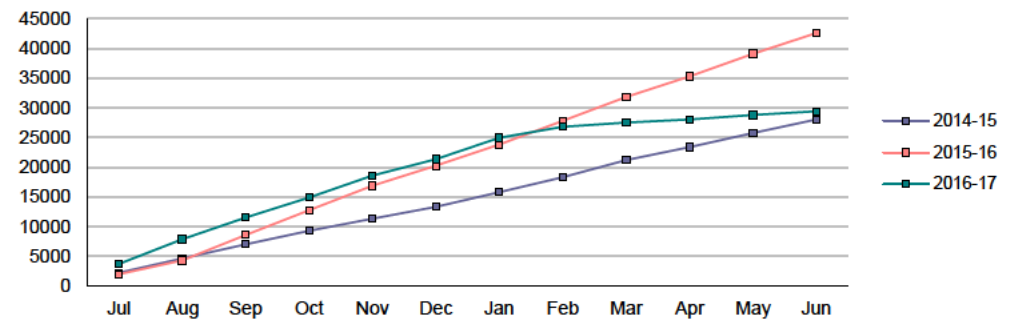
Border Watch
Queue Volume Year to Year - Combined Email & Phone Channels

REPORT INFO	
Description	Report showing year to year comparison of combined phone and email volumes to BWART Genesys Queues for current and previous programme years. The email queues include written allegations received by mail and fax which are scanned and forwarded to the Genesys queue.
Report Date(s):	1/07/2014 to 30/06/2017

Monthly Volume

Tabulated Data

	2014-15	Total YTD	2015-16	Total YTD	2016-17	Total YTD
Jul	1737	1737	4263	4263	6321	6321
Aug	1759	3496	3040	7303	4217	10538
Sep	2282	5778	18863	26166	3844	14382
Oct	3114	8892	2754	28920	3453	17835
Nov	3378	12270	3206	32126	3186	21021
Dec	2819	15089	2952	35078	6663	27684
Jan	3001	18090	2823	37901	6879	34563
Feb	3318	21408	3315	41216	4779	39342
Mar	4125	25533	3416	44632	4132	43474
Apr	3324	28857	3629	48261	3891	47365
May	3491	32348	7609	55870	4143	51508
Jun	5519	37867	10468	66338	4231	55739

Yearly Aggregated
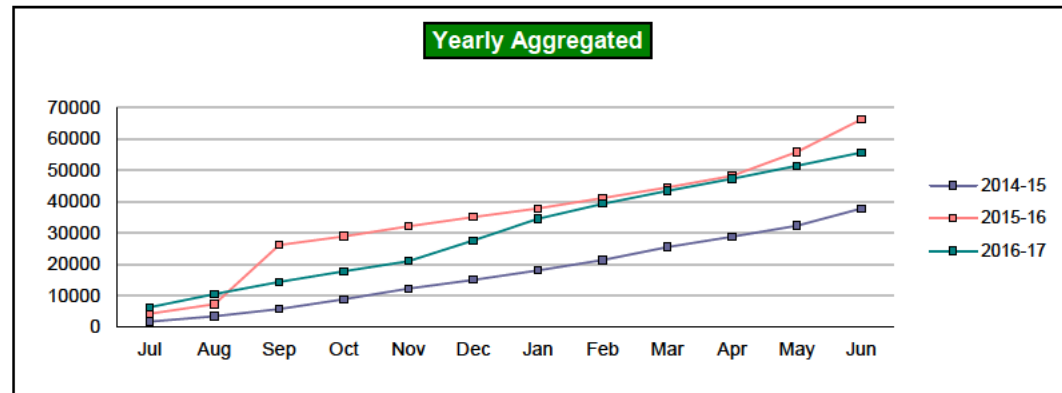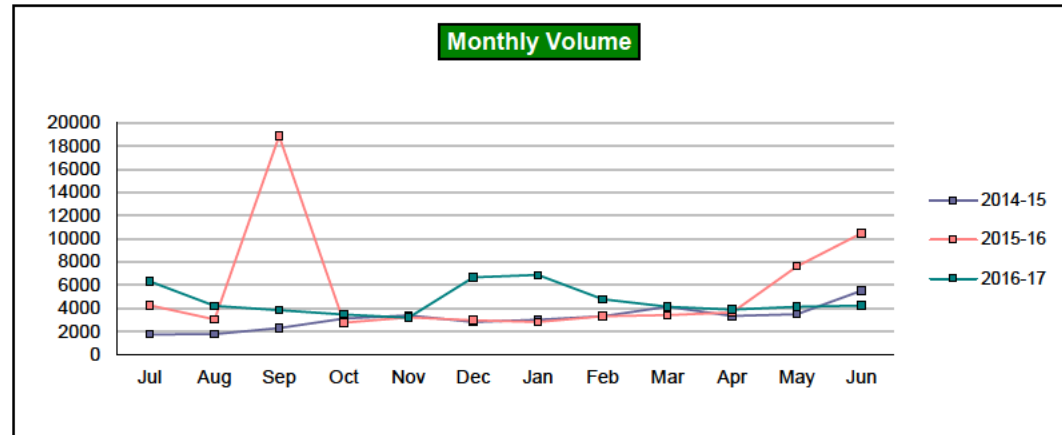
Border Watch Office - Business Plan - 2017

Intelligence Division Mission: s. 22(1)(a)(ii)

BIFC Mission: Be the Intelligence Division focal point for immediate request and response to enable whole-of-portfolio operational decision making

Border Watch Office Mission: To manage the referrals of suspicious allegations and activity, promote the Border Watch Programme through community education and industry engagement; and provide intelligence support to key partners.

