



Australian Government
**Department of Immigration
and Citizenship**

Department of Immigration and Citizenship



Annual Report
2006 – 07



Department of Immigration and Citizenship

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2006 – 07

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Corrections have been made to the Compliance Index, Figure 17, Table 32 and the robust integrity measures section in output 1.3.1. These changes do not appear in the printed hard copy and CD Rom versions of the report.



Australian Government
Department of Immigration and Citizenship

SECRETARY

15 October 2007

The Hon Kevin Andrews MP
Minister for Immigration and Citizenship
Parliament House
CANBERRA ACT 2600

Dear Minister

2006-07 Annual Report

I am pleased to present the *Department of Immigration and Citizenship 2006-07 Annual Report* as required by section 63 and 70 of the *Public Service Act 1999*.

The report includes:

- an account of the operation of the Adult Migrant English Program, as required by section 12 of the *Immigration (Education) Act 1971* and
- a statement required to be tabled before both Houses of Parliament by section 42 (d) of the *Australian Citizenship Act 1948*.

Yours sincerely

A handwritten signature in blue ink that reads "Andrew Metcalfe".

(Andrew Metcalfe)

people our business

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How to use this report

The first section of the report, the *Overview*, introduces you to the department and the year's activities. It comprises a review by the secretary, two focus articles *Stakeholder engagement* and *Systems for People – a blue print for the future*, a description of the portfolio and department and a summary of statistical information.

Outcome 1 and *Outcome 2* and their administered items provide a detailed report on the department's core business and its performance in relation to targets set by the 2006-07 *Portfolio Budget Statements (PBS)* and the *Portfolio Additional Estimates Statements (PAES)*.

Management and accountability provides information about the department's corporate governance, the management of staff and the department's performance against its Client Service Charter.

This section also includes the department's audited financial statements and appendices containing additional mandatory and non-mandatory information.

To help you navigate this document you will find a table of contents which itemises the major components of the report and contains a list of tables and figures. At the end of the report there is a glossary of abbreviations used and a detailed alphabetical index and compliance index listing the reporting requirements.

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Overview

The year at a glance

The secretary's review

Stakeholder engagement

Systems for People – a blueprint for the future

Portfolio and departmental overview

Summary of financial performance

The year at a glance

Table 1: Snapshot of activity in 2006-07¹

Passenger and crew arrivals and departures	24 300 000
Total Visitor visas granted offshore ²	3 627 803
Electronic Travel Authority granted	2 892 904
Working Holiday Maker visas granted	130 106
Student visas granted	228 592
Temporary residents (other) granted	132 761
Migrants	148 200
Humanitarian Programme visas granted	13 017
New citizens by grant, descent and resumption	169 123
Number refused immigration clearances at airports	1 388
Number refused immigration clearances at seaports	290
Number of unauthorised boat arrivals	133
Estimated number of visa overstayers at 30 June 2007	46 500
Examples of client contact	
Calls to Sydney and Melbourne Contact Centres	1 758 222
Scheduled appointments onshore	167 759
Total number of people taken into immigration detention during 2006-07	4 718
Illegal foreign fishers included in total numbers taken into detention	1 437
Visa overstayers included in total numbers taken into detention	1 797
People in immigration detention at 30 June 2007	441
Including illegal foreign fishers	15
Including visa overstayers or breached visa conditions	363
Litigation	
Number of matters resolved	4 500
Percentage in favour of minister	94
Total staff at 30 June 2007 ³	7 687
National Office (Canberra)	2 881
New South Wales	1 329
Victoria	917
Queensland	410
South Australia	415
Western Australia	429
Tasmania	128
Northern Territory	55
ACT and Regions	91
Overseas (A-based employees)	163
Overseas (Locally engaged employees)	869
Number of overseas posts	68

1. Rounded numbers may differ from numbers appearing elsewhere in the report.

2. This is inclusive of Electronic Travel Authority grants.

3. Includes locally engaged staff administered by the Department of Foreign Affairs and Trade

The secretary's review

The purpose of the Department of Immigration and Citizenship is to enrich Australia through the well managed entry and settlement of people.

By this measure, the 2006-07 reporting year was one of the more successful in the department's 62-year history. This success included the delivery of the largest ever skilled migration programme. These new residents will have a positive impact on skill shortages in the Australian economy for many years to come, assist in smoothing the impacts of demographic change and contribute to our rich cultural diversity.

The department also made significant progress in key initiatives such as the implementation of the citizenship test, reforms to the subclass 457 skilled temporary visa and in developing a major package of reforms to the General Skilled Migration programme.

This was in addition to the ongoing work in delivering our programmes in the areas of permanent migration and temporary entry, refugee and humanitarian entry, citizenship, multicultural affairs, settlement, border security, immigration compliance and immigration detention.

The department's financial resources were strained during the year and we are working closely with relevant central agencies on that issue.

Over the year, the more than 7000 staff of the department continued to work across our 95 locations and varied functions to the three strategic themes of:

- being an open and accountable organisation
- having fair and reasonable dealings with clients
- having well-trained and supported staff.



The business and cultural transformation initiated in 2005 following the release of the reports by Mr Mick Palmer AO APM and Mr Neil Comrie AO APM, the Commonwealth Ombudsman and the Auditor-General, continued to gather pace and show positive results. A range of tools and capabilities are now in place to support the future good governance and administration of the department. These include strengthened capability in business planning, governance, budgeting and resource allocation, quality assurance, risk management, internal audit, information technology, stakeholder engagement, decision-making, training, values, leadership and communication.

Significant progress was made with rolling out the *Systems for People* business transformation programme, see page 13.

In this review, I will sketch out a few of the highlights and key developments that I consider to be of particular importance.

Commonwealth and Immigration Ombudsman's reports on the 247 referred cases

In mid-2005, in light of the Palmer and Comrie inquiries into the detention of Cornelia Rau and Vivian Alvarez Solon, the government referred 247 cases which may have involved wrongful detention to the Commonwealth and Immigration Ombudsman for review.

During 2006 the ombudsman provided reports on two individuals – Mr T and Mr G – and two thematic reports on:

- mental health and incapacity
- children in detention.

In June 2007 the ombudsman completed his review and provided his final thematic reports to government on 2 July 2007. These thematic reports covered:

- detention process issues
- data problems
- notification issues
- other legal issues.

These reports relate to cases in the period from the late 1990s to 2005 where the department did or may have wrongfully detained individuals. The ombudsman has supplied individual assessments to the department, which are being reviewed in order to provide a remedy including compensation, where appropriate. The ombudsman found that almost all of the 247 referred cases were affected by legal and factual errors.

The department has agreed with nearly all of the recommendations contained in the reports, which expand upon similar issues identified in the Palmer and Comrie reports. The findings and recommendations are being addressed through a major reform programme across the department.

I and my predecessor have apologised fully and frankly for those mistakes, as well as making other reparations, with more to be done. We have worked closely with the ombudsman and his office over the past two years to ensure appropriate changes are made to our systems and processes. I am pleased to note the ombudsman's acknowledgements of the progress my department is making in its reform process and thank him for his support and assistance.

In June 2007, we released a public update – *Palmer report: two years of progress* – on our reform process. I emphasise that no aspect of the department's operations or people has been untouched in the transformation.

At 30 June 2007, the compensation case and reparation in the matter of the detention of Cornelia Rau were yet to be settled between all parties. The department expended substantial effort during the year to advance the settlement fairly and reasonably, in line with our obligation to act as a model litigant.

New ministers and change of name

On 30 January 2007, the Honourable Kevin Andrews MP was appointed as Minister for Immigration and Citizenship, with the Honourable Teresa Gambaro MP appointed as Parliamentary Secretary and subsequently appointed in March as Assistant Minister for Immigration and Citizenship. The department has sought to support the new ministers and respond quickly and appropriately to their preferred direction and approaches, including a new emphasis on Australian citizenship as the culmination of the migration journey. The department's name changed, but the responsibilities of the department as described in the Administrative Arrangements Orders were unchanged.

Border security

Significant developments continued to occur in strengthening our border security systems, as a key element of administering effective migration programmes that will continue to receive the support of the parliament and the community.

These included improvements to the administration of the Movement Alert List which is the department's principal electronic alert system, and improving identity security through the Document Verification Service.

Preparations for the introduction of the Maritime Crew visa on 1 July 2007 were completed with the passage of enabling legislation and the development of necessary support systems and capabilities. This visa, which becomes mandatory on 1 January 2008, will allow security checks to occur before crew are granted a visa to enter Australia and was a joint initiative with the Australian Customs Service.

The department continues to play a key role in whole-of-government strategies to prevent people smuggling. These strategies have reduced the number of people illegally arriving in Australia by boat. In the reporting period, however, there were a number of unauthorised boat arrivals including, in February, the arrival of 83 Sri Lankans off Christmas Island. These people did not have proper documentation. Eighty-two of the Sri Lankans were subsequently moved to Nauru, to have their claims for protection assessed, and one was transferred to Perth to receive medical treatment. The coronial inquest into the tragic loss on 15 October 2005 of those aboard the Immigration Response Vessel *Malu Sara* commenced on Thursday Island in April 2007 and was unresolved at the end of the reporting year. The department continues to cooperate fully with the coroner and other agencies such as Comcare.

Migration programme

During 2006-07 the department granted migration visas to 148 200 people, with more than 66 per cent being skilled migrants and their dependents.

The department also developed a major package of reforms to General Skilled Migration including giving greater emphasis to skilled work experience, an increase in the threshold requirements for English language proficiency and rationalisation of the visa structure. The reforms will improve even further the 'job readiness' of people coming to Australia under the General Skilled Migration visa classes.

During 2006-07, 46 680 visas were granted to principal applicants under the Temporary Business (Long Stay) subclass 457 visa programme, possessing identified skills to address current skills shortages in Australia.

Considerable work was undertaken to develop reforms to improve the effectiveness, fairness and integrity of the Temporary Business (Long Stay) visa (subclass 457). The department has taken a more targeted approach to monitoring compliance by subclass 457 sponsors with their sponsorship undertakings. In June 2007, the Migration Amendment (Sponsorship Obligations) Bill was introduced into parliament, to provide tougher penalties for employers who do not abide by their sponsorship obligations.

An English language requirement will enable subclass 457 visa holders to more readily raise occupational health and safety concerns and be aware of their rights and obligations.

Refugee and humanitarian programmes

Australia continues to make an outstanding contribution to the resolution of world refugee problems through its Humanitarian Programme. Our offshore humanitarian resettlement programme continues to rank in the top three such programmes in the world.

During the reporting year, 13 017 visas were granted under our Humanitarian Programme with 11 186 of these granted under the offshore component. Our offshore resettlement activities took place in some of the most troubled regions of the world, with our intake coming from Africa, Asia and the Middle East.

I am particularly pleased that 980 visas were granted under our Woman at Risk programme, exceeding our nominal target and achieving the second highest intake of this particularly vulnerable group since the inception of this programme.

As part of a 16-agency Interdepartmental Committee, the department made a major contribution to reviewing and improving support for recently arrived humanitarian entrants. This work culminated in a comprehensive package worth more than \$200 million over four years, announced in the May Budget. The department is one of six agencies funded through this measure to support people in the critical early weeks after arrival.

Australian citizenship, integration and cultural diversity

A record number of 169 123 people became Australian citizens by grant, descent and resumption in 2006-07.

Among many other highlights, the department finalised several years' work on major reform to citizenship legislation, which saw the *Australian Citizenship Act 1948* replaced by the *Australian Citizenship Act 2007* on 1 July 2007.

A Citizenship Test and Values Statements Taskforce was established to develop and implement a formal citizenship test, with the intention of ensuring migrants have the capacity to fully participate in the Australian community as citizens.

The department continued to coordinate the implementation of the National Action Plan to Build on Social Cohesion, Harmony and Security, in consultation with the community and Commonwealth, state and territory government agencies. Through the National Action Plan, the department played a key role in supporting practical solutions to counter isolation and marginalisation and engaged the Australian community in better understanding issues arising from Australia's cultural and religious diversity.

The Living in Harmony programme promotes Australian values including respect, community participation and a sense of belonging for everyone. Participation in Harmony Day grew in 2007 with more than 400 000 Australians taking part across the country.

Client service

As part of the department's cultural and business transformation, a number of initiatives have commenced under the Client Service Improvement Programme, launched in June 2006. The four elements of the programme are 'our presentation', 'hearing you', 'helping you' and 'our commitment'.

These include the establishment of a framework for regularly surveying clients, an expansion and review of our domestic and overseas contact centre network and the establishment of a Performance Management Committee to monitor the performance of our service delivery network and drive the adoption of better practices.

We conducted our first organisation-wide client satisfaction survey in the second half of the reporting year and I am pleased to note more than 80 per cent of the almost 4000 respondents were satisfied with the service provided by the department.

We have also centralised our client feedback and complaints management in the Global Feedback Unit based in Melbourne. This includes improved computer support and ensures we have a clear picture of themes, trends and systemic issues as they emerge across the service delivery network.

There has been a significant increase in the number of compliments received, especially relating to staff attitude. For example, one client indicated that the response she received to her feedback is 'the perfect example of the new, positive, direction that the department is heading into'.

This work reflects our goal to get things right – first time and every time. The test of a client service organisation is not that mistakes are never made, but how we respond to our mistakes and learn from them.

To instil and reinforce a culture of excellence in our service delivery staff, I have instituted a regular Award for Client Service Excellence. The number and quality of nominations from our service delivery network for this award is always impressive.

Importantly for our vulnerable clients, the National Case Management Framework is now in place, with a network of about 50 case managers providing an holistic approach to managing clients with complex circumstances or who are considered to be vulnerable. For example, every person in immigration detention has a dedicated case manager to achieve the appropriate immigration outcome as quickly as possible.

The Community Care Pilot provides services to departmental clients who have complex needs and/or are considered to be vulnerable in the community. The 12 month pilot commenced in May 2006 in Sydney and Melbourne and an announcement was made, as part of the May 2007 Budget, that the pilot would be continued and extended to Queensland.

Immigration compliance and detention

In 2006-07 the department made significant progress on compliance business transformation to support the integrity of departmental programmes. This included a shift in focus towards a balance of prevention, deterrence and enforcement activities as reflected in the Compliance Programme Plan 2006-07.

This new focus is supported by enhanced training and procedures for the national compliance network.

Significant reforms were made to our approach to onshore detention, with a new strategy providing a sound base for onshore detention for the foreseeable future. We now have in place flexible arrangements, including accommodation and services, to meet the forecast demand for the next 10 years.

At 30 June 2007, 441 people were in immigration detention, representing a significant decrease of 41 per cent since the start of the reporting year. The introduction of alternative detention arrangements meant that of the 441 people in immigration detention at the end of the year, 65 were accommodated in community detention and 34 were living elsewhere, such as in foster care, private apartments, correctional facilities or hospitals.

Substantial improvements to the detention centres were made over the year with the continuation of alternative detention arrangements such as residential community options for people assessed as having various degrees of risk.

A highlight of the year was the release of the request for tender for detention services to immigration detention centres and health care services. These tenders showcase our revised approach to detention services, involving a new service delivery model with a range of services tailored to the different circumstances for people in detention.

Ongoing business and cultural transformation

At the beginning of the reporting year, I launched *The DIMA Plan 2006-07*, which sets out our high-level strategic priorities, appropriate values, leadership behaviours and performance focus. It became the framework for all our cascading business unit and workgroup planning. In the plan we articulated the key values we work to, in addition to the Australian Public Service (APS) values. These additional values include teamwork, service excellence, respect, openness and a commitment to delivering government policy in a fair and reasonable way. A successor plan – *The DIAC Plan 2007-08* – was launched in mid-2007.

Our *Immigration Dilemmas: Ethics, APS values and Leadership (IDEAL)* package was developed under the auspices of our Values and Standards Committee and with the support of the Australian Public Service Commission. This management tool forms the basis for putting the APS and departmental values into practice and implementing a culture of ethical decision-making.

The establishment of the College of Immigration in July 2006 was a significant achievement in addressing the learning and development needs of our compliance, border security and detention staff.

The department's internal and external communications programme within the National Communications Branch boasts a strong skill-set of public affairs officers, graphic designers, video/audio producers and account managers.

The department's *Communication Framework 2007-08* was introduced, as well as a new departmental brand which has been rolled out progressively in publications, offices, on websites and in all public documentation.

The branch was responsible for the introduction of a new monthly video news programme web streamed to staff computer desktops, as well as the delivery of a range of new digital products including all-staff addresses, training videos and corporate presentations.

International events and responses

Our international engagement is increasingly important as population flows and other global trends and influences gather pace. During the year we enhanced our engagement at global, regional and bilateral levels. Particular highlights were the former minister attending the UN High Level Dialogue on Migration and Development in New York in September 2006, our hosting of the Four Country Conference involving senior representatives from Canada, the United Kingdom and the United States of America, and our contribution to whole-of-government international counter-terrorism efforts.

The visit of Minister Andrews to Indonesia in May 2007 culminated in enhanced cooperation with Indonesian authorities on a broad range of immigration matters and border security. The minister also met with UNHCR and IOM representatives and was able to announce a package of measures to support intercepted asylum seekers in Indonesia.

During the year, the department contributed to the whole-of-government response to a range of international crises, including the evacuation from Lebanon. These crises and our involvement following the Jogjakarta plane crash in March 2007 demonstrated the very strong commitment of staff to their work and their willingness to go well beyond normal expectations of duty. I thank the many staff involved for their extraordinary efforts.

Significant international events receiving departmental support included the Pan Pacific Masters Games at the Gold Coast, the G-20 meetings in Melbourne and the 12th FINA World Swimming Championships and various APEC meetings through the introduction of an APEC travel authority. These were facilitated by the department's International Event Coordinator Network tasked with promoting Australia as a destination for major events and facilitating the issue of visas to event participants.

Well-supported staff

Our staff work in 95 locations, including more than 1000 staff in 68 overseas posts. Sixty-two per cent of our staff are female and more than 15 per cent have declared they are from a non-English speaking background. Around 20 per cent have worked for the department for more than 10 years and 35 per cent for two years or less.

A major staff survey was conducted in May 2007, following on from a similar survey in December 2005. The results of the most recent survey were still being analysed and released to our staff at the end of the reporting year. Initial results show the department's staff are highly dedicated and committed to the organisation's purpose and values. The level of this dedication goes well beyond the public service norm.

Areas identified for further improvement included aspects of the leadership provided by the Senior Executive Service and in reducing work pressures and clarifying roles. Developing our leadership capability remains a strong focus of our cultural transformation, and we are working to address the areas for improvement highlighted in the survey, including through the launch of a new Performance Management Framework.

The Collective Agreement for 2007-10 was concluded in April with a 'Yes' vote of more than 90 per cent. The agreement includes significant business improvements and lays the platform for the future of our workforce in a climate of increasing skills shortages and demographic change.

Feedback

I should like to quote from the media release accompanying the reports issued by the Commonwealth Ombudsman on the 247 cases referred to him in 2005 and 2006. The ombudsman commented '...that DIAC has been working to address many of the issues identified in these and other reports for the past two years and is making significant headway in the process of reform'.

I was also delighted that the department won the award for the online version of our annual report for 2005-06. These awards are an initiative of the Institute of Public Administration Australia and are adjudicated by independent judges from outside the public service. We were also placed in the top seven finalists for our printed annual report. I was pleased to have this external confirmation that we are living our goal of being an open and accountable organisation.

Charitable and community activities

I believe one of the measures of a healthy workplace is the extent to which we recognise our obligations as part of the wider community, as well as supporting charitable organisations.

Over the year, reinvigorated social clubs across our many locations have arranged activities resulting in the donation of many tens of thousands of dollars to charitable causes, including Pink Ribbon Day events to raise awareness and support breast cancer research.

The department continues to be highly ranked against other organisations in the extent of our Red Cross blood donations, with a convincing 'win' in the category for the highest number of donations in the public sector in Canberra for 2006.

In December 2006, the department's Workplace Giving Programme was launched by Tim Costello AO, the Chief Executive of World Vision Australia and myself. Since then, more than \$55 000 has been donated to 21 organisations selected by our employees including beyondblue, World Wildlife Fund, the RSPCA, Oxfam, World Vision and the Cancer Council.

