



Australian Government
Department of Home Affairs

INDUSTRY SUMMIT

23rd and 24th November 2020

OUTCOMES REPORT

1. Industry Summit 2020 – summary

On **23 and 24 November 2020**, the Home Affairs Portfolio hosted its third annual Portfolio-wide Industry Summit (the Summit).

The Summit is the Portfolio's premier industry engagement event and the two-day event brought together more than 570 virtual attendees from government, industry, academia, the diplomatic corps and civil society to participate in a strategic dialogue on Portfolio issues.

Due to health risks related to COVID-19 the event was hosted virtually for the first time.

The Summit's theme of *National Recovery: building the partnership between Home Affairs and Australian Industry* provided the opportunity to discuss national recovery priorities and Portfolio-industry partnerships on reform initiatives.

In the face of the year's COVID-19 pandemic and earlier catastrophic bushfire crisis, the Portfolio recognised it was more important than ever to bring together senior government and business leaders to discuss how we work together for Australia's economic recovery.

The Summit's keynote address was delivered by the Minister for Home Affairs, the Hon Peter Dutton MP. His address recognised the successful partnership between Government and industry during the pandemic in rapidly closing the border to unsafe travel while minimising disruptions to trade. Looking to the future, the Minister highlighted the importance of simplifying Australia's trade system and evolving to respond strongly to online exploitation and cyber security risks.

The Hon David Littleproud MP, Minister for Agriculture, Drought and Emergency Management spoke about the lessons for emergency management that could be taken from the year's crises and how long-term investment and shared responsibility between Government and industry were essential for future crisis preparedness and management.

The Assistant Minister for Customs, Community Safety and Multicultural Affairs, the Hon Jason Wood provided an address on the Government's commitment to fostering and facilitating trade while strengthening supply chain security. The Assistant Minister drew attention to the benefits of the Australian Trusted Trade program, as well as, ongoing work to combat modern slavery.

The Secretary of the Department of Home Affairs, Mr Michael Pezzullo AO, addressed delegates on the Portfolio's focus on enabling prosperity as an outcome and how future partnership would involve co-designing the frameworks for a strong and COVID-safe economic recovery. He noted two significant examples of government-industry partnership in the development of a Digital Passenger Declaration to reopen the border to travel and the establishment of the Global Business and Talent Attraction Taskforce to draw businesses to Australia.

The Commissioner of the Australian Border Force (ABF), Mr Michael Outram APM, opened by recognising the support industry provided to the ABF in managing the wide-ranging impacts of the COVID pandemic. He noted recent changes to the ABF Operating Model would enable increasingly closer work with partners to further focus on operational initiatives.

He highlighted how border agencies would work together and with industry to implement the Government's Simplified Trade System initiative to make cross-border trade more efficient and effective for businesses while remaining vigilant against possible threats.

The Summit's program also included:

- Two leadership panels bringing together Portfolio Agency heads and senior industry representatives to discuss key challenges and opportunities.
- Twelve interactive workshops covering the breadth of the Portfolio's remit.
- Three digital exhibitions showcasing some of the Portfolio's latest initiatives.

An employer's guide to working with refugees – a new guide launched on 2 November 2020 by the Refugee and Migration Services Advisory Council highlighting how businesses that employ refugees both help ensure the success of Australia's settlement program and reap the benefits that come from a diverse and inclusive workforce.

Border Watch Program promotional video highlighting the goal of the long-established community program to facilitate the reporting of suspicious border-related activities by industry and members of the public.

The Global Business and Talent Attraction Taskforce providing a link into the newly established Taskforce which will work with the States and Territories and offer a suite of new services to eligible high-yield business and exceptionally talented individuals to relocate to Australia, along with their ideas, networks and capital.

2. Key outcomes

General

The Summit:

- Supported ongoing dialogue during a period of unprecedented challenges.
- Provided the opportunity for executive decision-makers to hear directly from Portfolio Ministers and senior leaders.
- Facilitated discussion between Portfolio leaders and industry representatives on current critical issues.
- Allowed delegates to participate in live virtual workshops addressing partnership opportunities in high priority activities.

Specific

Leadership Panels

Key outcomes from the Summit's leadership panels are provided below.

Leadership Panel Day 1. Framing the Future for National Security: strategic challenges now and into the future

Home Affairs Portfolio Agency Heads and Mr Tom Seymour, Chief Executive Officer Price Waterhouse Coopers discussed how catastrophes this year had reshaped thinking about the future. Panellists recognised that complexity in the national security environment was not a temporary phase and that both government and industry would need to develop and apply new technologies and skills to adapt.

The Secretary of the Department of Home Affairs, Mr Michael Pezzullo AO, spoke to the importance of collaboration, and contemporising our institutions and processes by knitting together technology, business processes and workforce capability.

The Director General of the Australian Security Intelligence Organisation, Mr Mike Burgess emphasised the need for resilience. He noted we should embrace digital technology while ensuring appropriate infrastructure is in place and risks are managed effectively.

The Chief Executive Officer of the Australian Transaction Reports and Analysis Centre, Ms Nicole Rose PSM, highlighted the effectiveness of being able to adapt business processes through fostering partnerships between government and industry.

The Chief Executive Officer of the Australian Criminal Intelligence Commission, Mr Michael Phelan APM, spoke about the private sector's role in leading innovations through trial and error than can be applied by government.

The Commissioner of the Australian Federal Police, Mr Reece Kershaw, highlighted that while criminal activity and security threats had altered during recent times, they are still ever present. He noted upskilling and support for the health and safety of workforces was vital.

Mr Seymour shared his thoughts on the sectors that are key for sustaining national resilience into the future including critical infrastructure, businesses that have advanced uptake of digital technology and the travel sector.