2017 New Goals and Tasks

Goal	Task	Sponsor	EL1 POC	Timeframe
1. **Develop and deliver education programs to internal partners and industry stakeholders**	a. Build education package for ABF officers (District and regional) and Land and Sea rangers programmes b. Work closely with industry engagement and Trusted Trader to co-facilitate BW messaging	s. 22(1)(a)(ii)		
2. **Deliver consistent reporting and governance structures to support industry engagement.**	Provides standardised weekly/monthly reporting framework on all facets of BW engagement and programme			
3. **Refine end-to-end analytical process analysis determine validity of an Investigations referral,**	Determine new referral priority and potential treatment options before providing overall recommendation for Investigations			
4. **Undertake industry engagement as per the engagement strategy**	a. Finalise engagement strategy with Comms b. Implement recommendations from strategy			

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5. Review and develop new formal business process for referral of national security and CT related information	a. Identify other areas that should receive assessments b. Identify divisional colleagues assessing the same information	s. 22(1)(a)(ii)
6. Develop program for building internal capability for BWO staff	a. Identify opportunities for cross-skilling staff b. Identify suitable officers c. Identify opportunities within the BIFC for capability development d. Design and implement program	

2017 BAU Goals and Tasks

7. Promote the Border Watch brand more broadly to facilitate reporting of suspicious activity	a. Capture and report on Increased referrals based on engagement b. Encourage industry partners to join the Border Watch Programme	
8. Record, assess and refer Priority One community intelligence, including Border Watch Industry referrals.	Ensure that 100% of information received is actioned within 2 business hours	
9. Record, assess, and refer all standard community information	Ensure that 100% of information received is actioned within 7 days	
10. Manage Call function	Ensure that >90% calls are answered within 10 minutes, and Call abandonment rates <5%	

Australian Government

Department of Immigration and Border Protection

Border Intelligence Fusion Centre

Intelligence Division
Department of Immigration and Border Protection

Our Mission

Protecting the safety, security and commercial interests of Australia and its citizens by providing an enhanced approach to identifying high-risk border protection issues involving people, cargo, vessels and other goods, and responding to and supporting the efforts of the Australian Border Force (ABF) and other operational areas.

Department of Immigration and Border Protection

Objectives

A central hub for the immediate analysis of data, the BIFC;

- responds to immediate tactical or urgent issues for triage, analysis or referral on a 24/7 basis,

s. 22(1)(a)(ii)

- proactively engages with Government, industry and the public to identify new threats,

s. 22(1)(a)(ii)

Department of Immigration and Border Protection

Branch Structure

Border Intelligence Fusion Centre

Border Watch Office

Border Watch Engagement

Border Watch Allegations Referral Team

Case Assessment and Referral Teams

s. 22(1)(a)(ii)

Department of Immigration and Border Protection

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Border Watch Office

- Undertake engagement with industry and to inform them of the Border Watch programme and current border threats that may be of concern

- Provide education to community stakeholders

- Work closely with Intelligence division clients in the collection of information

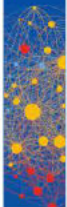- Receive, triage and refer allegations on border threats.

Department of Immigration and Border Protection

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

Department of Immigration and Border Protection
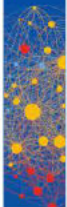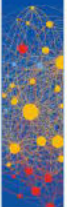
Key Priorities 2016-2017

s. 22(1)(a)(ii)

- Proactively manage the Department's flagship Border Watch program, for engagement with Government, industry and the public.

s. 22(1)(a)(ii)

Department of Immigration and Border Protection

End

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Australian Government
Department of Immigration and Border Protection

Border Intelligence Fusion Centre Business Plan 2017

Border Intelligence Fusion Centre - Business Plan - 2017

Intelligence Division Mission: s. 22(1)(a)(ii)

BIFC Mission: *Be the Intelligence Division focal point for immediate request and response to enable whole-of-portfolio operational decision making*

2017 New Goals and Tasks

Goal	Task	Sponsor	EL1 POC	Timeframe
s. 22(1)(a)(ii)				

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	techniques	s. 22(1)(a)(ii)		
4. Develop and deliver education programs to stakeholders	a. Develop packages for internal, community and industry stakeholders on BW program s. 22(1)(a)(ii) c. Develop education and awareness packages on our service delivery including a service delivery catalogue for all areas d. Work with Communications branch on external branding			

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

				s. 22(1)(a)(ii)
s. 22(1)(a)(ii)				
9. Re launch the Borderwatch program	a. Work with Communications branch and the ABF to develop the Campaign b. Develop a communications plan in the lead up to the Campaign launch			
s. 22(1)(a)(ii)				
s. 22(1)(a)(ii)	f.			
12.	g.			
13.	h.			
14.	i.			

2017 Business as Usual Goals and Tasks

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)