I am also a White Ribbon Ambassador, with the responsibility to encourage other men to speak out for the elimination of violence against women.

Conclusion

The 2006-07 year has been an intense effort within available resources to implement an ambitious change and reform agenda, introduce further reform initiatives, effectively manage an increasing case and client workload and develop and implement major policy initiatives.

None of this could have been achieved without a strong and sustained commitment from all the department's staff, often under considerable pressure. I am therefore pleased to put on record my appreciation for the efforts of all our staff, whom, I believe, have made 2006-07 one of the more successful years in the department's history.

Andrew Metcalfe
Secretary

Stakeholder engagement

I observed ... consistently excellent dealings by departmental officers with clients. ... noteworthy was the way in which people were treated respectfully, humanely, and fairly, and information was imparted very clearly and with commonsense. David Manne, Coordinator and Principal Solicitor, Refugee and Immigration Legal Centre, following a visit to the compliance area of the Victorian State Office.

An excellent example of how a government department should go about informing and listening to its non-government partners. Paul Power, CEO of the Refugee Council of Australia, following a Practitioner Information Forum.

... my colleagues have spoken highly of their contacts with DIAC staff, both nationally and locally, and of the consultative attitude of the whole organisation. 'People Our Business' is clearly more than a mantra. Dr Bruce Mackintosh, member of the DIAC Industry Stakeholders Consultations and spokesperson for the Group of Eight International Directors.

This anecdotal feedback is indicative of the quality of community and stakeholder confidence to which the department aspires. While there is a long history of working with third parties to develop policy and implement government decisions, building stakeholder relations was one of five strategic priorities in 2006-07.

Analysis of the department's stakeholders highlighted the diverse nature of our engagement and the large number of individuals and groups who work with it. A central register was developed which allows easy and regular communication from the secretary and others with key groups of stakeholders and individuals.

Importantly for improved performance, the department's stakeholder map forms a template which is now used throughout the department as an integral part of business planning. Plans for 2007-08 will map and analyse key stakeholders and their issues and roles in achieving objectives. This is a disciplined focus on a key business success factor and provides a consistent source of data for central analysis, update and improvement.

A stakeholder page on the department's website now provides information on our activities, on the terms of reference and membership of our formal engagement

structures and dates of their meetings. This site will be enhanced during 2007-08. A mailbox allows for ongoing communication.

The secretary chairs a new high-level steering committee which oversees the agency-level activity and reviews the formal engagement structures in light of the map of stakeholders. While most stakeholder categories had clear lines of communication with the department, others did not. A range of options is being considered to enhance the department's engagement programme in 2007-08.

For the first time a budget briefing was held for stakeholders. At the highly successful event the minister provided an overview of the portfolio initiatives, met stakeholders and answered questions. The event is likely to become a feature of an annual engagement programme along with ministerial consultations on the migration and humanitarian programmes, other key consultations and dialogues and the new Practitioner Information Forums to start each programme year. The first forums in four states are to be held in July and August 2007.

Staff were consulted in developing supportive high quality stakeholder relationships.

At year end the material was being revised in light of comments from staff and external stakeholders. It had been used in leadership training programmes for more than 100 executive level staff.

While a start was made, the development of useful measures to monitor the effectiveness of our stakeholder engagement was not completed. Value Creation Workshops with a limited range of stakeholders in June 2007 revealed that much good work has occurred, but that there is still a way to go.

Performance reporting in this area is seen as crucial to ongoing improvement and will receive priority during 2007-08.

A willingness to listen, to engage in robust dialogue and to be open to constructive feedback is crucial. Informal feedback at various levels and across wide areas of departmental work is that relationships are moving in the right direction but that the effort needs to be sustained if benefits are to be realised by both the department and its stakeholders.

Systems for People – a blueprint for the future

Following government endorsement of the recommendations of the Palmer and Comrie reports in 2005, the department commissioned reviews of its information needs, record keeping and information technology systems. The reviews identified wide ranging problems with systems, infrastructure and records management and led to the development of a business and technology blueprint for the department called *Systems for People*. The government announced the programme, valued at \$495 million over four years, in the May 2006 Budget. IBM was selected as the strategic partner for the programme.

Systems for People uses information technology to improve departmental performance. It is one of the biggest business transformation programmes ever undertaken by the Australian Government with more than 250 projects identified for completion over the four years of the programme. It is based on service oriented architecture to ensure faster responses to business process legislation and policy changes in the future.

It is the largest component of the department's ongoing change programme. It aims to improve departmental performance through the redesign of business processes, better management use of information and modern technological support.

Systems for People covers all aspects of the department's operations. The department's staff around the world provide services 24 hours a day, seven days a week. They must have ready access to the tools and support they need to do their jobs with global consistency. In 95 locations around the world the department's diverse range of activities include facilitating about 24 million passenger and crew arrivals each year at the Australian border, granting of Australian citizenship to more than 2000 people each week and management of people in immigration detention.

Systems for People introduces new, globally consistent business processes through a series of portals which are based on the key roles performed by staff in the department (for example, visa services, case management, compliance and detention services). Each portal provides for a single view of a client's dealings with the department. Built in quality control and decision support tools mandate proper record-keeping practices and provides training and support. Clients can be assured that decision-making will be the same in Perth, Hong Kong or Melbourne and that the means of reaching that decision is clearly documented, understood and traceable.

The first major release under *Systems for People* occurred on time on 23 April 2007. The new portals introducing nationally consistent business processes for compliance and case management services included defined quality control points, mandatory record keeping requirements and an integrated view of all dealings with a client. At the same time changes were introduced to Australia's border security business processes through the centralised movement alert systems.

At the end of 2006-07, major improvements to compliance, case management and detention services were ready to be introduced through the release of specific portals, along with the first changes to visa processing operations. More than 2000 staff were also preparing to undergo training in the use of these portals.

During the next three years, successive three-monthly change releases will progressively transform all aspects of the department's operations.

The department's intranet has also been upgraded and this provides the entry point for staff to the portals they need to do their jobs.

At 30 June 2007, the delivery of the *Systems for People* programme was on time and on budget, with major improvements in place just 11 months after the programme commenced. This was a significant achievement given the short delivery timetable.

By May/June 2007, the equivalent of about 700 people were working full-time on the programme, comprising around a third each of departmental staff and IBM contractors, with the balance made up of other contractors.

A critical factor to the success of the programme will be the ability to access highly skilled and specialist resources in an increasingly tight ICT labour market.

Overall, *Systems for People* in its first year is already starting to make a major contribution to significant business transformation and strengthened client service and business operations across the department's diverse work around the globe.

Portfolio and departmental overview

The Immigration and Citizenship portfolio is tasked with managing:

- entry, stay and departure of non-citizens
- border (immigration) control and security
- the settlement of migrants and humanitarian entrants (other than migrant child education)
- citizenship
- multicultural affairs
- ethnic affairs.

The portfolio comprises the department, the Migration Review Tribunal and the Refugee Review Tribunal (MRT-RRT). The tribunals provide independent merits review of departmental decisions to refuse or cancel migration, temporary entry and protection visas and report separately.

Role and functions of the department

The mission of the Department of Immigration and Citizenship is to enrich Australia through the well managed entry and settlement of people.

The department is responsible for achieving the following two outcomes:

1. Contributing to Australia's society and its economic advancement through the lawful and orderly entry and stay of people.
2. A society which values Australian citizenship, appreciates cultural diversity and enables migrants to participate equitably.

The department's business is:

- managing the permanent and temporary entry of people to Australia
- enforcing migration law
- successfully settling migrants and refugees

- managing the acquisition of Australian citizenship
- promoting the benefits of citizenship and the balance between privileges, responsibilities, unity and diversity.

The department provides a range of services in Australia and overseas including:

- assessing the character, health and bona fides of applicants applying for entry into Australia
- issuing visas for migrants and temporary entrants, such as skilled workers, business visitors, students and tourists
- managing the entry and departure of people crossing the Australian border
- meeting Australia's international protection obligations and contributing to the resettlement of refugees and those in humanitarian need
- deterring non-compliance with migration law and locating, detaining and removing unlawful non-citizens
- identifying and reducing irregular migration, people smuggling, people trafficking and other immigration malpractices and fraud
- increasing the ability of new permanent residents, particularly refugees, humanitarian entrants and family stream migrants with lower levels of English proficiency, to participate in Australian life through settlement programmes including English language tuition and translating and interpreting services
- promoting the value of Australian citizenship
- deciding applications for Australian citizenship and making decisions on citizenship status
- enhancing the understanding of Australia's democratic structure and principles and maximising the benefits of Australia's cultural diversity within a framework of national unity.

Legislation

The department administers the:

- *Aliens Registration Repeal Act 1984*
- *Australian Citizenship Act 1948* (replaced on 1 July 2007)
- *Immigration (Education) Act 1971*
- *Immigration (Education) Charge Act 1992*
- *Immigration (Guardianship of Children) Act 1946*
- *Migration Act 1958*
- *Migration Agents Registration Application Charge Act 1997*
- *Migration (Health Services) Charge Act 1991*
- *Migration (Visa Application) Charge Act 1997*
- *Migration (Sponsorship Fees) Act 2007* (commenced 28 June 2007).

This legislation (that is, the Acts and their associated regulations) is publicly available via ComLaw (www.comlaw.gov.au), the legal information retrieval system owned by the Australian Government Attorney-General's Department. With the exception of the Aliens Registration Repeal Act and the Migration (Health Services) Charge Act, the legislation is also in LEGENDcom which can be accessed through the department's website.

The DIAC Plan

In 2006-07, the department continued its commitment to a comprehensive reform and improvement programme introduced in the previous year as a response to the Palmer and Comrie reports. Part of that process involved launching *The DIAC Plan 2007-08* (successor to *The DIMA Plan 2006-07*) which outlines the department's future direction.

Strategic themes outlined in the plan are:

- an open and accountable organisation
- fair and reasonable dealings with clients
- well trained and supported staff.

Strategic priorities for the year focused on:

- implementing the *Systems for People* improvements
- implementing a major client service improvement programme
- building community and stakeholder confidence
- developing leadership and organisational capability
- implementing the Palmer Plus change and improvement programme effectively.

As professional public servants, departmental staff adhere to the Australian Public Service Values and Code of Conduct. As a business with a specific focus for the Australian Government, the department values:

Teamwork – Working collaboratively to achieve departmental business outcomes. Valuing diversity, actively seek contributions and commitment to open discussions. Operating as a team.

Service excellence – Striving for excellence in the delivery of services. Listening to stakeholders and customers and developing service solutions that meet their needs. The department is committed to being responsive, accessible and delivering services to prescribed and publicly available standards.

Respect – Showing respect for clients, stakeholders and other staff. Remaining approachable and listening to understand individual needs.

Openness – Remaining an open organisation, providing visibility and transparency of departmental processes. Listening and changing business practices based on feedback from clients and stakeholders.

Commitment – Staying committed to delivering government policy in a fair and reasonable way and constantly striving to improve policy and programme performance. Staying committed to other staff and supporting them in times of crisis—always going the extra mile. The department is also committed to a balanced work and personal life, respecting the needs of staff.

Advisory and consultative bodies

The following non-statutory bodies advised the portfolio during 2006-07:

- the Refugee Resettlement Advisory Council
- the Immigration Detention Advisory Group
- the Detention Health Advisory Group
- the Muslim Community Reference Group.

The department also consults with the Migration Agents Registration Authority (MARA) and represents the Australian Government interest in one company limited by guarantee, the National Accreditation Authority for Translators and Interpreters Ltd.

Changes

On 30 January 2007, the name of the department changed from the Department of Immigration and Multicultural Affairs to the Department of Immigration and Citizenship.

At the same time, the Hon Kevin Andrews MP replaced Senator the Hon Amanda Vanstone as the minister responsible for the portfolio. The Hon Teresa Gambaro MP replaced the Hon Andrew Robb MP as parliamentary secretary before being appointed Assistant Minister for Immigration and Citizenship on 21 March 2007. The Migration Review Tribunal and the Refugee Review Tribunal were reconstituted as a single administrative entity from 1 July 2006.

Figure 1: Organisational structure at 30 June 2007

Department of Immigration and Citizenship Secretary: Andrew Metcalfe					
Immigration, Refugee and Multicultural Group: Deputy Secretary Peter Hughes PSM A/g					
Citizenship Test and Values Statements Taskforce: Peter Vardos PSM					
Renelle Forster					
Citizenship, Settlement and Multicultural Affairs: Kaiti Pope A/g					
Multicultural Affairs Thu Nguyen-Hoan PSM	Citizenship Mary-Anne Ellis	Settlement Paula Karsky A/g	IHS Senior Manager Daniel Boyer A/g		
Migration and Temporary Entry: Anthony Parsons					
Migration Grag Mills PSM	Temporary Entry Paul Farrell	Business Yola Daniels	Delivery Innovation Mary-Jane Jones A/g		
Refugee, Humanitarian and International: Arja Keski-Nurmi A/g					
Humanitarian Judith O'Neill A/g	Onshore Protection Robert Illingworth		International Cooperation Rosemary Graviss		
Borders, Compliance, Detention and Technology Group: Deputy Secretary Bob Correll PSM					
Communication and Change Taskforce: Michelle Frew A/g					
Systems For People Programme: Paul Hamilton					
Compliance Policy and Case Coordination: Lyn O'Connell					
Compliance Framework Lucy Birmead	Compliance Resolution and Review Lynne Gillam	Character Assessment and War Crimes Screening Peter White	Case Management Framework Sally Bobbidge	Case Coordination Joanne Verikos	Compliance Operations Peter Richards
Border Security: Vince McMahon PSM					
Entry Policy and Procedures Todd Frew	Identify Janette Haughton	Border Security Systems Stephen Allen	Border Intelligence and Unauthorised Arrivals Robert Hotink		
Detention and Offshore Services: Jeff Lamond					
Detention Services Policy and Monitoring Fiona Lynch-Major	Detention Operations and Client Services Steve Drazar	Detention Resources and Development David Coherly	Detention Health Dermot Casey	Detention Services Tender Simon Schway	Offshore Asylum Seeker Management (vacant)
Systems Delivery: Peter McKeon					
Corporate and Case Systems Narele Dotta	Border Systems and ICSE Cathie Flynn	IT Programme Office Joe Gunning	Visa and Citizenship Systems Matt Kennedy	Architecture Integration Services Michael Minns	
IT Services and Security: Cheryl Hannah					
Security and IT Production Services Paul Cross	Information Services Jan Tankiang	Info and Communication Technology Services Phil Thurbon	IT Sourcing and Partnerships Tony Judge		
Client and Services Group: Deputy Secretary Carmel McGrigor					
Ministerial and Parliamentary Services: Tony Strielg A/g					
Governance and Assurance: Borko Vlatkovic (Reports to the Secretary)					
Client Services: Gary Fleming A/g					
Client Service Strategies David Wilden	Property and Business Continuity John Corcoran	Overseas Operations Margaret Hoffman A/g	STO Coordination Louise Smith		
People Services, Values and Training: Alison Larkin					
People Services Craig Farrell A/g	Values and Standards Christine McPaul		Training Patrick Blades		
Legal Division: Robyn Bicket					
Litigation John Eyers	Legal Framework Vicki Parker	Legal Coord and Procurement Chris Hodges	Review Coordination Deborah Jacka		
Financial Strategy and Reporting: Nhan Vo-Van A/g					
Management and Reporting	Financial Operations		Budget Management		

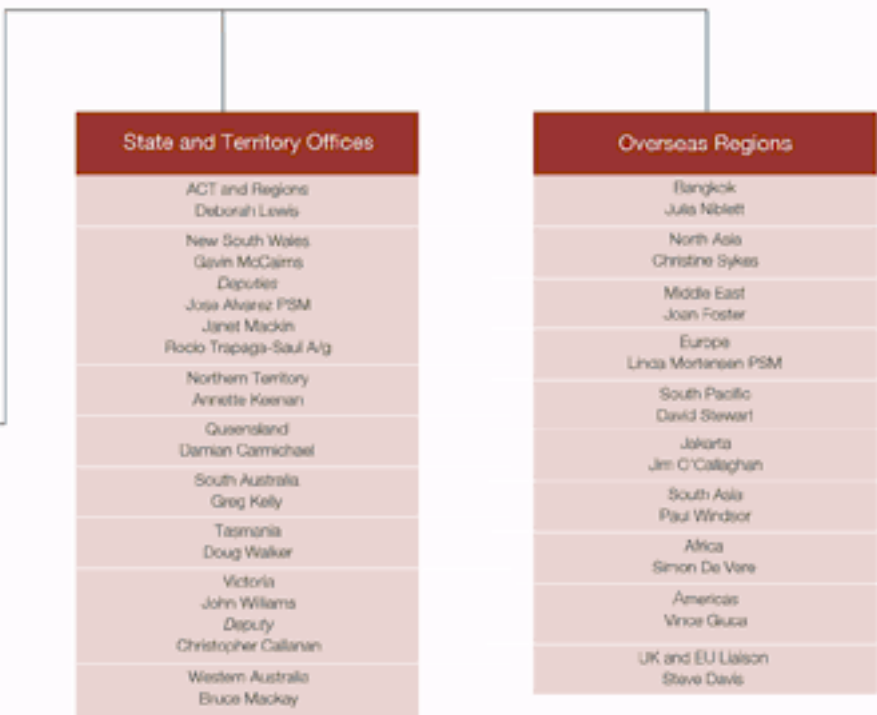
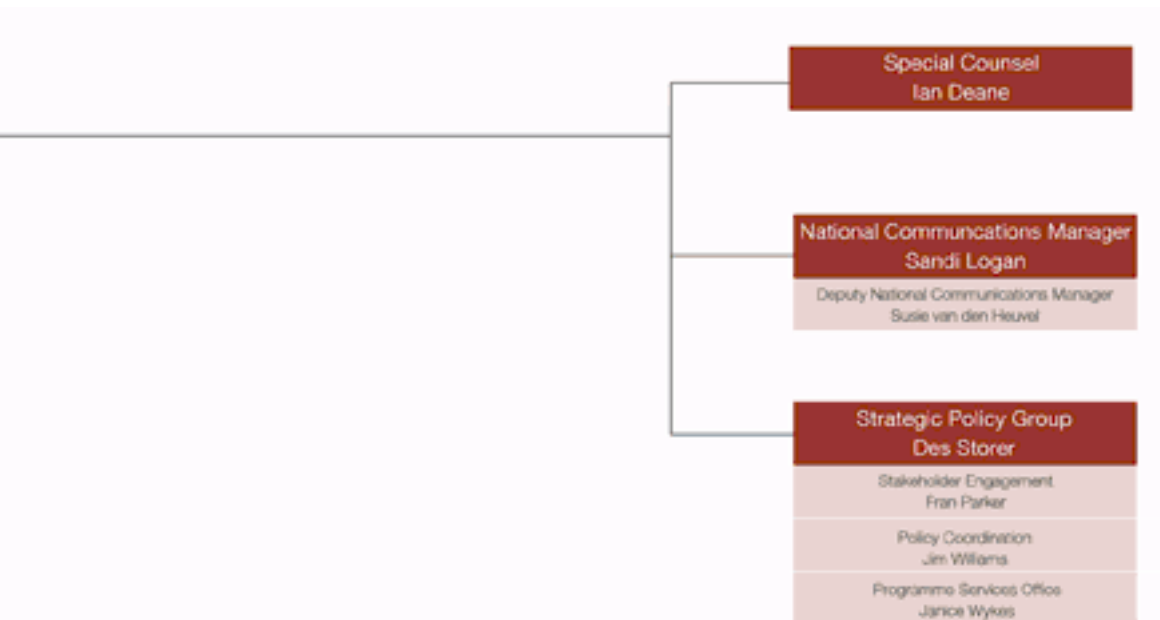