Leadership Panel Day 2. Partnering with industry to reopen Australia: Paving a path through COVID-19

ABF Commissioner, Michael Outram APM and the Prime Minister's Special Envoy for Global Business and Talent Attraction, Peter Verwer AO met with industry leaders to discuss how successful partnership can support the reopening of the border. Panellists spoke about leveraging the relationships built during the pandemic and taking the opportunity to reform trade, travel and migration systems during the recovery period.

Commissioner Outram discussed the importance of agility and digitisation in future border processing. He noted ongoing work between government, industry and international partners to co-design and co-implement new initiatives.

Mr Verwer spoke about embracing a 'reboot' for the economy and business systems. He proposed taking the significant shake up of our policy, economic and social frameworks as an opportunity for reforms.

The Chief Executive Officer of the Migration Council Australia, Ms Carla Wilshire OAM noted that prior long-term investment in Australia's migration program had created enduring resilience and unity within our communities. She further noted government and industry lessons in agility, flexibility, collaboration and cooperation during COVID could be taken forward into the recovery period.

The Chief Executive Officer of the Tourism and Transport Forum, Ms Margy Osmond commented that the Australian Government's investment in collaboration and consultation with industry would be key to rebuilding confidence and strength in the travel and tourism sectors.

Ms Dianne Tipping, Chair of the Export Council of Australia spoke about the critical role of trade in ensuring Australia's economic recovery and noted the significance of major commodities, such as minerals, energy and agriculture.

Workshops

Key outcomes from each of the Summit's workshops are provided below.

Workshop 1. Transforming the border in a COVID world

Government and industry panellists discussed the challenges in managing diverse stakeholder needs and how to work together to transform the border, particularly in the area of data sharing. Participants heard about lessons that could be taken forward from the COVID period, including staying agile to quickly implement change and continuing to engage across multiple working levels.

Workshop 2. National security outlook – The impact of the COVID-19 pandemic on the national security environment

The Portfolio provided advice on changes to national security threats during the global pandemic. Presenters reiterated Australia's threat environment was complex, challenging and changing and how although security threats had altered they had not reduced following COVID-19.

Workshop 3. Partnering with communities during and after crises

The Australian Federal Police presented on how partnering with State and Territory Governments, industry and communities was essential to ensuring broad engagement on safety and security issues. Participants heard how early planning, open conversations and partnership helped keep stakeholders prepared in areas as diverse as responding to national disasters, child protection and capacity building with Pacific neighbours.

Workshop 4. Technology investment supporting Australia's Economic Recovery

Presenters discussed the support needed from industry to partner with the Portfolio and each other in driving forward a consistent, simplified and efficient technology offering for the Portfolio. Participants heard how the Portfolio would leverage expertise from industry to develop the capabilities needed to improve business systems and implement recovery initiatives.

Workshop 5. The role of trade simplification in economic recovery

Government and industry panellists discussed the Government's new Simplified Trade System reform agenda. Participants heard how work towards the Trade Single Window component would be at the centre of improving trade processes by allowing for a single touch point with multiple agencies, making trade simpler, faster and more secure.

Workshop 6. The importance of trusted and secure identities in recovery

Government and industry panellists discussed the role of trusted and secure identities in supporting increased levels of digital engagement. Participants heard how increased trust and security in digital identities is needed in order to meet the Government's vision for Australia to become a leading digital economy by 2030.

Workshop 7. Tackling misinformation in crisis

Portfolio and industry panellists discussed the key challenges associated with misinformation and how Government and stakeholders can respond to them. Participants heard about the importance of making legitimate and trusted sources of information accessible to Australian communities.

Workshop 8. Cyber Security and the digital economy

Portfolio and industry panellists presented on how Australia can achieve the Government's vision for a more digital economy while making sure it is secure from cyber threats. Participants received advice on how to report cyber security incidents and ways to improve the security of their operations.

Workshop 9. Modern Slavery Act: Understanding good practice

Portfolio and expert industry and civil society panellists discussed how businesses could strengthen their responses to modern slavery risks in their global operations and supply chains. Participants received practical advice about how to address modern slavery risks, including through supplier engagement, collaboration and risk mapping and prioritisation.

Workshop 10. Crisis preparedness

Portfolio and government partner panellists presented on the emergency management arrangements in Australia, the outlook for the high risk weather season and the Australian Defence Force posture for responding to emergencies. Participants heard about the role of

the Australian Government Crisis Coordination Centre and were presented a high risk scenario to consider how their organisation would respond.

Workshop 11. Migration policy in the wake of COVID-19

Government, industry and academic panellists discussed how migration can support Australia's long-term economic recovery and Australia's changing migration needs following the COVID-19 pandemic. Participants were invited to provide views on migration policy for both the upcoming program year and in the longer-term. This workshop marked the beginning of public consultation regarding planning for the 2021-22 Migration Program.

Workshop 12. Building resilience to supply chain threats

Portfolio and industry panellists explored how each sector can work together better to strengthen business models and contribute to robust supply chains. Participants received advice on the ways government and business can partner and share lessons to make their supply chains more resilient to threats.

3. Next steps

The Portfolio will continue consistent and collaborative engagement with our stakeholders.

In 2021 this will include the development of a new industry engagement strategy to refine the consultation and engagement mechanisms already in place between the Home Affairs Portfolio and all of our partners.

Continued engagement will be essential to enabling the critical reform programs needed to ensure Australia's enduring prosperity, security and unity.

We look forward to working alongside industry over the coming year and to coming together again – whether in person or virtually – for the 2021 Home Affairs Portfolio Industry Summit.