Figure 2a: Outcome 1 output structure

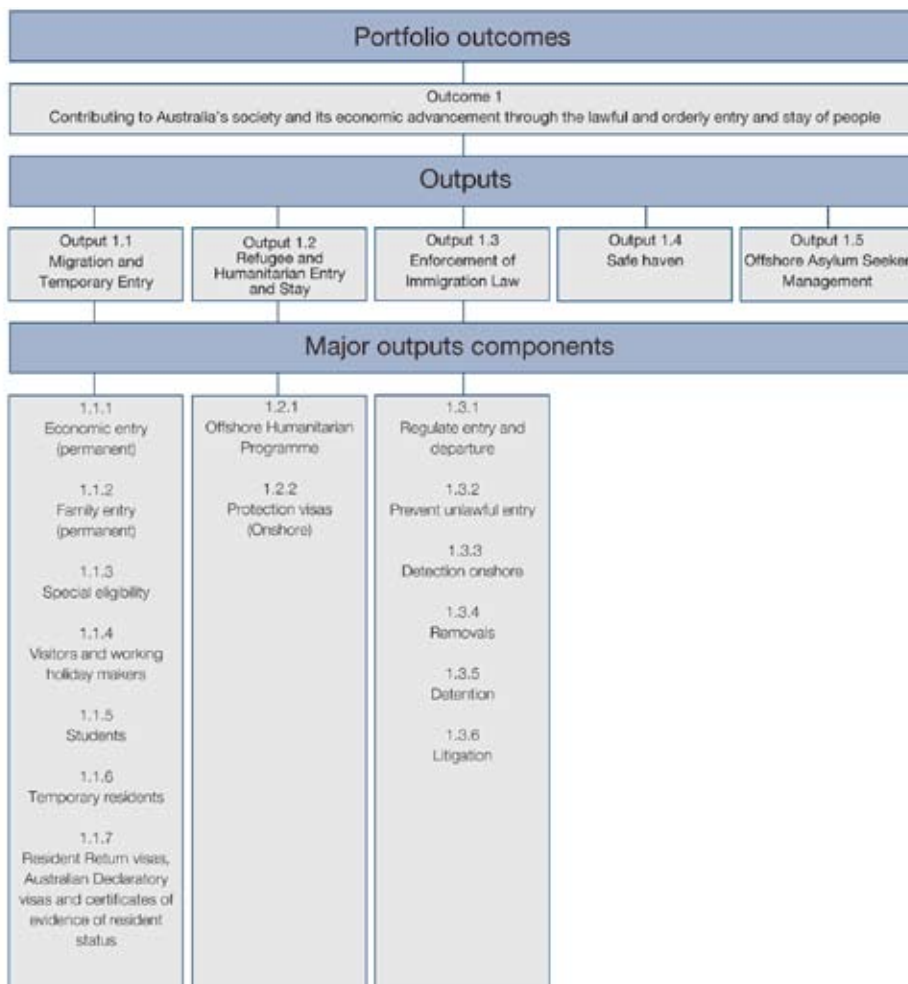
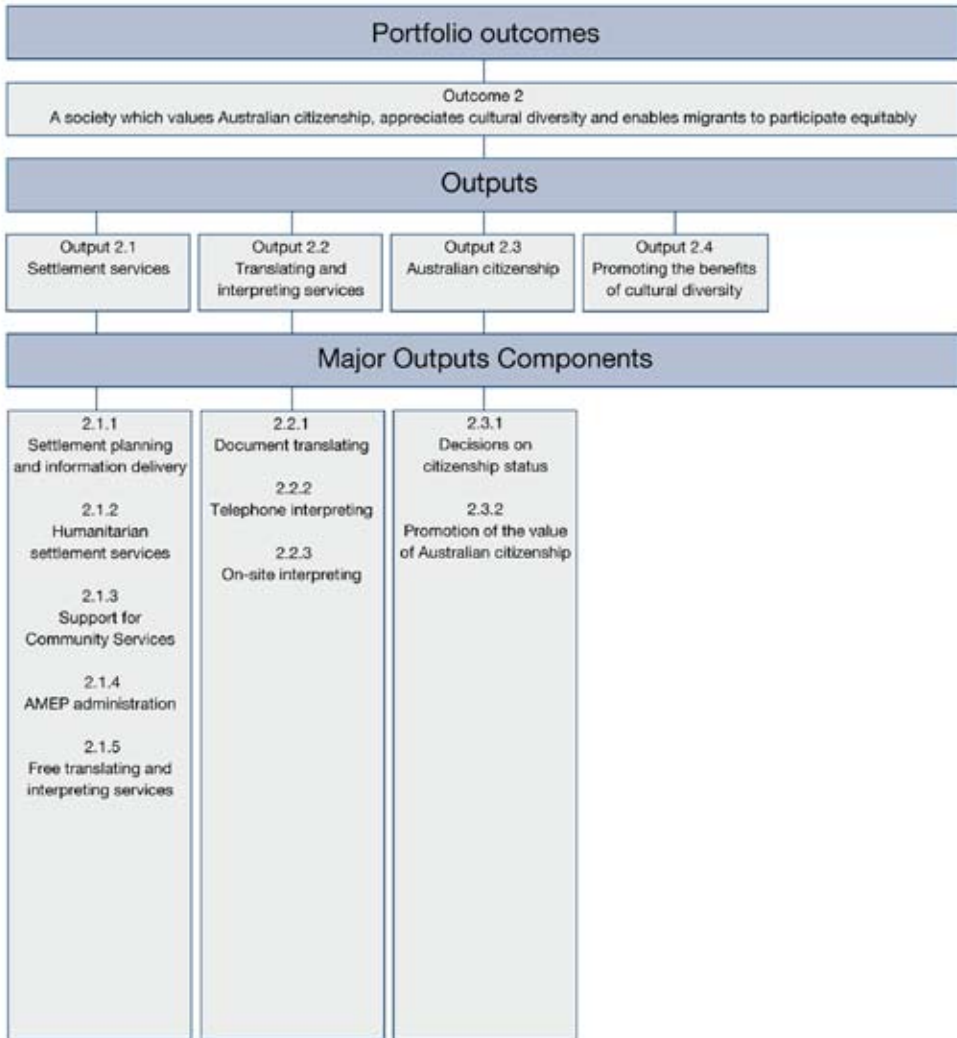


Figure 2b: Outcome 2 output structure



Summary of financial performance

The department's budget was increased in 2006-07 to allow for the continuation of the reform agenda following the Palmer and Comrie reports. This enabled continued emphasis on client service and supporting our staff and the first full year of the delivery of the *Systems for People* programme.

Recognising ongoing financial pressures on the department, the Minister for Finance and Administration approved an operating loss for the department in 2006-07.

The department put in place a number of measures to minimise this loss, resulting in an actual operation loss of \$40 million against an approved loss of \$55.4 million.

The loss was attributable to cost increases resulting from:

- growth in the number of students entering the country
- an increase in the volume and complexity of the migration caseload relating to family and skilled migration
- an increase in the proportion of difficult and complex cases in the refugee caseload
- an increase in citizenship applications in anticipation of new citizenship test coming into effect in 2007-08.

The department has an agreed funding model with the Department of Finance and Administration (Finance) which provides additional funding for both growth in workloads and verifiable increases in the cost of outputs. The department and Finance are currently finalising increases to the department's funding in 2007-08 and forward years, resulting from the 2006-07 activity and cost increases.

Variations from the Portfolio Budget Statements

The department received additional appropriations for measures announced since the 2006-07 Budget and other variations through additional estimates. Details of these variations and their impact on the appropriation bills by outcome are explained in the PAES for 2006-07.

The department's output structure was reviewed for 2007-08 and does not align with the 2006-07 structure. Budget information for 2007-08 is available in the PBS for 2007-08.

Table 2: Resource summary

	Budget ¹ 2006-07 \$'000s	Actual expenses 2006-07 \$'000s
Outcome 1: Contributing to Australia's society and its economic advancement through the lawful and orderly entry and stay of people		
Total administered expenses (including third party outputs)	83 467	81 107
Price of departmental outputs		
Output 1.1: Migration and temporary entry	397 591	428 233
Output 1.2: Refugee and humanitarian entry and stay	59 871	77 627
Output 1.3: Enforcement of immigration law	519 379	520 844
Output 1.4: Safe haven	332	903
Output 1.5: Offshore asylum seeker management	69 622	51 501
Total Output 1	1 046 795	1 079 108
Revenue from government (appropriation) for departmental outputs	1 009 365	1 009 365
Revenue from other sources	37 430	33 715
Total price from outputs ²	1 046 795	1 043 081
Total for Outcome 1 (total price from outputs and administered expenses)	1 130 262	1 124 188
Outcome 2: A society which values Australian citizenship, appreciates cultural diversity and enables migrants to participate equitably		
Total administered expenses (Including third party outputs)	190 892	192 428
Price of departmental outputs		
Output 2.1: Settlement services	105 982	100 730
Output 2.2: Translating and interpreting services	14 676	15 844
Output 2.3: Australian citizenship	51 935	58 596
Output 2.4: Promoting the benefits of cultural diversity	19 401	22 287
Total Output 2	191 994	197 457
Revenue from government (appropriation) for departmental outputs	175 198	175 198
Revenue from other sources	16 796	18 272
Total price from outputs ²	191 994	193 474
Total for Outcome 2 (total price from outputs and administered expenses)	382 886	385 902
Outcome 1 2006-07 average staffing levels		5 994
Outcome 2 2006-07 average staffing levels		976

1. Full year budget including additional estimates.

2. Total revenue from government and from other sources.



Outcome 1

Contributing to Australia's society and its economic advancement through the lawful and orderly entry and stay of people

Outputs

- 1.1: Migration and temporary entry
- 1.2: Refugee and humanitarian entry and stay
- 1.3: Enforcement of immigration law
- 1.4: Safe haven
- 1.5: Offshore asylum seeker management

Administered items

Outcome 1: Overview

There are five outputs under Outcome 1:

- 1.1 Migration and temporary entry
- 1.2 Refugee and humanitarian entry and stay
- 1.3 Enforcement of immigration law
- 1.4 Safe haven
- 1.5 Offshore asylum seeker management.

Activities under this outcome include:

- facilitating the permanent entry or stay of skilled migrants and close family members; and managing the temporary entry or stay of people with identified skills or for the purposes of study, tourism, working holidays or to take part in other specialised activities
- managing the government's Refugee and Humanitarian Programmes offshore and onshore by providing protection in Australia to those in humanitarian need
- providing a temporary safe haven in Australia for people displaced by upheaval in their home country
- delivering on Australia's commitment to border protection by screening those who are not entitled to enter Australia and detecting and detaining and/or removing those who do not have lawful authority to be in Australia.

During 2006-07 the department delivered the largest Migration Programme in three decades, in line with the planning levels agreed by the government, with 148 200 people granted migration visas. More than 66 per cent were skilled migrants and their dependents.

The programme's skill stream was targeted to the needs of Australian business and industry, with more than 50 per cent of primary applicants having occupations listed as being in national demand.

The number of skilled migrants directly sponsored by employers continued to rise with more than 6700 principal applicants granted visas under this category.

In a period of strong economic growth and record low unemployment 46 680 Temporary Business (Long Stay) subclass 457 visas were granted to principal applicants with identified skills to address skill shortages.

On 11 December 2006 the government announced that permanent and some temporary visa applicants would be required to sign a statement that they respect the Australian way of life and agree to abide by Australian laws before being granted a visa.

The measure is designed to give the Australian community confidence that people who are not Australian citizens but who are in Australia for an extended period of time understand and respect Australia's way of life.

Subject to the approval of the necessary changes to the Migration Regulations 1994, the values statements are expected to be implemented on 15 October 2007. A booklet is being developed to provide information to visa applicants about Australian history, culture, values and social structures before they sign the new values statements.

Table 3: Outcome 1 – performance information

Measure	Result
<p>The extent to which Australia is economically, socially and culturally enriched by migration and temporary entry</p>	
<p>The extent to which entry of migrants results in a positive impact on living standards as measured by models of the economic impact of immigration.</p>	<p>Recent modelling by the Productivity Commission and Econtech confirms the positive impact on living standards of additional skilled migration. The Treasurer’s 2007 Intergenerational report also noted that, ‘Because the proportion of migrants of prime working age is higher than for the resident population, an increase to migrant numbers leads to a rise in GDP per person...’</p>
<p>The extent of positive impact on the Australian Government Budget from immigration including long term entry as measured by models of the impact of immigration on the Australian Government Budget.</p>	<p>Recent modelling by Access Economics confirms that the Australian Government Budget gains significantly from immigration. Continuation of the Migration Programme at the 2005-06 level would yield a cumulative benefit in excess of \$5 billion over four years and \$35 billion over 10 years.</p>
<p>The proportion of skill stream principal applicants with either an occupation tested against the Migration Occupations in Demand List (MODL) or who are employer sponsored.</p>	<p>Within the skill stream the department has increased the level of targeting by giving priority to:</p> <ul style="list-style-type: none"> • employer-sponsored visas • migrants who have occupations listed on the Migration Occupations in Demand List (MODL). <p>Collectively these groups made up 60 per cent of the skill stream in 2006-07 compared to 51 per cent in 2005-06.</p>
<p>The extent to which migrants living in regional Australia are participating in the labour force, helping to address local skill shortages and intending to stay in the regions as measured by relevant surveys.</p>	<p>The third Longitudinal Survey of Immigrants to Australia (LSIA 3) indicates that skilled migrants settling in regional or low population growth areas of Australia are achieving excellent employment outcomes 18 months after arrival they have a participation rate of 97 per cent and an unemployment rate of less than one per cent. Of those who were working, 84 per cent were in a skilled occupation.</p> <p>In an earlier round of interviews, six months after arrival, around 80 per cent of these principal applicants indicated that they would stay in their current city or town for at least a year. Only six per cent said that they would move, and the remainder were not sure of their intentions.</p>

Table 3: Outcome 1 – performance information *continued*

Measure	Result
<p>The extent to which Australia is economically, socially and culturally enriched by migration and temporary entry</p>	<p>Comparison of data from LSIA 3 with the Longitudinal Survey of Immigrants to Canada (LSIC) shows that the labour market and income outcomes of recent migrants to Australia were superior.</p> <p>After six months in the country, 59 per cent of skilled principal applicants to Canada were employed, compared with 80 per cent for Australia. Similarly only 39 per cent of those coming to Canada on a family visa were working, compared with Australian figures of 49 per cent.</p> <p>Skilled principal applicant migrants to New Zealand (NZ), on the other hand, are achieving comparable results to their equivalents in Australia. Twelve months after residence approval, 94 per cent of skilled principal applicants in NZ were employed compared with 92 per cent in Australia after 18 months. Median annual income for NZ principal applicants was \$NZ50 000 pa, compared with \$A47 000 for their Australian counterparts.</p>
<p>The extent of overseas students trained in Australia access permanent residency through the general skilled migration category.</p>	<p>In 2006-07 the outcome for Skilled Independents Onshore (the subclasses that are specifically for onshore students) was 19 352 principal applicants. This was an increase of 26 per cent over 2005-06.</p>
<p>The extent to which those former students who have gained a skilled visa are employed in their field of study as measured by relevant surveys and the Graduate Destination Report produced by the Graduate Careers Council of Australia.</p>	<p>The LSIA 3 shows that around six months after grant of a permanent residence visa, 40 per cent of former overseas students with a Bachelors degree from an Australian university were working full time in skilled occupations. A further 27 per cent were working full time in other jobs, 18 per cent were in part time jobs and 15 per cent were not working.</p> <p>In comparison, the 2005 Graduate Destination Report shows that at a national level 46 per cent of recent Bachelors degree graduates had a full time job in a skilled occupation.</p>
<p>The extent of convergence in the unemployment rates of migrants from English-speaking countries, non-English speaking countries, and people who are Australian born.</p>	<p>Unemployment rates for all three groups stabilised over the past year after converging in the previous few years. The average monthly unemployment rate between May 2006 and May 2007 for migrants born in non main English-speaking countries was 1.5 per cent higher than the Australian-born unemployment rate and 2.3 per cent higher than the main English-speaking countries, compared to 1.1 per cent and 2.1 per cent respectively for the same period in the previous year. The average monthly participation rate for these three groups has improved in the last 12-month period with the highest increase experienced by the non main English-speaking countries.</p>

Table 3: Outcome 1 – performance information *continued*

Measure	Results
<p>The extent to which Australia is economically, socially and culturally enriched by migration and temporary entry</p>	
<p>Extent to which visiting overseas students and tourists contribute to growth in education and tourism service industries.</p>	<p>Tourism and international education are two of the largest service export industries in Australia. The department continues to implement client service strategies aimed at supporting sustainable growth in both areas, ensuring they gain maximum benefit from arrivals to Australia.</p> <p>During 2006-07 there was a 19.89% increase in student visa grants compared to the previous programme year.</p> <p>A record number of visitor visas were granted in 2006-07, with 3 627 803 visas granted - more than in any previous year. Another important milestone was reached by the Approved Destination Status (ADS) scheme with more than 84 000 visas being granted in one programme year for the first time and the 300 000th ADS visitor arriving in Australia.</p> <p>The approval rate for visitor visas remained at a high 98.57 per cent, with a non-return rate of only 1.23 per cent.</p> <p>The department continued to support growth in both industries by developing new modes of service delivery, such as enhanced electronic lodgement processes, and engaging service delivery partners to increase the number of locations for lodgement of visa applications. The department works closely with other government agencies and the bodies that represent both industries in developing and enhancing client services.</p>
<p>Diversity of nationalities as measured by the number of countries with more than 100 visas under the Migration and Humanitarian Programmes.</p>	<p>Through the 2006-07 Migration Programme the department issued 100 or more visas to 78 nationalities. Through the 2006-07 Humanitarian Programme the department issued 100 or more visas to 16 nationalities.</p>
<p>Extent to which the settlement of skill stream migrants matches the needs of each state/territory as measured by the percentage of Skill Stream taken up by state-specific and regional migration programmes.</p>	<p>In 2006-07 the outcome for state-specific regional migration initiatives was 25 845 people, representing 26 per cent of the skill stream outcome.</p>

Table 3: Outcome 1 – performance information *continued*

Measure	Result
The extent to which Australia is economically, socially and culturally enriched by migration and temporary entry	
Extent to which Australian employers and state governments are aware of potential skilled overseas workers.	<p>In 2006-07 Australia Needs Skills expos were held in Melbourne, Sydney, London, Manchester, Dublin, Perth and Brisbane. In addition the department participated in the Emigrate Fair in Utrecht.</p> <p>The department continues to get very positive feedback from industry and employer groups about the benefits of the Industry Outreach Officer (IOO) and Regional Outreach Officer (ROO) networks.</p> <p>The number of permanent employer sponsored visa grants rose to 16 585 in 2006-07 as compared to 15 226 in 2005-06. In 2006-07 state governments sponsored almost 7000 migrants who were granted visas after an assessment by State governments that they had skills in demand in their labour markets.</p>
The extent to which there is adherence to Australian entry and stay requirements	
Non-return rate for visitors relative to the approval rate for visitor applications.	<p>In 2006-07, the non-return rate increased slightly to 1.23 per cent (compared to 1.20 per cent in 2005-06), while the approval rate for visitor visas decreased slightly to 98.57 per cent (compared to 98.69 per cent in 2005-06).</p>
Proportion of visitors and other temporary entrants who apply for a protection visa.	<p>The percentage of visitors and other temporary entrants who apply for protection visas has risen slightly from 0.05 per cent in 2005-06 to 0.08 per cent in 2006-07.</p>
Decrease in unauthorised arrivals over time (as a proportion of total passenger and crew arrivals) in the context of passenger movements.	<p>In 2006-07, there was a 13 per cent decrease in air arrivals refused immigration clearance at airports despite a four per cent increase in air passenger and crew arrivals. The decrease is a positive indicator. It represents the increasing return from Australia's layered approach to border processing and, in particular, the Airline Liaison Officer network and the Advance Passenger Processing System.</p>
In support of border integrity, seek to make certain detention of unlawful non-citizens is lawful, humane and efficient to ensure availability for processing and removal where required.	<p>Detention Review Managers (DRMs) provide independent assurance, removed from compliance activities, about the lawfulness and reasonableness of decisions to detain persons under s189 of the <i>Migration Act 1958</i>. DRMs undertake their review within 48 hours of the detention decision, or 24 hours if identity is not confirmed. They continue to review the cases of people in immigration detention on an ongoing basis to ensure their detention remains lawful and reasonable.</p>

Table 3: Outcome 1 – performance information *continued*

Measure	Result
The extent to which public health and safety are protected through immigration screening	
The incidence of tuberculosis relative to the percentage of overseas born in the Australian population compared to the same ratio for other major developed countries.	5.3 per 100 000 (total Australian) ¹ 4.0 per 100 000 (total Australian born) ¹ 19.1 per 100 000 (overseas born)
The extent to which Australia's contribution to humanitarian migration is effectively delivered	
The extent to which the Humanitarian Programme is delivered in line with government planning levels.	13 017 visas were granted against a planned programme of 13 000 new places and 11 314 nominally available places ² - 6003 refugee category visas were granted and 6031 places were available, 7014 SHP component visas were granted and 5283 places were available.
The extent to which the Humanitarian Programme is globally accessible.	In 2006-07, 11 186 visas were granted within the offshore component to people representing 48 nationalities across three continents, reflecting the broadly accessible nature of Australia's programme. Officers were placed in high volume locations including Africa, the Middle East and Asia and worked closely with local representatives of the United Nations High Commissioner for Refugees (UNHCR) to ensure cases referred were appropriate for resettlement in Australia.

1. Total has remained relatively stable in the past 10 years.

2. Humanitarian programme places can be managed flexibly across programme years with places able to be carried over to, or brought forward from, the next programme year. The 11 314 places available for use in the 2006-07 programme year were made up of 13 000 new places minus 1805 places brought forward for use in the 2005-06 programme year, plus 94 places for offshore visas granted in the 2004-05 programme year but not taken up, plus 25 places re-credited to the programme due to holders of temporary humanitarian visas departing Australia during 2005-06.

Table 3: Outcome 1 – performance information *continued*

Measure	Result
The extent to which Australia's contribution to humanitarian migration is effectively delivered	
<p>The extent to which the Humanitarian Programme is aligned to international resettlement priorities as determined in consultation with the UNHCR and the Australian community.</p>	<p>The size and composition of the Humanitarian Programme is decided by the Australian Government each year following extensive formal consultations. These include:</p> <ul style="list-style-type: none"> • inter-governmental consultations • an invitation from the Minister for Immigration and Citizenship to state and territory leaders and their opposition counterparts to provide submissions • a submission, funded by the department, from the Refugee Council of Australia (RCOA) incorporating the views of its member organisations • consultations with peak refugee and humanitarian bodies • advice from the UNHCR. <p>The composition of the Humanitarian Programme takes into consideration resettlement priorities identified by UNHCR, RCOA and other peak refugee and humanitarian organisations.</p>
<p>The level of community awareness of the Humanitarian Programme.</p>	<p>A communication strategy is in place to provide consistent and accurate public information on the Humanitarian Programme. Specific activities in 2006-07 included:</p> <ul style="list-style-type: none"> • organisation of and support for a range of events to mark Refugee Week in October 2006, Refugee Week in June 2007 and UN World Refugee Day on 20 June 2007 • preparation of a range of media releases on the planning and effective delivery of the Humanitarian Programme.
<p>The extent to which Australia contributes to international resettlement policy and operational developments.</p>	<p>Australia contributes to more efficient international resettlement policy and operational developments by working with like-minded countries, by participating actively in UNHCR governing bodies, in the annual UNHCR Tripartite Resettlement Consultations and the biannual Working Groups on Resettlement. It provides dedicated funding for refugees and internally displaced persons under our overseas aid programme and through support for UNHCR and its programmes. Australia's annual offshore programme complements this support by providing resettlement places to those in greatest relative need of resettlement. Australia is one of around 10 countries with well established resettlement programmes and is one of the top three resettlement countries in the world.</p>

Table 3: Outcome 1 – performance information *continued*

Measure	Result
Extent to which Australia contributes to international efforts to address the plight of refugees and other people of concern and meets its international protection obligations	
Levels of support for the international protection framework as measured by the level of Australia's contribution to international resettlement, Australia's representation in key international forums and effectiveness of implementation of domestic protection legislation.	Australia continued to play a major role in key international forums in promoting practical solutions to international protection problems and in seeking solutions for refugees that support managed humanitarian movement where possible. Australia was represented at senior official level at the Executive Committee of the UNHCR, in bilateral dialogue on these issues with like-minded countries and with the European Commission (EC). Australia was also represented at senior official level in a range of other UNHCR forums and at meetings of bodies such as the Inter-Governmental Consultations (IGC) on Asylum, Refugee and Migration Policies and the Asia Pacific Consultations (APC) on Refugees, Displaced Persons and Migrants. Australia continues to administer one of the three largest humanitarian resettlement programmes in the world and maintains an effective onshore protection system.
The extent to which the detention of unlawful non-citizens is lawful, appropriate and humane	
No children in detention centres except as voluntary visitors.	Children who come into immigration detention are initially placed in immigration residential housing or in alternative detention arrangements while their case is referred to the minister for his consideration of placement in community detention (residence determination).
Appropriate placement of people in the immigration detention services network.	People were appropriately placed in the immigration detention network following assessment and review.
Individual health management strategies available for all people in immigration detention.	The management of the health and wellbeing needs of those in immigration detention requires a person-centred approach which recognises that each individual has unique health and well-being requirements. Each person has a health service provider and their health needs are individually managed.

Table 3: Outcome 1 – performance information *continued*

Measure	Result
The extent to which the detention of unlawful non-citizens is lawful, appropriate and humane	
Contractors' performance is reviewed quarterly to ensure appropriate care and accommodation for people in offshore processing centres (OPC).	The department monitored the performance of all contractors engaged in projects related to OPCs on a weekly basis. The departmental liaison officer in Nauru and Canberra-based officers who travelled to Nauru, at least on a quarterly basis, reviewed performance and ensured that the care and accommodation provided for residents of OPCs was appropriate and of a good standard. IOM met its requirement of quarterly reporting against the agreed assurance framework.
All contracts are managed on time and within budget.	All contracts in Nauru that the department managed were completed on time and within budget. Schedules were occasionally adjusted when circumstances, such as delays in international shipping of materials, were entirely beyond the department's and the contractors' control.
Key relationships with governments, the International Organization for Migration (IOM) and Australian agencies are managed and prosper.	The department maintained an appropriate level of personal and formal contact with the governments of Nauru and Papua New Guinea. Canberra based officers met with Nauru Government officials in Nauru as required. The department maintained a very good professional working relationship with IOM and kept in direct personal contact with its officers in Nauru and Canberra. It hosted regular logistics meetings that brought together representatives of key agencies involved in OPC activities, using the format of a teleconference between Canberra and Nauru.
Offshore processing facilities are capable of accommodating residents according to government requirements.	The government requires a total of 1500 places to be available in OPCs. Five hundred places in Nauru are available immediately and 1000 nominal places in Papua New Guinea (Manus Province) are maintained in contingency mode.
Operational readiness, including contingency facilities, is maintained in accordance with the capacity provided by the Memoranda of Understanding with Nauru and Papua New Guinea.	The department participated in negotiations with the Nauru Government to (successfully) draft the text of a new MOU that gives the department continued access to the OPC site in Nauru until 30 June 2009. The department advised and consulted with DFAT on extending OPC site arrangements in PNG (Manus Province) for 12 months but the inter-governmental discussions on the extension were deferred pending appointment of ministers in the newly elected PNG Government.

Output 1.1 Migration and temporary entry

This output has seven components:

- 1.1.1 Economic entry (permanent)
- 1.1.2 Family entry (permanent)
- 1.1.3 Special eligibility
- 1.1.4 Visitors and working holiday makers
- 1.1.5 Students
- 1.1.6 Temporary residents
- 1.1.7 Resident return visas, Australian declaratory visas and certificates of evidence of resident status.

The overall objectives of the migration and temporary entry programmes are to contribute to Australia's economic, demographic and social well-being by facilitating:

- the permanent entry or stay of skilled migrants who have the skills and characteristics that will enable them to integrate readily into Australia's skilled labour market
- the permanent entry or stay of close family members including the partners and children of Australian citizens and permanent residents and other close family in defined circumstances
- the temporary entry or stay of skilled people who will contribute to Australia's economic growth by working in Australia under employer sponsored arrangements
- the temporary entry or stay of people for the purposes of study, tourism, working holidays or a range of more specialised activities such as sporting events, conferences and trade related activities.

Highlights

The government maintained the skill stream planning level in 2006-07 at 97 500 places. Priority for these places was given to employer-sponsored visas, state and territory-sponsored visas, and occupations in national demand. The family stream planning level was increased by 4000 places in February 2007, to 50 000 places. The government also conducted recruitment expos in Australia and overseas and delivered employer awareness seminars and workshops to increase understanding and uptake of the suite of skilled visa classes.

The Migration Programme planning levels were met, with 148 200 people granted migration visas including 97 920 under the skill stream (66 per cent of the programme), 50 080 under the family stream and 200 under the special eligibility component.

The volume and proportion of employer-sponsored visas continued to increase through 2006-07. The volume of state-sponsored visas decreased slightly as a consequence of an expansion of the number of occupations on the Migration Occupations in Demand List (MODL) which gives a migration advantage to people with skills in demand in the labour market. The proportion of primary applicants in the skill stream who had occupations on the MODL increased to a record 51.5 per cent.

These outcomes support the broad government objective of using immigration to help meet the needs of an expanding economy and a tight labour market at a time of record low skilled unemployment. As illustrated by the Treasurer's second Intergenerational Report published in March 2007, the Migration Programme also supports broader demographic objectives and in future years will become increasingly

important in helping to keep Australia's working age population at stable levels.

Departmental Regional Outreach Officers continue to play an integral role in promoting and supporting regional migration initiatives, working directly with regional employers. Industry Outreach Officers work with peak industry bodies to promote skilled entry mechanisms to employers. The department continued the Australia Needs Skills expos holding three overseas and three in Australia helping to connect employers with skilled migrants.

General Skilled Migration reforms

In 2006-07, the department developed a major package of reforms to General Skilled Migration (GSM). The reforms, which will come into effect on 1 September 2007, respond in part to the Evaluation of General Skilled Migration Categories, which was conducted by a number of prominent academics and submitted to government in early 2006.

Key features of the reforms will be a restructure of the points test (the core selection mechanism for GSM) to give greater emphasis to skilled work experience as a selection factor, an increase in the threshold requirements for English language proficiency and rationalisation of the GSM visa structure. The reforms will improve even further the 'job readiness' of people coming to Australia under the GSM visa classes. Australia already performs very well in terms of the labour market outcomes of skill stream principal applicants. For example, survey data shows that the unemployment rates of skilled principal applicants 18 months after arrival are as low as 3 per cent.

Temporary business entry

On 21 June 2007 the Migration Amendment (Sponsorship Obligations) Bill was introduced into parliament. This Bill provides for tougher penalties for employers who do not abide by their sponsorship obligations including civil penalties.

The department has also taken a more targeted approach to monitoring compliance by subclass 457 sponsors with their sponsorship undertakings. During the year 188 sponsors were counselled or sanctioned for breaches of undertakings.

To further strengthen the subclass 457 programme, an English language requirement will take effect on 1 July 2007. This will enable subclass 457 visa holders to more readily raise occupational health and safety concerns and be aware of their rights and obligations.

These initiatives build on the work of the Council of Australian Governments (COAG) which, on 14 July 2006 requested the Ministerial Council on Immigration and Multicultural Affairs (MCIMA) to identify and implement cooperative measures to strengthen the integrity of the temporary skilled migration arrangements. MCIMA met on 14 July 2006 and referred the matter to the Commonwealth/State Working party on Skilled Migration (CSWP).

The CSWP met five times during 2006 and 2007 to discuss matters to improve the effectiveness, fairness and integrity of the Temporary Business (Long Stay) visa (subclass 457). The CSWP considered submissions, received draft papers on a range of aspects of the subclass 457 and consulted with a range of Commonwealth/State agencies, as well as a range of industry and peak bodies, migration agents and unions.

Draft recommendations were developed for presentation to MCIMA in July 2007.

Temporary entry

In July 2006 the department implemented measures to expand the definition of regional work for Working Holiday visas, which has underpinned the strong growth on this visa category and provides invaluable support to primary producers. The period that Working Holiday visa holders could work with a single employer was also extended from three months to six months and the period they can study extended to four months.

In August 2006 the department expanded the online tourist visa service (e676) to India, one of Australia's fastest growing markets for tourists, students and business visitors. The service enables easy access to longer stay tourist visas.

During the year the department extended the e676 service to Romania and Bulgaria, following their accession to the European Union, and also extended the autogrant e676 service to the Czech Republic, Hungary, Lithuania and Cyprus. These actions expanded to 48, the number of countries or regions with access to the e676 service. In September 2006, Australia renewed the Working Holiday visa agreement with the Netherlands.

In January the department helped pave the way for the arrival of hundreds of USA, Canadian and New Zealand fire fighters to work alongside crews engaged in the Victorian bushfire effort.

In February the department renewed the Working Holiday Maker arrangement with Germany, allowing young people from both countries to continue to enjoy the benefits of a holiday and limited work rights. In November 2006, Chile and Australia also agreed to increase the Work and Holiday Arrangement cap to 500 visas per year as a sign of the strength of the arrangement and as a growing investment in this increasingly important region. In March 2007 the Work and Holiday Arrangement with Turkey came into force as a means of further strengthening the growing people-to-people links between the nations.

In April the department signed a five-year contract with Health Services Australia to provide onshore medical services on behalf of the department for about 120 000 foreign nationals per year that require medicals while in Australia mainly to support a further visa application. In 2006-07 the department also supported the ANAO in its review of the offshore aspects of the health requirement.

Students

In May the government announced its intention to remove the requirement for foreign students to apply separately for

permission to work while in Australia from 1 April 2008. Foreign students will benefit through the reduction in red tape and employers will benefit through faster, clearer and simplified work rights arrangement. Students will still be limited to a maximum of 20 hours per week while courses are in session. In May the department also completed the global assessment of student visa compliance which resulted in a number of countries improving their assessment level and thereby reduce the administrative burden on nationals from those countries when applying for student visas.

Research

In 2006-07, the department continued to undertake research into the economic, social and demographic impacts of immigration, including a particular focus on the potential contribution of a well managed Migration Programme to Australia's future and to regional Australia.

The department has completed the second stage of the Longitudinal Survey of Immigrants to Australia (LSIA3), which interviewed new migrants 18 months after arrival or onshore grant. The findings confirm that the department's selection criteria are resulting in skilled principal applicant migrants who have very strong employment outcomes. The labour force participation rate was around 94 per cent and the unemployment rate was around 3 per cent.

The department also completed an evaluation of skilled migration to the Riverina region of NSW, a joint project with the NSW Government. The results were encouraging, with the evaluation finding that regional employers who have sponsored skilled migrants have benefited economically, the region has welcomed the newcomers and skilled migrants and their families enjoy living in the region.

Special activities

In 2006-07 the department worked with the Catholic church to develop arrangements in support of World Youth Day, which will be the largest event in Australia for many years with around 135 000 pilgrims expected to visit Australia for the event in mid-July 2008.

1.1.1 Economic entry (permanent)

Objectives

- Maximise the economic and budgetary benefits from granting provisional and permanent resident visas to skilled and business migrants.
- Address key and emerging skill shortages, particularly in regional Australia.
- Expand business establishment and investment.

Description

Under this component, the department manages the entry of skilled and business migrants. State-specific and regional migration programmes help employers and state and territory governments fill skill shortages that cannot be filled locally. These programmes are targeted to address existing skill shortages and help in the development of local communities.

Performance

Table 4 shows the broad categories of skill stream entrants and compares 2006-07 outcomes with those of the previous year. In 2006-07, the department issued 97 920 skill stream visas, compared to 97 340 in the previous year.

Regional migration and skills shortages

State-specific and regional migration initiatives now account for 26 per cent of the skill stream of the Migration Programme.

The Australian Government works with state and territory governments to encourage Australian employers and potential overseas applicants to use these programmes.

During 2006-07, the department issued 25 850 state specific and regional migration visas, a decrease of six per cent over the previous year. Since 1996, when these programmes were introduced, 109 690 visas have been issued.

Table 4: Migration Programme outcome – skill stream

Category	2005-06	2006-07	Percentage change
Employer Sponsored	15 230	16 590	8.9
Skilled Independent	49 860	54 180	8.7
State/Territory Sponsored ¹	8 020	6 930	-13.5
Skilled Australian Sponsored	19 060	14 170	-25.7
Distinguished Talent	100	230	130.0
Business Skills	5 060	5 840	15.4
1 November ²	10	0	-100.0
Total	97 340	97 920	0.6

Note: Numbers have been rounded and totals may not be the exact sum of the components.

1. Includes State/Territory Nominated Independent and Skilled Independent Regional.

2. Applications for 1 November 1993 visas closed on 1 August 1994.

Regional migration continues to be a priority under the skill stream. Through their sponsorship of skilled migrants, state and territory governments have a direct influence on the number and skills of migrants who settle in their jurisdictions.

There are two state and territory-sponsored visa subclasses within this group – Skilled Independent Regional visas (3470 issued in 2006-07), and State and Territory Nominated Independent visas (3470 issued). The total number issued, 6940, represented a decrease of 13.5 per cent on the 2005-06 figures.

The 2007-08 Migration Programme provides a total of 8000 places for these two state sponsored categories, which are an important component of state specific and regional migration initiatives overall.

General skilled migration (GSM)

Applications finalised in those GSM visa categories which met or exceeded the published service standards accounted for 56.9 per cent of the total GSM visa case load.

Processing of applications made in the skilled – independent regional category took longer than expected on average due to an increase in applications for GSM priority processing visa classes overall, together with identified integrity concerns in this particular category.

In the skilled – Australian sponsored category, processing times were affected by an increase in the percentage of applications designated for priority processing, which now accounts for 80 per cent of the GSM caseload. Processing time for non-priority gazetted categories such as this has been delayed as a result.

Applications process in the skilled independent regional and skilled – Australia sponsor visa categories accounted for 24.7 per cent of total GSM visa finalisations.

Employer-sponsored programmes

Employer-sponsored programmes include the Employer Nomination Scheme (ENS), the Regional Sponsored Migration Scheme (RSMS) and the Labour Agreement (LA) programme. In 2006-07 there were 16 590 visas granted (10 060 ENS, 3780 RSMS, 2740 LA), which was an 8.9 per cent increase over 2005-06 and represented 16.9 per cent of the total Skilled Migration programme. See table 4.

The main occupation sought through these programmes was registered nurses, and the major source countries were the United Kingdom, the Republic of South Africa and India.

More than 69.1 per cent of people lodging ENS applications were holders of a Temporary Business (Long Stay) subclass 457 visa, which provides a pathway for temporary skilled workers seeking permanent residence.

Business and investment migration

Overseas business people who have a successful business or investment background can benefit Australia through job creation, capital transfers, and exports. State and territory governments play an active role in selecting business migrants through their sponsorship of approximately 93.5 per cent of all applicants. This sponsorship supports economic development in specific areas of the sponsoring states or territories.

All business skills migrants have to demonstrate a commitment to business in Australia, and most applicants have up to four years on a provisional visa to establish a business. Some visa holders initially granted permanent residence (rather than a provisional visa), can be subject to visa cancellation. In 2006-07, the department granted visas under this category to 5836 migrants and 1076 visas were cancelled.

Figure 3: State specific and regional migration visas 1996-97 to 2006-07

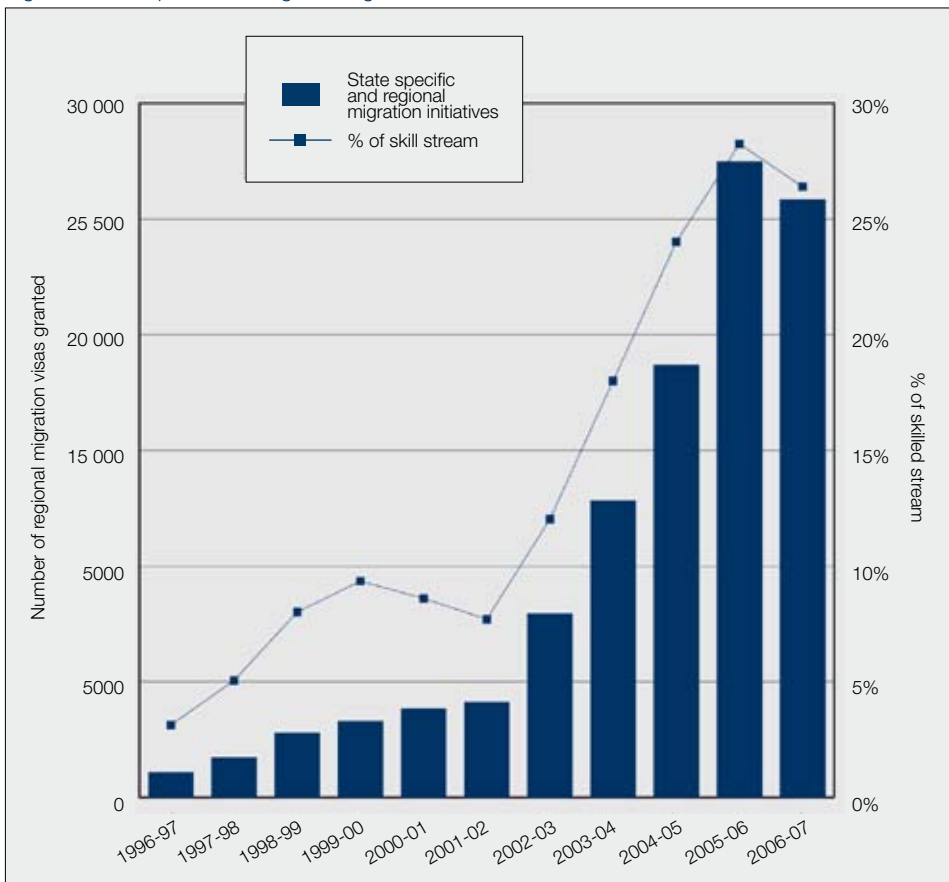


Table 5: Distribution of state – specific and regional migration

State/territory	2005-06	2006-07	Percentage change
New South Wales	1 640	1 900	15.9
Victoria	10 570	9 180	-13.2
Queensland	3 120	3 080	-1.3
South Australia	8 240	7 160	-13.1
Western Australia	2 420	3 030	25.2
Tasmania	510	510	0.0
Northern Territory	310	290	-6.5
Australian Capital Territory	690	650	-5.8
Total	27 500	25 850	-6.0

Table 6: Economic entry (permanent) – performance information

2006-07 Measures	2004-05	2005-06	2006-07
Quantity ¹			
37 700 onshore applications (persons) finalised	33 188	37 044	44 121
73 000 offshore applications (persons) finalised	62 450	78 015	76 009
6 910 nomination/sponsorship applications finalised	6 711	7 000	8 587

1. Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.

Table 7: Economic entry (permanent) – performance against service standard

Category	Median (Months)				75th Percentile (Months)			
	Onshore		Offshore		Onshore		Offshore	
	Low risk ¹	High risk	Low risk ¹	High risk	Low risk ¹	High risk	Low risk ¹	High risk
Labour Agreement/Employer Nomination/Regional Sponsored Migration								
Service Standard	3.00	4.00	3.00	4.00	5.00	7.00	5.00	7.00
Performance	2.53	35.52	2.04	2.96	4.37	5.98	3.22	5.29
Business Skills								
Service Standard	6.00	9.00	6.00	11.00	9.00	15.00	9.00	15.00
Performance	4.73	6.37	7.33	11.50	8.90	11.01	9.95	12.78
General Skilled Migration								
Service Standard	4.00	4.00	9.00	12.00	6.00	6.00	12.00	15.00
Performance	5.75	5.03	7.79	10.71	7.85	6.70	10.05	13.77
Skilled Independent								
Service Standard	3.00	3.00	5.00	5.00	5.00	5.00	7.00	7.00
Performance	6.13	5.65	6.08	7.43	7.89	7.05	8.11	9.99

All figures refer to primary applicants in programme countable subclasses only.

All figures are in months.

1. Low risk is defined as those nationals who are ETA eligible.

1.1.2 Family entry (permanent)

Objectives

- Facilitate the entry of close family members of Australian citizens, permanent residents or eligible New Zealand citizens including spouses, interdependent partners, fiancé(e)s and dependent children.
- Provide opportunities for other family members such as parents, aged dependent relatives, carers and remaining relatives to join their relatives in Australia.

Description

The family stream of the Migration Programme contains a range of visa classes which meet broad social and family reunion objectives. Around 85 per cent of the family stream is taken up by the partners and fiancés of Australian citizens and permanent residents.

In addition there are a number of smaller volume visa categories. Parent migration was allocated 4500 places in 2006-07. Parent migration has been carefully managed over the last decade

because of the significant costs to the budget. There are two sub-categories:

- parent visas which had 1000 places allocated in 2006-07
- contributory parent visas which had 3500 places allocated in 2006-07.

Other family stream visa classes cater for:

- remaining relatives – people offshore whose close family members are all resident in Australia
- carers – who migrate on the basis of their capacity to provide ongoing care to an Australian relative
- aged dependent relatives
- orphaned relatives.

Performance

Table 8 shows the components of the family stream and the percentage change between 2006-07 and the previous year. The total number of visas issued in all categories for in 2006-07 was 50 079, an increase of 10.6 per cent on 2005-06.

Table 8: Numbers admitted under the family migration stream by category

Category	2005-06	2006-07	Percentage change
Partner	36 370	40 435	11.2
Parent ¹	4 500	4 500	0.0
Child	2 550	3 008	18.0
Other family	1 870	2 136	14.2
Total	45 290	50 079	10.6

1. Including 3500 grants in the contributory parent subclasses.

Table 9: Family entry – performance information

Measures	Results		
	2004-05	2005-06	2006-07
Quantity ¹			
52 859 onshore applications (persons) finalised.	55 896	52 267	52 325
58 792 offshore applications (persons) finalised.	51 549	53 359	60 029
Quality			
85 per cent of first stage offshore partner cases from non-Electronic Travel Authority (ETA) countries interviewed (either face to face or over the phone).	Standards maintained		
65 per cent of first stage offshore partner cases from ETA countries interviewed (either face to face or over the phone).	Standards maintained		
65 per cent of first stage onshore partner cases from ETA countries interviewed (either face to face or over the phone).	Standards maintained		

1. Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.

Partner visas

The median processing time for partner visa applications in Australian offices was 2.8 months which is better than the published service standard of 3.5 months for high risk applications and three months for low risk applications.

The median processing time for partner visa applications at overseas posts were 4.4 months for high risk applications and 1.9 months for low risk applications. These times are better than the published service standard of six months for high risk applications and three months for low risk applications.

Domestic violence provisions

Australia's Migration Programme enables people (generally those who are in Australia on a Provisional Partner visa) to apply to remain in Australia if a partner relationship breaks down because of domestic violence. The domestic violence provisions were introduced in response to community concerns that some partners might feel

compelled to remain in abusive relationships rather than end the relationship and be required to leave Australia.

Legislation introduced on 1 July 2005 allows the department to refer doubtful claims of domestic violence to an independent expert, with extensive expertise in domestic violence matters, to ensure that only genuine claimants access the provisions. The opinion of the independent expert (currently gazetted as Centrelink) is binding on the immigration decision maker. These changes were developed in consultation with the Office for Women (OFW) and the Partnerships Against Domestic Violence Task Force.

Departmental reports indicate that 565 applications with claims against the domestic violence provisions were made during 2006-07, compared to 492 applications in 2005-06.

At 30 June 2007, there were 127 referrals to Centrelink by departmental officers, a referral rate of less than 23 per cent of the total number of applications with domestic violence claims. Of the 107 referrals finalised by Centrelink, there were 58 findings of domestic violence having taken place and 49 of no domestic violence.

A further 31 referrals to Centrelink were made by the Migration Review Tribunal. Of the 24 referrals finalised by Centrelink, there were 16 findings of domestic violence having taken place and eight findings of no domestic violence.

Child visas

In March 2004, a best practice model for child visa processing was implemented globally. Client reaction to the processing changes continues to be favourable.

The department continues to work closely with state and territory adoption authorities that manage the inter-country adoptions programmes in Australia. State and territory government adoption authorities are aware of departmental procedures and inform prospective adoptive parents of visa requirements. This process ensures that cases managed by state and territory adoption authorities are processed as expeditiously as possible.

Temporary child visa applications from onshore applicants are lodged and processed centrally at the department's Hobart office. This ensures consistency and focus on the special needs of children who are seeking this visa and allows them to be included in their parent's application for grant of a permanent Partner visa.

Parent visas

All 1000 places available in the non-contributory parent category were filled in 2006-07. The contributory parent migration category came into effect on 27 June 2003 and there were 3500 visas granted in this category in 2006-07. The category was capped for the first time in June 2006. In 2007-08 there will again be 4500 visa places available – 1000 in the parent category and 3500 in the contributory parent category.

Processing times for the offshore contributory parent category visas did not meet published performance standards through 2006-07. The number of applications received by the Perth Offshore Parents Centre (POPC) have more than doubled in three years (from about 3000 cases in 2005 to more than 7000 cases at June 2007) and the average application rate is 325 cases (525 people) per month. With only 3500 visa places available under the programme, POPC faced a rapidly increasing workload and consequent backlog. The department responded to this situation by putting in place a number of revised management practices to ensure smarter processing, including restructuring POPC and introducing streamlined processing methods to improve productivity and efficiency.

The expected gains did not show immediately and it will take some time for these measures to take effect and catch up with on-hand applications.

Table 10: Family entry (permanent) – performance against service standards

Category	Onshore		Offshore	
	Low risk	High risk ¹	Low risk	High risk ¹
Spouse/interdependent (temporary)				
Median processing time in months	3.0	3.5	3.0	6.0
Actual median	2.6	2.8	1.9	4.4
75 percentile processing time in months	6.0	6.0	5.0	10.0
Actual 75 percentile	4.9	5.4	3.22	7.0
Prospective Spouse				
Median processing time in months	N/A ²	N/A ²	3.0	6.0
Actual median	N/A ²	N/A ²	2.1	4.1
75 percentile processing time in months	N/A ²	N/A ²	5.0	10.0
Actual 75 percentile	N/A	N/A	3.5	6.4
Spouse/interdependent (permanent)				
Median processing time in months	3.0	3.5	N/A ³	N/A ³
Actual median	2.1	2.9	N/A ³	N/A ³
75 percentile processing time in months	6.0	8.0	N/A ³	N/A ³
Actual 75 percentile	4.5	6.5	N/A ³	N/A ³
Child				
Median processing time in months	3.0	3.0	2.0	4.5
Actual median	2.0	1.4	1.3	3.5
75 percentile processing time in months	6.0	7.0	3.0	10.0
Actual 75 percentile	4.3	4.3	2.2	8.5
Contributory Aged Parent (temporary)				
Median processing time in months	6.0	6.0	6.0	6.0
Actual median	5.7	4.2	12.8	13.5
75 percentile processing time in months	9.0	9.0	9.0	9.0
Actual 75 percentile	6.4	6.5	14.6	15.7
Contributory Aged Parent (permanent)				
Median processing time in months	6.0	6.0	6.0	6.0
Actual median	7.3	6.0	13.6	13.3
75 percentile processing time in months	9.0	9.0	9.0	9.0
Actual 75 percentile	11.6	10.5	14.9	15.3

1. High risk is defined as those nations for whom ETA is not available.

2. Not applicable/available in Australia.

3. Numbers of permanent visa applicants who have held a temporary visa for two years are too small for median and 75 percentile processing time to be statistically significant.

Note: the median and 75 percentile processing times are from application to finalisation.

1.1.3 Special eligibility

Objectives

- Resolve the status of certain groups of people who, for humanitarian reasons, have been allowed to remain in Australia as long-term temporary residents.
- Facilitate the entry of former permanent residents who have spent nine out of their first 18 years in Australia as permanent residents and who have maintained close ties to Australia or served in Australia's armed forces.

Description

Under this output component, the department develops and administers visa arrangements to facilitate the entry of people who meet certain special eligibility

criteria or resolve the status of certain groups of people who have been allowed to remain in Australia as long-term temporary residents for humanitarian reasons.

Performance

In 2006-07, 199 visas were granted, as detailed in table 11.

During 2006-07, the department granted:

- seven ROS visas (leaving only one ROS case outstanding)
- 145 Former Resident visas (a total of 180 applications were received, with 14 refused)
- 47 Close Ties visas granted from the residual caseload (nine refused).

Table 11: Numbers admitted through the Special eligibility stream by category

Category	2005-06	2006-07	Per cent change
Resolution of Status (ROS)	28	7	-75.00
Close ties and former residents	278	192	-30.94
Total	306	199	-34.97

Table 12: Special eligibility – performance information

Measures	Results		
	2004-05	2005-06	2006-07
Quantity ¹			
70 onshore applications (persons) finalised	639	329	168
190 offshore applications (persons) finalised	256	165	129

1. Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.

Table 13: Special eligibility – performance against service standards

Category	Onshore		Offshore	
	Low risk ¹	High risk ²	Low risk ¹	High risk ²
Special eligibility				
Median processing times in months	5	6	6	9
Actual median in months	3.91	N/A	6.47	N/A
75 percentile processing time in months	6	9	9	12
Actual 75 percentile in months	14.26	N/A	12.88	N/A

N/A Not applicable/available in Australia.

1. Number of cases too small for median and 75 percentile processing times to be statistically significant.
2. Older cases in the caseload were specifically targeted in 2006-07 skewing the average processing time.

1.1.4 Visitors and working holiday makers

Objective

- Deliver visa processes and strategies that support the integrity of the broader immigration programme and assist growth in the tourism industry.

Description

Under this component, the department facilitates the entry of genuine tourists, business and family visitors by continually improving grant rates, client services and processing times.

The department also minimises the potential for non-genuine visitors to enter, or remain, in Australia or to contravene their visa conditions.

People who wish to visit Australia can apply for a range of visas, including:

- Electronic Travel Authority (ETA), which enables passport holders from 33 countries and regions to make short-term business and tourism visits to Australia
- Tourist visa (subclass 676) for people seeking to visit Australia for tourism reasons
- Business (Short Stay) visa (subclass 456) and the Sponsored Business Visitor (Short Stay) visa (subclass 459) for people wishing to make a short business visit to Australia
- Working Holiday (subclass 417) and Work and Holiday (subclass 462) visas, which provide opportunities for people aged between 18 and 30 to holiday in Australia and to supplement their travel funds through incidental employment
- Sponsored Family Visitor visa (subclass 679), which is specifically designed for people seeking to visit family in Australia
- Medical Treatment Short Stay visa (subclass 675) and Medical Treatment Long Stay visa (subclass 685) that enable people to travel to Australia for medical treatment or consultations.

As indicated in table 16 and figure 4, tourist and business visa grants have continued to grow during 2006-07. There has, however, been a slight drop in other visa categories, such as the ETA.

Table 14: Visitors and working holiday visas – performance information

Measures	Results		
	2004-05	2005-06	2006-07
Quantity			
25 800 visitor onshore applications (persons) finalised.	31 912	23 574	30 565
813 875 visitor offshore applications (persons) finalised.	713 106	708 203	795 016
110 880 working holiday maker offshore applications (persons) finalised.	105 824	113 744	130 993
4120 working holiday maker onshore applications (persons) finalised.	N/A	1 973	6 685
600 work and holiday offshore applications (persons) finalised.	257	751	1 522

Table 14: Visitors and working holiday visas – performance information *continued*

Measures	Results		
	2004-05	2005-06	2006-07
Quantity ¹			
150 sanctions issued where there has been breach of visa and/or sponsorship conditions.	161 sponsors (relating to 189 visitors)	106 ² sponsors (relating to 122 visitors)	100 ² sponsors (relating to 110 visitors)
3 178 086 Electronic Travel Authority applications (persons) finalised – electronically lodged.	2 811 068	2 742 997	2 731 151
78 033 Electronic Travel Authority applications (persons) finalised – lodged at post.	78 545	81 577	86 991
Quality			
Number of international event organisers helped with entry of participants.	681	790	902
Percentage of visitor visa bonds refunded because visa conditions are met.	98.62	98.85	62.8
The Approved Destination Scheme Visitors non-return rate from the People's Republic of China maintained at less than 0.5 per cent.	0.34	0.32	0.4
The per cent non-return rate of visitors continues to decline or remain low in historic terms.	1.22	1.20	1.23
Percentage of visitors applying for Protection visas after arrival remains below 0.2 per cent.	0.06	0.07	0.07
Overall take up rate of electronic working holiday maker applications greater than 90 per cent.	98.01	98.13	98.3
Number of Working Holiday Maker arrangement countries.	19	19	19
Percentage of Onshore Visitor visa extensions lodged electronically that could have been lodged that way.	28.58	17.32	16.00
Percentage rate of sanctions for breach of visa and/or sponsorship continues to decline.	1.68	1.29	0.77

1. Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.

2. Not all breaches in the 2006-07 programme year that require sanction have been finalised.

Table 15: Visitors and working holiday visas – performance against the service standards

Category	Onshore		Offshore	
	Low risk	High risk ¹	Low risk	High risk ¹
Sponsored visitors				
Median processing time	N/A ²	1 month	N/A ³	N/A ³
Actual median	N/A ²	1.28 months	N/A ³	N/A ²
75 percentile processing time	N/A ²	1.5 months	N/A ³	N/A ³
Actual 75 percentile	N/A ²	2.07 months	N/A ³	N/A ²
Non-sponsored visitors				
Median processing time	1 day	1 week	1 day ³	1 month
Actual median	2.00 days	1.29 weeks	0.00 days	0.20 months
75 percentile processing time	1 day	1 month	1 day ³	1.5 months
Actual 75 percentile	19.00 days	0.82 months	0.00 days	0.36 months
Sponsored business visitors				
Median processing time	N/A ²	N/A ²	N/A ³	3 days
Actual median	N/A ²	N/A ²	N/A ³	18.00 days
75 percentile processing time	N/A ²	N/A ²	N/A ³	1 month
Actual 75 percentile	N/A ²	N/A ²	N/A ³	1.12 months
Non-Sponsored business visitors				
Median processing time	N/A ²	N/A ²	1 day ³	0.5 months
Actual median	N/A ²	N/A ²	0.00 days	0.10 months
75 percentile processing time	N/A ²	N/A ²	1 day ³	1 month
Actual 75 percentile	N/A ²	N/A ²	0.00 days	0.23 months
Working holiday makers				
Median processing time	1 day	N/A ²	1 day	N/A ⁴
Actual median	44.00 days	N/A ²	0.00 days	N/A ⁴
75 percentile processing time	6 days	N/A ²	6 days	N/A ⁴
Actual 75 percentile	74.00 days	N/A ²	10.00 days	N/A ⁴

1. High risk is defined as those nations for whom ETA is not available.

2. Not applied for in Australia.

3. ETA is available to applicants from low-risk nations.

No working holiday maker agreements in place with high-risk nations.

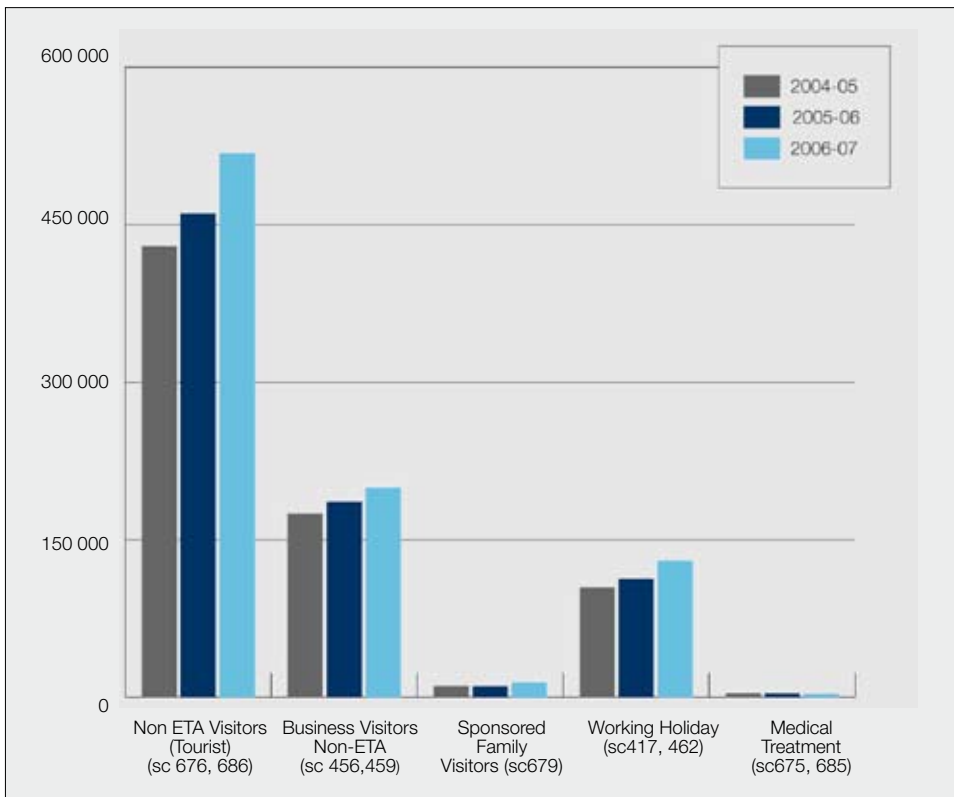
Note: The median and 75 percentile processing times are from application to finalisation.

All permanent entry service standards may vary according to the number of places available in the Migration Programme.

Table 16: Visas granted to offshore applicants by categories

Categories	2005-06	2006-07	Percentage variation
Electronic Travel Authority (ETA) Visitors (subclass 956, 976, 977)	2 902 249	2 892 904	-0.32
Tourist (Non-ETA) (subclass 676, 686)	460 757	518 035	12.43
Business Visitors (Non-ETA) (subclass 456, 459)	186 290	199 516	7.10
Sponsored Family Visitors (subclass 679)	10 405	14 123	35.73
Medical Treatment (subclass 675, 685)	3 671	3 225	-12.15
Total Visitor visas	3 563 372	3 627 803	1.81
Working Holiday Makers and Work and Holiday visas (subclass 417, 462)	112 619	130 106	15.53

Figure 4: Trends in Visitor and Working Holiday visa grants (other than ETAs)



Performance

During 2006-07, the department continued to support the tourist industry by facilitating the entry of bona fide visitors to Australia, through:

- improving access to visa services through expanding online services
- maintaining integrity checking to minimise opportunities for non-bona fide visitors to be granted visas
- maintaining and expanding schemes, such as the Approved Destination Status (ADS) scheme and the Preferred Aussie Specialist programme, in important markets to help promote tourism to Australia
- working closely with other government agencies and bodies such as the Tourism and Visa Advisory Group (TVAG)
- continuing to assist entry through the International Event Coordinator Network (IECN) for events such as World Youth Day.

Visitor visas

In 2006-07, there were 3 627 803 visitor visa grants offshore, a record number of grants, increasing by 1.8 per cent over the 2005-06 figure of 3 563 372. The highest number of offshore visitor visas was granted to people from the United Kingdom. The rate of grant for Visitor visas has continued to improve during 2006-07.

Improving access for clients

ETAs are issued through travel agents and airlines, or directly via the Internet. People not eligible for ETAs can apply for visas either over the Internet, through service delivery partners or at Australian diplomatic missions overseas.

The department further streamlined visitor visa arrangements in 2006-07 to encourage emerging tourism markets by making it faster and simpler for people to apply.

A number of initiatives were, for example, implemented to improve visitor visa procedures for nationals from Gulf countries. This included enabling citizens of the United Arab Emirates, Bahrain, Oman, Qatar, Kuwait and Saudi Arabia to travel on visas with a two-year validity.

Access to Electronic Tourist visas (referred to as e676) was also expanded, with nationals of 48 countries or regions now being able to lodge e676 applications.

Table 17: Countries where highest number of offshore visitor visas granted

Country	2005-06	2006-07
United Kingdom	651 077	674 771
Japan	616 650	556 453
United States of America	389 062	385 384
Republic of Korea	215 871	235 186
People's Republic of China	206 776	239 061
Singapore	122 980	128 422
Malaysia	121 216	126 030
Germany	136 406	138 230
Canada	98 381	101 276
France	97 940	101 505
Taiwan	85 579	75 025
India	70 500	75 121

During 2006-07 the e676 service was expanded to India in August 2006 and Romania and Bulgaria after they joined the European Union during January 2007. Applications are processed in the Hobart Global Processing Centre, typically within a period of two to five days, unless further information is required. Some visas can be granted in a matter of seconds.

The e676 visa can offer many of the same benefits as the ETA, including electronic lodgement and payment, label-free travel, quicker decision-making and no requirement for applicants to either visit or post their passports to an Australian diplomatic mission, often located in another country.

In 2006-07, 59.3 per cent of eligible subclass 676 applications made offshore were lodged electronically, compared with 43.63 per cent in 2005-06.

In coming years, the department plans to improve electronic visitor access through the implementation of the eVisitor service, which is planned to be a one-stop-shop for all visitors to Australia.

Table 18: Trends in Visitor visa approval rates

Visa category	Percentage approval rate 2005-06	Percentage approval rate 2006-07
Offshore Visitor visas	98.69	98.57
ETA applications	99.99	99.98
Non-ETA applications	93.35	93.36

Table 19: Countries with high e-visa take up rates

Country	Percentage of e-lodged 676 applications
Slovenia	98.01
Estonia	97.28
Switzerland	96.16
Iceland	94.44
Sweden	91.19
Latvia	90.12
Czech Republic	89.84
Netherlands	87.71
Denmark	86.17
Ireland	85.78
Finland	85.26

Maintaining programme integrity

During 2006-07, the department improved access to Visitor visas, without compromising programme integrity. The department used tools such as the 'no further stay' condition, bonds, safeguards profiles and sponsor sanctions to maintain integrity.

The number of visitor visa holders failing to leave Australia before their visa expired was low in 2006-07, with a non-return rate of 1.23 per cent. Non-return and Protection visa application rates from high-risk countries (that is non-ETA countries) also continued to remain relatively stable.

Only 0.07 per cent of Visitor visa holders (2617 persons) applied for protection visas after arriving in Australia during 2006-07, the same as for the previous year.

Approved Destination Status scheme

The Approved Destination Status (ADS) scheme enables tourists from the People's Republic of China (PRC) to travel to Australia more easily as part of organised tour groups. Since its inception in August 1999, the number of PRC tourists visiting Australia has increased significantly, providing a substantial boost to Australia's tourism industry.

The department granted 84 404 ADS visas in 2006-07, compared with 57 405 in 2005-06. Since the start of ADS in August 1999, a total of 305 899 tourists have arrived on ADS visas.

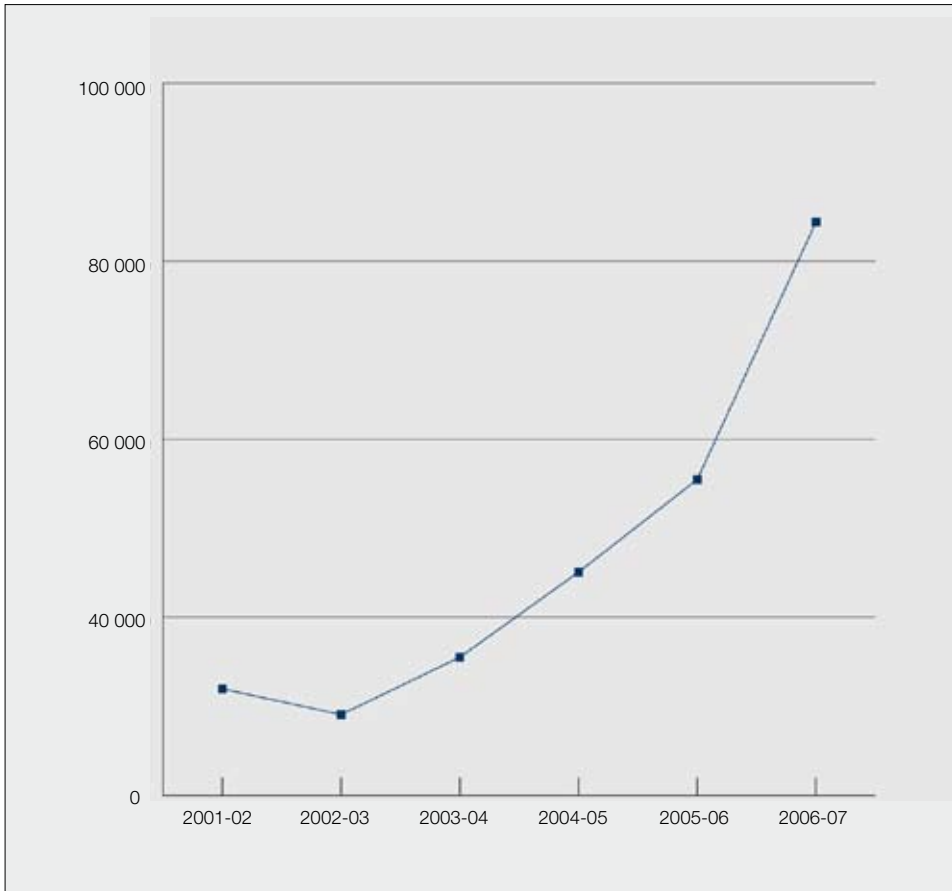
The ADS non-return rate in 2006-07 was 0.4 per cent compared to a global non-return rate of 1.23 per cent.

The ADS scheme has been extremely successful, allowing a large number of tourists to visit Australia, while ensuring high levels of integrity and compliance with visa conditions.

Eighty-nine Chinese travel agencies and 57 Australian travel agencies are now participating in the ADS scheme.

Streamlined travel opportunities are now available to all PRC citizens through the ADS expansion to the whole of the PRC.

Figure 5: Trends in Approved Destination Status scheme grants



Preferred Aussie Specialists

Preferred Aussie Specialists are travel agents selected to promote tourism and facilitate the processing of Australian visitor visa applications. The agents are trained by Tourism Australia to promote Australia as a destination and by the department in general visitor visa policy and assessing bona fides. But they do not issue visas.

The Preferred Aussie Specialist scheme enables visas to be processed quickly and with greater integrity. In 2006-07 the programme continued to operate in India and Russia and was extended to Mexico in recognition of their importance as emerging tourism markets for Australia. Further improvements occurred with the introduction of electronic processing by Preferred Aussie Specialist agents in India in August 2006.

Tourism and Visa Advisory Group

The department continues to work closely with key stakeholders in the tourism industry. The Tourism and Visa Advisory Group (TVAG) provides the main forum. TVAG comprises representatives from Tourism Australia, the Tourism and Export Council, Tourism and Transport forum, Qantas, the Board of Airline Representatives Australia, the Australian Hotels Association, state and territory tourism authorities and the Department of Industry, Tourism and Resources.

European Union short-term visa reciprocity

During 2006-07 the department continued to work closely with the European Commission and other European Union representatives on visa reciprocity issues. This close working relationship has resulted in Romania and Bulgaria gaining access to e676 visas in January 2007. On 1 July 2007 the requirement for European Union visitors travelling to Australia for periods of three months or less to pay visa application charges on 456 and e676 visas was removed.

Business visitors

Short Stay Business Visitor visas support Australian businesses, including export industries, and are an integral part of the department's operations. They enable business people to visit Australia for business negotiations, signing of contracts, inter-company business activities and attendance at conferences.

In 2006-07, 404 795 Short Stay Business Visitor visas were granted, an increase of 9.9 per cent over 2005-06 (368 333 visas). Almost half of these were issued electronically, as indicated in table 20.

Sponsored family visitors

The Sponsored Family Visitor programme allows Australian citizens and permanent residents to formally sponsor their relatives to visit Australia. To strengthen the integrity of this programme a security bond may be required from the sponsor. The programme has been successful in allowing those applicants about whom there may be some residual concerns to be granted a visa to visit family in Australia.

In 2006-07, 14 123 Sponsored Family Visitor visas were granted, a large increase of 35.7 per cent from 10 405 grants in 2005-06. In 10 405 cases where a bond was requested, the visa holders met all visa conditions, including departing within the validity of the visa period and the bond was refunded.

International Events Coordinator Network

The department's International Events Coordinator Network (IECN) continued to increase the number of incoming international visitors by promoting Australia as a destination for major events and facilitating the issue of visas to event participants.

Profile



Image: AAP/William West

International events enrich Australia

The department put in a medal-winning performance of its own in support of several international sporting events held in Australia during 2006-07.

These events included the FINA World Swimming Championships in Melbourne, the Pan Pacific Master games at the Gold Coast, the World Police and Fire Games in Adelaide and the Arafura Games in Darwin.

The department's International Events Coordination Network (IECN) worked closely with event organisers to facilitate the smooth entry of competitors, officials and other participants.

The FINA World Swimming Championships generated about \$80 million worth of economic benefits to Australia, while the World Police and Fire Games brought 12 000 international visitors to Adelaide.

Many people understandably focus on border control and skilled workers when they think about immigration issues but overlook Australia's world-class temporary entry visa system and how it contributes to enriching Australia's cultural and sporting life.

The IECN was formed in 1999 to capitalise on the economic, cultural and social benefits that major events and the people who attend them, bring to Australia. It comprises a team of four staff in Canberra with event coordinators based in each state and territory office.

The IECN works with event organisers across Australia and around the world to manage the growing number of major international events coming to Australia.

The department's good work also supported other major events this year including 14 individual APEC meetings and the CeBIT 2007 information technology exhibition which brought about 25 000 people to Sydney in May.

Altogether, IECN work supported 902 major international events in Australia in 2006-07, up from 790 events in 2005-06.

The IECN's coordinators work with event organisers and immigration staff to streamline visa processing for events. They also help with integrity matters to maintain the well-managed entry of international event participants.

IECN helped with 902 events in 2006-07, compared to 790 in 2005-06. The workload will continue to increase as more event organisers become aware of the benefits that IECN provides.

Major IECN-facilitated events in 2006-07 included the Pan Pacific Master Games at the Gold Coast involving an estimated 10 000 visitors; the G-20 meetings in Melbourne that were attended by key international finance and economic representatives; the 12th FINA World Swimming Championships attended by around 2500 international competitors; the Seventh Day Adventist Pathfinder Camporee with 2500 participants; the World Police and Fire Games with 15 000 participants; and CeBIT 2007 with 25 000 participants.

Other events included the Dalai Lama 2007 Australian tour and APEC non-accredited meetings.

The IECN comprises a team of four staff in Canberra and event coordinators based in each state and territory office. It will be establishing a special taskforce to oversee the entry in 2008 of the estimated 135 000 international pilgrims who are expected to attend World Youth Day.

Working Holiday visas

Australia has 19 reciprocal working holiday arrangements and is actively negotiating arrangements with new countries.

The Working Holiday programme has both social and economic benefits. It supports the Australian economy by providing supplementary labour for industries needing short-term casual workers and is an important source of revenue for the Australian tourist industry.

It promotes better understanding between countries by encouraging cultural exchange and allowing young people to have extended holidays, supplemented by incidental employment.

In 2006-07, 128 608 Working Holiday visas were granted to offshore applicants, 14.86 per cent increase over the 111 973 visas granted in 2005-06.

The main source countries for Working Holiday visas are shown in table 22.

Key changes to the Working Holiday programme

On 1 July 2006, the length of time working holiday makers can work for the same employer was extended from three to six months. This change has been welcomed by employers who can now retain trained staff for longer and by working holiday makers who can apply for a broader range of jobs. Study entitlements for working holiday makers were also extended from three to four months. This change has benefited working holiday makers such as nurses wishing to undertake further study or upgrade their skills to Australian standards.

The second Working Holiday visa, which was introduced on 1 November 2005 for working holiday makers who have done three months of seasonal work in regional Australia, has been well received by primary producers, the tourism industry and visa holders. In 2006-07, 7692 second Working Holiday visas were granted.

eWHM

In 2006-07, 98 per cent of all Working Holiday visas were lodged electronically and 75 per cent of these were approved automatically. The high take-up rate reflects the success of this facility, which provides clients with easy access and faster decisions.

Table 20: Types of short stay business visitor visas granted in 2006-07

Visa category	Visas granted in 2006-07	Percentage of total Business visitor (short stay) visas granted
ETA business visitor visas	205 279	50.71
Non-ETA business visitor visas	199 516	49.29

Table 21: Main source countries for short stay business visitor visa grants

Country	2004-05	2005-06	2006-07
China, People's Republic of	78 495	76 084	83 539
United States of America	49 101	52 836	59 073
United Kingdom	27 183	29 754	33 433
Japan	19 845	21 874	24 103
India	18 018	23 651	23 761
Singapore	9 718	12 045	15 180
Indonesia	10 087	10 820	11 708
Germany, Federal Republic of	9 418	10 329	11 404
Malaysia	7 812	9 420	10 993
Thailand	11 731	12 703	10 961
Canada	9 441	9 580	10 571

Table 22: Working holiday visas granted to offshore applicants by main source countries

Country	2005-06	2006-07
United Kingdom	28 353	29 815
Republic of Korea	23 536	26 832
Ireland	12 369	12 802
Germany	11 925	15 290
Japan	9 102	10 820
Canada	6 754	6 876
France	6 044	7 955

Work and Holiday visas

Australia's Work and Holiday visa programme provides opportunities for young people from a number of higher risk countries to travel and experience different lifestyles and cultures. It is designed for tertiary-educated people aged 18 to 30, with functional English, who are interested in working holidays of up to 12 months in Australia.

Due to the higher risk, in addition to the educational and English qualifications, applicants are required to have support from their government.

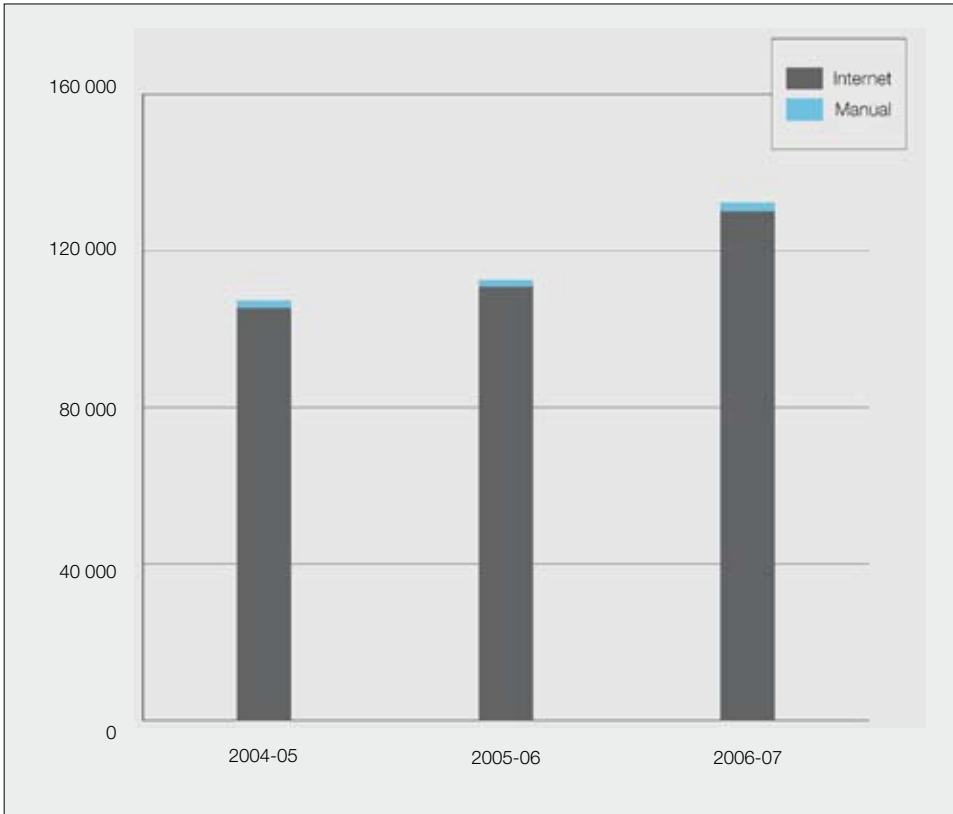
Currently there are Work and Holiday visa arrangements in place for people from Chile, Iran, Thailand and Turkey.

An arrangement with Bangladesh is expected to come into effect in 2007-08.

New Health Services Australia contract

The department has signed a \$140 million five-year contract with Health Services Australia (HSA) to undertake onshore medical screening of about 100 000 visa applicants a year. HSA was chosen as the preferred provider of the services under a new contract to run from May 2007 until 2012. The new contract will reduce the overall expense to visa applicants by \$16.5 million, making the visa application process more affordable for the department's clients.

Figure 6: Take up of e-WHM since July 2004



1.1.5 Students

Objectives

- Enable international students to come to Australia for the purpose of full-time study.
- Provide an efficient service that facilitates ease of access to visas for genuine students, while ensuring the integrity of Australia's immigration policies and procedures.

Description

The structure of the Student visa programme broadly reflects Australia's different education sectors. Student visas are issued in the categories listed in table 23 below. For each category of visa there are criteria that must be met, including students' financial capacities and English-language proficiency. The level of evidence required depends on the visa category and nationality.

All applicants are assigned an assessment level on the basis of their migration compliance. Assessment Level 1 is assigned to nationalities/ visa categories that represent the lowest immigration risk in the programme, while Assessment Level 5 represents the highest risk.

Performance

Key indicators of the effectiveness of the student visa programme include:

- growth in student visa approvals and student numbers
- increase in visa approval rates
- diversity of student visa source countries
- reduction in processing times
- improved compliance with visa requirements
- enhanced client services.

Table 23: Total student visa grants by subclass

Category	2005-06	2006-07	Percentage change
Independent ELICOS ¹	26 683	30 115	12.86
Schools	12 659	16 224	28.16
Vocational Education and Training	29 942	43 404	44.96
Higher Education	93 732	110 821	18.23
Postgraduate Research	5 510	5 810	5.44
Non-Award	17 573	17 616	0.24
AusAID/Defence	4 575	4 602	0.59
Total	190 674	228 592	19.89

1. English Language Intensive Course for Overseas Student.

Table 24: Student visas – performance information

Measures	Results		
	2004-05	2005-06	2006-07
Quantity ¹			
142 165 onshore applications (persons) finalised.	141 380	160 348	181 140
130 230 offshore applications (persons) finalised.	129 558	140 320	180 631
Percentage global student approval rate.	91.31	92.96	93.89
Approval rates compared to rates of non-compliance as measured by:			
Percentage of students who apply for protection visas as a proportion of the number of student visas expiring in that programme year.	0.08	0.05	0.13
Percentage of students who become unlawful as a proportion of the number of student visas expiring in that programme year.	0.61	0.53	1.32
Percentage of students whose visas are cancelled for non-attendance or for not meeting course requirements as a proportion of the number of student visas expiring in that programme year.	0.30	0.26	0.48
Percentage of students located by departmental Compliance as proportion of the number of student visas granted in that program year.	2.84	1.41	1.25
Percentage of onshore student applications lodged electronically.	39.40	40.52	46.43
Percentage of Assessment Level 1 offshore student applications that could be lodged electronically being lodged in this way.	87.20	89.82	87.24
Percentage of Assessment Level 2-4 offshore student applications that could be lodged electronically being lodged in this way.	13.32	42.09	54.82

1. Applications processed in Taipei are not reflected in the applications (persons) finalised quantities

Table 25: Students – performance against the service standards

	Onshore		Offshore		
	Level 1/2	Level 3/4	Level 1	Level 2	Level 3/4
Students Assessment	Level 1/2	Level 3/4	Level 1	Level 2	Level 3/4
Median processing time	7 days	14 days	7 days	14 days	60 days
Actual median	27 days	36 days	7 days	13 days	44 days
75% processing time	14 days	30 days	14 days	21 days	90 days
Actual 75 percentile	57 days	79 days	15 days	21 days	71 days
Students assessment: permission to work	Level 1/2	Level 3/4	Level 1	Level 2	Level 3/4
Median processing time	3 days	3 days	N/A	N/A	N/A

Note: All applicants are assigned an assessment level on the basis of their immigration compliance. Assessment level 1 is assigned to nationalities/visa categories that represent the lowest immigration risk in the programme, while assessment level 5 represents the highest risk.

Table 25: Student visas – performance against the service standards *continued*

Students Assessment	Onshore		Offshore		
	Level 1/2	Level 3/4	Level 1	Level 2	Level 3/4
Actual median	1 day	1 day	N/A	N/A	N/A
75% processing time	7 days	7 days	N/A	N/A	N/A
Actual 75 percentile	8 days	10 days	N/A	N/A	N/A

Table 26: Total student visa grants

Visa statistics	2005-06	2006-07	Percentage change
Offshore grants	129 175	167 129	29.38
Onshore grants ¹	61 499	61 463	-0.06
Total	190 674	228 592	19.89

1. Not including Permission to Work or Change of Provider visa grants

Table 27: Top 10 source countries for student visas granted offshore

Passport Held	2005-06	2006-07
India	15 396	28 949
China, People's Republic of	15 877	24 915
Korea, Republic of	11 657	12 910
United States of America	9 635	9 289
Malaysia	6 446	7 175
Thailand	5 391	5 986
Indonesia	5 059	5 403
Brazil	4 439	5 223
Japan	5 406	4 806
Hong Kong (SAR of China)	4 561	4 609

Table 28: Number of people on student visas in Australia

Programme year	30 September	31 December	31 March	30 June
2001-02	163 032	102 331	168 730	154 017
2002-03	176 405	109 024	184 732	171 619
2003-04	193 546	120 602	203 123	177 292
2004-05	207 914	132 278	211 515	190 400
2005-06	222 216	150 560	232 147	208 038
2006-07	242 668	176 268	266 302	248 814

Note: The data has been extracted at the end of each quarter of each program year from 2001-02 to 2006-07 and shows the fluctuations in each quarter due to student peak periods. This stock data provides a 'snapshot' of the estimated number of overseas students in Australia at a given date for each year.

Table 29: Students by citizenship for top 10 source countries at 30 June

Citizenship	2005	2006	2007
China, People's Republic of	40 844	43 938	51 291
India	17 358	23 609	39 051
Korea, Republic of	14 716	17 492	20 084
Malaysia	12 224	12 153	13 047
Indonesia	10 466	10 052	10 428
Thailand	7 938	8 528	9 723
Japan	9 407	8 978	8 184
Hong Kong (SAR of China)	6 591	7 169	7 895
Brazil	2 852	3 969	4 936
United States of America	3 971	3 706	3 521

Note: This stock data provides a 'snapshot' of the estimated number of overseas students in Australia at a given date for each year.

The department granted 228 592 student visas in 2006-07. This figure does not include Permission to Work or Change of Provider visas. This was an increase of 19.89 per cent over the 2005-06 figure of 190 674.

The department granted 167 129 offshore visas in 2006-07, an increase of 29.38 per cent compared to 2005-06. During the same period, the number of onshore visas granted decreased marginally by -0.06 per cent, from 61 499 to 61 463

(not including visas granted for permission to work, or to allow students to change providers).

The Change of Provider visa is being abolished from 1 July 2007.

In 2006-07 the department granted visas to students from 191 different countries, compared to 189 in 2005-06.

All sectors recorded positive growth in grants in 2006-07, see table 23.

There was a significant increase in the number of visas granted in vocational education and training – from 29 942 in 2005-06 to 43 404 in 2006-07. There were also increases in the ELICOS sector (from 26 683 to 30 115) and university education, including the higher education and postgraduate research sectors up from 99 242 to 116 631 in 2006-07. The schools sector recorded the smallest increase, from 12 659 to 16 224.

Table 28 provides a 'snapshot' of the estimated number of people in Australia on student visas (including students and their families) at the end of each quarter for the past six years.

At 30 June 2007 there were 248 814 people in Australia on student visas, a 19.6 per cent increase compared to the previous year, while at 31 March 2007 figures showed there was a record number of 266 302 student visa holders.

Compliance

One of the main goals of the student visa programme is to support the growth of Australia's international education market, while minimising the number of students not complying with their visa conditions.

These levels of non-compliance are measured by:

- visa cancellation rates
- number of student visa holders who become unlawful
- protection visa applications by student visa holders
- the level of fraud by student visa applicants.

Since the reform of the student visa legislation in 2001, there has been a steady improvement in compliance levels generally.

During 2006-07, protection visa applications increased 87.5 per cent from 208 in 2005-06 to 390 in 2006-07.

The rate of PV applications compared with student visa grants now stands at 0.17 per cent.

Student visa cancellations in 2006-07 were lower than the previous year (6441 compared to 6983 in 2005-06). The proportion of cancellations compared to grants declined from 3.64 per cent in 2005-06 to 2.82 per cent in 2006-07.

The number of student visa holders who became unlawful in 2006-07 was 3933, which is a significant increase on the previous year (1959 in 2005-06).

Although there has been an increase in the 'unlawful in Australia' rate (1.32 per cent in 2006-07), the rate remains low as a proportion of the total number of students in Australia.

Assessment level review

Risk assessment levels apply to all student visa applications, based on nationality and education sector. These levels are based on a detailed analysis of the immigration compliance data for student visa holders from specific countries.

These assessment levels are reviewed regularly. The latest review was undertaken in 2007 with the resulting changes to assessment levels being made on 14 May 2007.

As a result of the review, 27 countries had their risk rating improved in one or more sectors, totalling 57 assessment level improvements.

Students from 62 countries are now eligible to lodge student visa applications over the Internet through the Student eVisa system.

One country's assessment level was downgraded, while another 10 countries were put on notice that if results did not improve next year, their assessment levels may be downgraded.

Adjustments to migration regulations

During the past 18 months, the department has consulted with the Department of Education, Science and Training's (DEST) evaluation of the Education Services for Overseas Students (ESOS) legislative framework. These consultations culminated in the development of a revised national code of practice for registration authorities and providers of education and training to overseas students. The National Code of Practice 2007 will come into effect on 1 July 2007, along with consequential changes to the Student Visa legislation and policy.

The amendments in the Migration Regulations relate to:

- changes to the welfare arrangements for students under the age of 18
- removal of Change of Provider condition 8206, as well as Change of Provider applications and compliance activities
- changes to student visa condition 8202 (attendance and course progress) and the cancellation processes associated with breaching this condition
- clarification of policy concerning students who defer or suspend their studies.

Another change, made via Gazette Notice 442 in January 2007, allows applicants from 14 countries to provide an Internet-based TOEFL (Testing of English as a Foreign Language) result as evidence of English language proficiency because the IELTS (International English Language Testing System) is not available in those countries.

During the year the department held extensive consultation with the education industry to seek views on offering alternate English language testing arrangements to overcome the shortage of IELTS testing places and generate market competition.

Defective auto-cancellation of student visas

The department has determined that the pro-forma cancellation notice sent to student visa holders from 19 July 2005 to 5 January 2007, which resulted in the automatic cancellation of some visas, was defective and therefore invalid.

Approximately 3100 clients have been identified as affected by the defective cancellation notice. The department has corrected its records, notified affected clients and is considering affected cases as they come to notice on a case-by-case basis.

Consultations

The department consults widely on the student visa programme with education providers, international education bodies, and student representative groups. Industry input is critical to ensuring the programme remains responsive to its dual purposes of maximising Australia's competitive advantage while maintaining integrity. The department participated in a range of conferences, workshops, and seminars arranged by education peak bodies, DEST and state education authorities. These peak bodies also attended the department's Departmental Industry Stakeholder Consultation Group and had regular meetings with the department.

The department participated in DEST's information sessions on the National Code 2007 which were attended by more than 2500 people.

Online visa services

The Internet-based student visa facility offers improved access to services for many student visa applicants both offshore and in Australia. All student visa holders can apply for further student visas online in Australia to continue their studies.

From 1 November 2006, the department extended the BPay option to online lodged Permission to Work applications to make available another payment method to student visa holders.

In Australia

Electronic lodgement of student visa applications by students in Australia continued to grow from 27 405 in 2005-06 to 32 721 in 2006-07 (19.4 per cent increase). This figure does not include electronic Permission to Work (ePTW) visa applications lodged by students in Australia. A total of 68 665 ePTW applications were lodged in Australia in 2006-07. The take-up rate for ePTW grants has decreased from 66.66 per cent in 2005-06, to 62.85 per cent in 2006-07.

Electronic lodgement of permission to work and onshore student visa applications is promoted by the department's contact centres and through peak bodies.

Outside Australia

The number of Assessment Level 1 students applying offshore via the Internet continued to grow in 2006-07, with 42 196 visa applications, compared to 41 510 in 2005-06. However the rate of eligible applicants using this facility decreased to 87.24 per cent from 89.82 per cent in 2005-06.

The number of students in the PRC, India, Indonesia and Thailand who lodge their applications via the Internet continued to climb in 2006-07 as the trial of an online service for these four markets continued.

Across the four countries in 2006-07, 54.82 per cent of eligible applicants applied online, up from 42.09 per cent in 2005-06.

The department granted 38 432 visas to students using the service in 2006-07.

Table 30: eVisa grants in Assessment Level 2 – 4 trial countries

Countries	2005-06	2006-07
PRC	7 286	14 894
India	6 943	19 703
Thailand	2 148	3 330
Indonesia	214	505
Total	16 591	38 432

The uptake of the service for the PRC and India was particularly strong in 2006-07. Almost 54.95 per cent of all visa applications from the PRC were lodged online. In India the rate was 62.22 per cent (up from 51.16 per cent in 2005-06).

These initiatives have improved client service and delivered greater consistency in decision-making, while enabling overseas posts to focus resources on integrity checking.

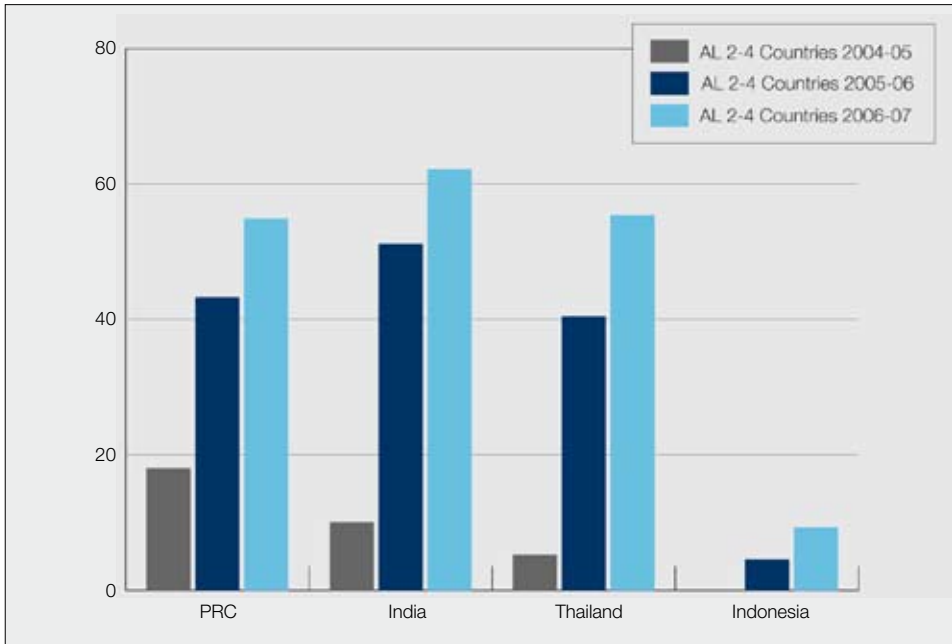
Through the trial, the department also fostered a collaborative relationship with education agents overseas and registered migration agents in Australia. Students in the four countries can lodge their application through agents who have been given access by the department to the Assessment Level 2 – 4 eVisa facility. The agents can also manage their students' applications through the visa application process.

Student guardian visas

Student guardian visas allow parents or relatives of overseas students aged under 18 to accompany the students to Australia to support them while studying. In certain limited circumstances, the visa may also provide for someone to accompany a student aged over 18 years.

In 2006-07, there was a small increase in Student Guardian visa grants with 1662 visas issued compared to 1135 in 2005-06. The majority of the grants for this visa went to Korean nationals (43.92 per cent of total grants), followed by PRC nationals (25.87 per cent).

Figure 7: Offshore eVisa take-up rates for Assessment Level 2 – 4 trial countries



1.1.6 Temporary residents

Objective

- Further Australia's economic, social, cultural and international relations in the context of a more mobile global workforce.

Description

Skilled long-term temporary residents make a major contribution to Australia. By filling specific skill gaps in Australian businesses, they help Australia to remain

a strong competitor in the international market. Skilled long-term temporary residents also bring with them new ideas, international contacts, access to cutting edge technologies and business practices. Many are also helping businesses to train their Australian staff. It is anticipated that demand for the programme will continue to grow while Australia's economy remains strong and Australia's population continues to age.

Table 31: Number of visas issued by category

Category	2004-05	2005-06	2006-07	Per cent change from 2005-06
Skilled visa classes	55 675	74 666	89 384	19.70
Social and cultural	26 550	27 782	29 100	4.70
International relations	11 033	10 541	10 054	-4.60
Other	7 500	5 192	4 223	-18.70
Total	100 758	118 181	132 761	12.30

Table 32: Temporary residents – performance information

Measures	Results		
	2004-05	2005-06	2006-07
Quantity ¹			
25 715 sponsored business (long stay) onshore applications (persons) finalised. ²	33 541	38 217	45 408
24 145 sponsored business (long stay) offshore applications (persons) finalised. ²	28 240	47 812	60 480
21 225 other temporary residence onshore applications (persons) finalised. ²	20 763	16 878	13 769
36 540 other temporary residence offshore applications (persons) finalised. ²	37 373	34 542	35 992
63 955 nomination/sponsorship applications finalised. ²	65 449	76 763	92 795
25 professional development visa – sponsorship applications finalised.	13	7	14
40 sanctions issued where there has been breach of visa and/or sponsorship conditions. ³	13	33	408

Table 32: Temporary residents – performance information *continued*

Measures	Results		
	2004-05	2005-06	2006-07
Quality			
Approval rates compared to rates of non-compliance as measured by:	97.17	98.02	97.41
percentage of sponsors in breach of their undertakings	0.16	0.33	1.67
percentage of temporary entrants who apply for protection visas	0.11	0.11	0.14
percentage of temporary entrants who become unlawful.	1.05	1.27	0.61
100 per cent of subclass 457 visa sponsors monitored for compliance with visa conditions.	96.60	65.20	58.00
25 per cent of subclass 457 visa sponsors site visited at place of employment.	22.40	18.00	13.70

1. Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.
2. Finalisation cases are all applications decided and finalised – approved, refused, lapsed, cancelled or withdrawn.
3. Sanctions include breaches resulting in formal warning, imposition of a bar on sponsoring further workers for a given period or cancellation of sponsorship

Table 33: Temporary residents – performance against the service standards

Category	Onshore		Offshore	
	Low risk	High risk	Low risk	High risk
Long Stay Business & Other Sponsored Temporary Residents				
Median Processing Time	1 month	6 weeks	1 month	6 weeks
Actual median	1.12 months	5.57 weeks	0.79 month	5.29 weeks
75% Processing Time	2 months	3 months	2 months	3 months
Actual 75 percentile	2.17 months	2.56 months	1.41 months	2.53 months

Performance

The Temporary Business (Long Stay) subclass 457 programme allows businesses to respond quickly to skill gaps by sponsoring skilled workers to work in management, professional and skilled tradesperson positions.

Demand continues to be strong for information technology and health professionals and for senior management roles. In 2006-07, the top five occupational groups nominated by employers were computing professionals (7.6 per cent);

registered nurses (6.4 per cent); general medical practitioners (3.5 per cent); business and information professionals (3.3 per cent); and medical practitioners in training (2.8 per cent).

There was also notable growth in sponsorship of overseas workers in the electronic and electrical engineering fields, surgeons, software designers, drillers and specialist physicians.

The skill focus of the programme is reinforced by minimum salary requirements. In May 2006, minimum salary requirements were increased to \$41 850 for general occupations and \$57 300 for Information and Communication Technology (ICT) occupations.

In July 2006, a new minimum salary requirement was introduced for regionally-certified positions set at a concessional 90 per cent of the minimum salary requirement. Since 1 July 2006, all minimum salary requirements have been calculated based on a 38-hour week. In 2006-07, the average nominated salary under the programme was more than \$74 000.

Supporting regional needs

The subclass 457 programme allows employers based outside the metropolitan centres of Brisbane, Gold Coast, Newcastle, Sydney, Wollongong, Melbourne and Perth to nominate a broader range of occupations at lower salary levels, subject to certification by a regional body endorsed by the state or territory government. These arrangements and the regional minimum salary level recognise the unique needs of employers in regional Australia.

Review of the subclass 457 programme

In July 2006, the Council of Australian Governments initiated a review of temporary business entry arrangements to identify and implement cooperative measures to ensure the effectiveness, fairness and integrity of the arrangements, including appropriate and consistent minimum standards. Broad consultations, through the Commonwealth/State Working Party on Skilled Migration, were held in 2006-07, involving federal and state/territory agencies, key industry bodies and unions.

The Joint Standing Committee on Migration started an inquiry into eligibility requirements and monitoring, enforcement and reporting arrangements for temporary business visas. The department provided a submission to this inquiry in February, 2007.

In April 2007 the minister announced an English language requirement to apply from July 2007 to ensure overseas workers are able to respond to occupational health and safety risks as well as raise any concerns about their welfare with appropriate authorities.

He also announced that a formal fast tracking arrangement would be implemented to assist employers with a strong and demonstrated record of complying with the subclass 457 programme to access the skilled workers they need more quickly. This arrangement is being developed.

A working group was announced by the minister in May 2007 to examine the skill needs and appropriateness of the subclass 457 visa across all occupations in the trucking industry. The group includes representatives from academia, relevant government agencies and the trucking industry and is expected to report to the minister in late 2007.

Robust integrity measures

In 2006-07, there were 6463 business sponsors monitored to assess their compliance with sponsorship undertakings and commitments made on their application. Of these, 26 per cent were visited onsite based on targeted risk profiling.

There continues to be an overall, high level of business sponsor compliance with sponsorship undertakings. However, in response to allegations of abuse of the subclass 457 programme and issues emerging from the department's own monitoring in 2006-07, a more targeted, risk-based approach was developed and implemented.

This approach focused on the high risk areas of the caseload and resulted in a significantly higher number of identified breaches. During the year 313 sponsors were formally warned and 95 sponsors had a bar imposed on sponsoring further workers, including 14 who had their sponsorship agreement cancelled.

primary holders of subclass 457 visas of whom 11 247 had at least one employee granted a subclass 457 visa during the year. This latter group is a particular area of focus for departmental monitoring.

In response to alleged breaches by business sponsors, appropriate investigations, with workplace relations and law enforcement agencies, were undertaken. These matters were raised by employee bodies, members of the public and visa holders themselves.

In June 2007, the minister introduced legislation in parliament to strengthen the obligations of sponsors who employ subclass 457 visa holders. If passed, the legislation will provide for sanctions and financial penalties to be imposed on those employers who fail to comply with their obligations. Failure to comply with these obligations could result in a civil penalty being imposed together with the cancellation of a sponsor's access to the subclass 457 visa programme. Offences include failure to pay the minimum salary level, using workers in unskilled jobs and failure to pay certain costs such as public health and return travel costs for sponsored employees.

Departmental inspectors will be given stronger powers to enforce employer compliance, including the power to conduct unannounced audits of employers and their premises. Sponsors can also be obliged to produce documents and failure to do so could result in imprisonment of up to six months.

Labour agreements

Labour agreements are negotiated between the Australian Government, represented by the Department of Employment and Workplace Relations (DEWR), employers and other interested parties to recruit overseas skilled workers. Both temporary and permanent visas can be granted under the agreements, which are generally in effect for two to three years.

The government has over 50 labour agreements in place.

In response to a significant shortage of skilled workers in the meat industry, the department negotiated with DEWR, state and territory governments and the meat industry to provide access to a labour agreement. Meat industry labour agreements are available to companies in Queensland and Western Australia.

A pathway to permanent residence

The subclass 457 programme provides a pathway for skilled workers to apply for permanent residence at the completion of their nominated role. In 2006-07, some 19 170 permanent residence visas were granted to people who last held a subclass 457 visa. The majority of them (some 80 per cent) applied for permanent entry under the Employer Nomination Scheme, Regional Sponsored Migration Scheme, Labour Agreement or Skilled Independent visa programmes.

Online applications

More than 75 per cent of sponsorship, nomination and visa applications were lodged online in 2006-07 by Australian businesses and skilled workers. Of the number of subclass 457 visas granted, more than 80 per cent were lodged electronically.

Profile



ROO's long hop

Australia's economy is booming and employers need more skilled workers to meet the increased demand. Skilled overseas workers are an option that employers may consider when they are unable to fill positions from the local labour market.

The outreach officers' initiative is one of the key strategies being used to target the Skill Stream of the Migration Programme.

The department's Regional Outreach Officers (ROOs) and Industry Outreach Officers (IOOs) provide immigration information to regional employers and industry groups respectively.

Kim Burley became a ROO late in 2006 after five years' experience with the department in community liaison and the Adelaide Skilled Processing Centre. This experience fused with a strong sense of community gives Kim a unique insight into the importance of immigration and the benefits of regional migration.

As a ROO, Kim works closely with state, territory and local governments and regional bodies such as Immigration SA to deliver seminars on temporary and permanent visa options for regional employers.

Kim's travels have recently taken her Coober Pedy – 956 km north of Adelaide – to meet employers and speak at an economic development forum looking at the best use of resources in the mining sector.

Addressing the forum, Kim explained how demographic change had increased worker shortages.

'The boundaries are definitely changing,' she said.

'It's not like when our parents were growing up.'

There are 10 ROOs operating out of state/territory offices who visit remote locations around Australia to help employers identify options for recruiting skilled workers. There are 16 IOOs Australia wide, embedded in host organisations covering a wide range of industries including engineering, information technology and mining as well as state and territory Chambers of Commerce.

1.1.7 Resident Return visas, Australian Declaratory visas and Certificates of Evidence of Resident Status

Objectives

- Facilitate the re-entry of Australian permanent residents while ensuring that only those people with a genuine commitment to residing in Australia, or who are contributing to Australia's wellbeing, retain the right to return and remain permanently in Australia.
- Provide documentation to enable the entry into Australia of Australian citizen dual nationals who have compelling reasons preventing them from travelling on an Australian passport.

- On request, provide clients with written evidence of their status in Australia as permanent residents.

Description

Under this output component, the department develops and administers appropriate visa arrangements and other documentation to facilitate the re-entry of Australian permanent residents in line with the above objectives. It also provides Certificates of Evidence of Resident Status (CERS) to Australian permanent residents who require evidence of their status.

Table 34: Number of Resident Return visas, Australian Declaratory visas and CERS

Category	2005-06	2006-07	Percentage change
Resident Return visas	57 255	63 062	10.1
Australian Declaratory visas	980	1 189	21.3
Certificates of Evidence of Resident Status	17 964	16 486	-8.2
Total	76 199	80 737	5.9

Table 35: Resident Return visas, Australian Declaratory visas and CERS - performance information

Measures	Results		
	2004-05	2005-06	2006-07
Quantity ¹			
73 900 onshore applications (persons) finalised.	86 404	72 652	74 424
8 300 offshore applications (persons) finalised.	8 117	8 369	9 104
Quality			
Percentage of onshore Resident Return visa (RRV) applications lodged electronically.	10	13	11

1. Applications processed in Taipei are not reflected in the applications (persons) finalised quantities.

Table 36: Resident Return visas, Australian Declaratory visas and CERs – performance against service standards

RRV, ADV and Certificate of Evidence of Resident Status	Onshore	Offshore
Median processing time	1 day	2 days
Actual median	0 days	3 days
75 percentile processing time	1 day	2 weeks
Actual 75 percentile	0 days	1.43 weeks

Note: Number of cases too small for median and 70 percentile processing times to be statistically significant.

Performance

During 2006-07, a total of 66 290 Resident Return visa applications were lodged. Of these, 60 482 were lodged in person, resulting in 57 392 grants and 817 refusals. Of the 5808 applications lodged through the Internet, 5670 were granted.

The number of online applications in 2006-07 was 11.61 per cent down on the previous year.

In 2006-07, there were 1259 applications lodged for Australian declaratory visas, up 21.88 per cent on 2005-06. A total of 1189 were issued.

During 2006-07, 16 632 applications were lodged for CERs, down 6.9 per cent on 2005-06. A total of 16 486 certificates were issued.

Output 1.2 Refugee and humanitarian entry and stay

This output has two components:

1.2.1 Offshore Humanitarian Programme

1.2.2 Protection visas (onshore).

The Humanitarian Programme is an important element of Australia's contribution to the system of international protection of refugees:

- the offshore component provides resettlement in Australia to people overseas who are in the greatest relative need of this durable solution
- the onshore component provides protection in Australia to people who engage Australia's protection obligations under the 1951 Convention relating to the Status of Refugees.

Highlights

In 2006-07, 13 017 visas were granted under the Humanitarian Programme. This number included 11 186 visas granted under the offshore component and 1831 granted under the onshore component.

The total number of Humanitarian Programme visas granted was higher than the nominal 11 314 available places by 1703 grants. These additional places were brought forward from the 2007-08 programme in accordance with government policy which enables the programme to be managed flexibly.

The department has continued its strategic international engagement focussed on promoting the lawful and orderly movement of people and strengthening the international protection framework. The department actively contributed to regional and international forums and worked cooperatively with many governments in our region.

The key achievements for the Humanitarian Programme for 2006-07 include delivery of 13 017 visas, of which 46 per cent were granted to refugees under the offshore component and 14 per cent were Protection and other visas granted onshore. The remaining 40 per cent were Special Humanitarian Programme visas granted under the offshore component.

More than 16 per cent of refugee visas were granted to Woman at Risk cases, well ahead of the Australian Government's nominal 10.5 per cent target of the refugee allocation.

For the onshore component of the Humanitarian Programme, there was an increase in the number of protection visa applications. Applications continued to be decided consistent with Australia's obligations under the Refugees Convention and within a formal quality assurance framework which ensures that protection visa decisions are soundly based and consistent with policy and procedures. The quality assurance process continued to show a 99 per cent rate of overall compliance with all policy and processing requirements.

There was a continued improvement in finalising Protection visa applications within the 90 day timeframe. The vast majority of applications were finalised in that timeframe.

In 2006-07 there was an increase of more than 52 per cent in the number of ministerial intervention requests finalised compared to the previous year.

International Cooperation

During 2006-07, the department developed productive new working relationships with governments of other countries

Profile



Twins reunited

It reads like the plot for a fairy story or high drama – lost twin reunited with her sister and family after years apart – but it happens to be true and one of Australia’s most touching stories in 2006-07.

Maulidi Mukasa’s wife was killed and he was separated from his nine-year-old daughter Neema as the family fled conflict in the Democratic Republic of Congo in 2001.

Maulidi and his other five children were selected to come to Australia by the United Nations High Commissioner for Refugees (UNHCR) and settled in Shepparton in Victoria. Not long after they settled in, Shepparton school principal Julie Cobbledick heard about the missing sister.

‘Maulidi came to see me to say that his little girl was missing and asked me if I could try and help find her,’ Julie says. And so began a search which lasted four years and eventually found Neema living with her uncle in a refugee camp in Kenya.

‘I never in my wildest dreams thought that this is where it would all end up,’ Julie said. ‘By the end of March, we knew that she was alive and then we went through the process with Immigration for applying for her visa which was granted in late September. So then Maulidi asked me if I would go over and bring her home, so I said yes.’

The department arranged for Neema to fly to Australia to be reunited with her family. Her twin sister Fitina was delighted when Neema arrived.

Julie said it had been a privilege to be a part of the family reunion. ‘It’s just been wonderful to have this little girl back with her brothers and sisters and her father,’ she said. ‘This is where she belongs, and where she needs to be.’

But the story is not over yet. At the end of 2006-07, moves had started to bring Neema’s Uncle Macinda, who had saved her life, to Australia.

and international organisations and strengthened existing partnerships.

This strategic international engagement enabled the department to facilitate the lawful and orderly movement of people to Australia and strengthen protection for refugees and displaced populations throughout the world.

The department also continued to build a concerted front against people smuggling, people trafficking, terrorism and other transnational crime.

Activities during 2006-07 included:

- a visit by Minister Andrews to Indonesia, reinforcing Australia's excellent operational cooperation with Indonesia
- hosting the annual Four Country Conference (Australia, Canada, UK, USA) which provided a valuable opportunity to exchange ideas on international best practice, including current border security issues
- a visit by the secretary to the USA to advance strategic cooperation on complex and diverse issues such as identity management and biometric technology, migration facilitation, citizenship, integration and international protection issues
- hosting the inaugural meeting of the Australia New Zealand Immigration Forum, which allowed both countries to further explore shared migration agendas, and participating in the meeting of Australia/New Zealand Trans-Tasman government chief executives to discuss strategic issues of mutual interest including population movement
- the former minister attended the UN High Level Dialogue on Migration and Development in New York in September 2006.

The department also actively engaged in international protection issues, including:

- contributing to the development of a UNHCR Executive Committee conclusion on women and girls at risk, which will help to put in place key protection concepts for this vulnerable group
- supporting UNHCR's work in the region, with particular emphasis on addressing protracted situations of displacement and the strategic use of resettlement
- participating in debate and discussions on emerging policy issues such as the framework for UNHCR's increasing involvement in situations of internal displacement.

The department also contributed to global border security, particularly in the Asia-Pacific region, through further strengthening border capacities of other countries. Examples include:

- furthering the design, implementation and support of an enhanced border alert system, known as the Enhanced CEKAL System, which will assist Indonesia to detect the movement of terrorists and other transnational criminals
- supporting the development and rollout of a border management system in Papua New Guinea; working with Vanuatu Immigration to review their border alert system; and installing a passport issuing system in Tuvalu
- facilitating the delivery of an extensive training programme on immigration intelligence and forensic document examination (to 16 countries)
- installing a state-of-the-art document examination laboratory in Thailand and upgrading the border network in Laos to enable 19 border checkpoints to track movements in real time.

There was also increased regional cooperation on border and migration management through:

- active support and participation at the Pacific Immigration Directors' Conference and its management board to set agendas for regional immigration cooperation initiatives in the Pacific
- engagement in the Bali Process on people smuggling, trafficking in persons and other related transnational crime and the Asia Pacific Consultations on refugees, displaced persons and migrants (APC). The latter included gaining the agreement of the APC to establish an Australian-funded position which will provide secretariat and operational support and facilitate enhanced administrative continuity for that process
- the hosting of a visit by the chair of the Inter-Governmental Consultations on Asylum, Refugee and Migration Policies (IGC), which provided an important opportunity to share Australian expertise on managed migration and to exchange perspectives on topical international issues
- participation in the trilateral counter-terrorism consultations with the USA and Japan.

The department also concluded a series of Memoranda of Understanding, including with:

- Indonesia to strengthen mutually beneficial cooperation on migration and border control management
- Laos to serve as a framework for the computerisation and linking of Laos international border checkpoints
- Malaysia to enhance cooperation on migration management and the investigation of people smuggling

- the USA, the United Kingdom and Canada to provide a framework for joint efforts in respect of investigations relating to genocide, war crimes and crimes against humanity.

The department also finalised a Mutual Assistance Arrangement with the USA for the resettlement of people in need of international protection.

DIAC-NGO Dialogue

The DIAC-Non Government Organisation Dialogue was held twice during 2006-07, in July 2006 and February 2007. The NGOs include national peak bodies such as the Refugee Council of Australia, Amnesty International, the International Commission of Jurists, the Australian Red Cross and the National Council of Churches. The aim of the dialogue is to develop and further strengthen relationships between the department and peak NGOs who are stakeholders in the management of the Humanitarian Programme.

It also provides an opportunity to receive feedback on services delivered and to discuss any issues of concern to NGOs.

In 2006-07 a forum was held on world refugee issues with those peak NGOs with an interest in attending the UNHCR's annual executive committee meeting to assist in reaching an Australian Government position for the meeting.

As in past years, two representatives of Australian NGOs and one expert joined the department-led Australian Government delegation to the UNHCR Executive Committee at the invitation of the minister.

The department also participated in the Annual Tripartite Consultations on Resettlement in June 2007.

1.2.1 Offshore Humanitarian Programme

Objectives

- Help people in humanitarian need overseas for whom resettlement in another country is the only available option.
- Share the responsibility for refugee resettlement with the international community.

Description

The Australian Government provides resettlement for refugees and others who are in the greatest need of this durable solution through the Humanitarian Programme. This output provides for the delivery of the Offshore Humanitarian Programme in a way that enhances settlement outcomes and supports Australia's role in sharing responsibility for alleviating humanitarian situations.

Performance

Government policy enables the programme to be flexibly managed, allowing places to be carried over or brought forward for use

between consecutive programme years. The government made available 13 000 new Humanitarian Programme places for 2006-07.

The department also re-credits places to the programme if offshore visas, once granted, are not taken up or if the holder of a temporary humanitarian visa departs Australia. At the start of the 2006-07 programme, 11 314 of the 13 000 places were available for use as 1805 places had been brought forward to the 2005-06 programme to meet additional demands in that year, and 119 places were re-credited to the available programme numbers as a result of temporary humanitarian visa holders departing Australia and offshore visas not being taken up by the visa recipients. Following adjustment, 11 314 places were available for use in 2006-07, comprising 6031 refugee places and 5283 Special Humanitarian Programme and initial onshore protection places.¹ Figure 8 shows the comparison by percentage.

Table 37: Humanitarian Programme visa groups

Visa subclass	Visa name
Refugee	
200	Refugee
201	In-country Special Humanitarian
203	Emergency Rescue
204	Woman at Risk
447	Secondary Movement Offshore Entry (Temporary)
451	Secondary Movement Relocation (Temporary)
Special Humanitarian Programme (SHP)	
202	Global Special Humanitarian
Onshore Protection	
785	Temporary Protection
866	Permanent Protection
Temporary Humanitarian Concern	
786	Temporary (Humanitarian Concern)

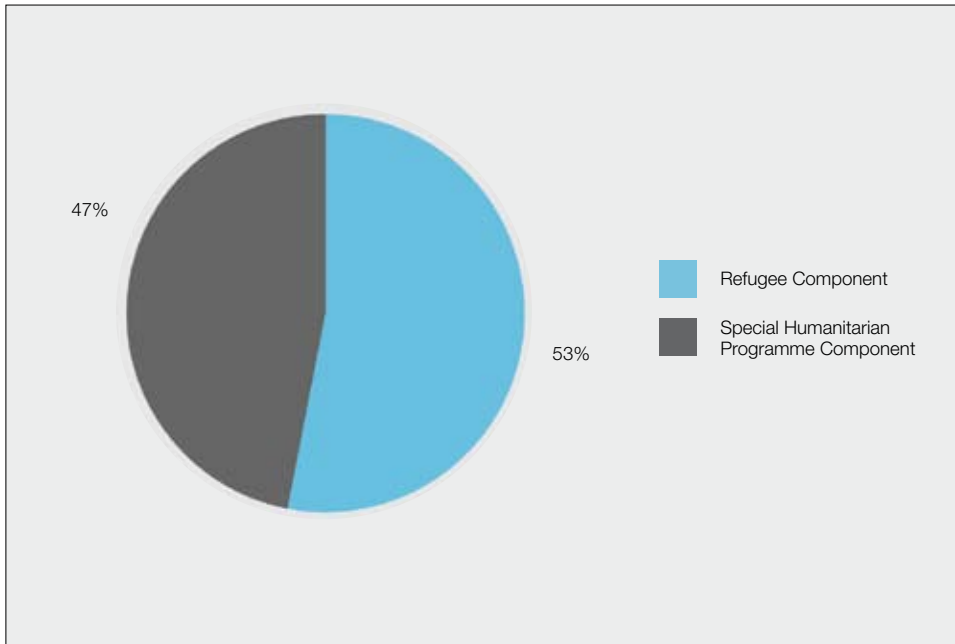
1. A humanitarian visa granted to an applicant who previously held another type of humanitarian visa is not counted the second time against the available programme number. For example, a Permanent Protection visa granted to an applicant is not counted against the programme number if that applicant previously held a Temporary Protection visa.

Table 38: Offshore Humanitarian Programme – performance information

Measures	2004-05	2005-06	2006-07
Quantity			
Measure – applications (persons) finalised.	125 000	100 000	90 000
Results	114 060	90 678	86 757
Quality			
Measure – per cent of applications (persons) finalised within 12 months.	75	75	75
Results	79	88	92

Note: These figures include applications that were processed and deemed to be invalid.

Figure 8: Humanitarian Programme available places 2006-07



Visa grants

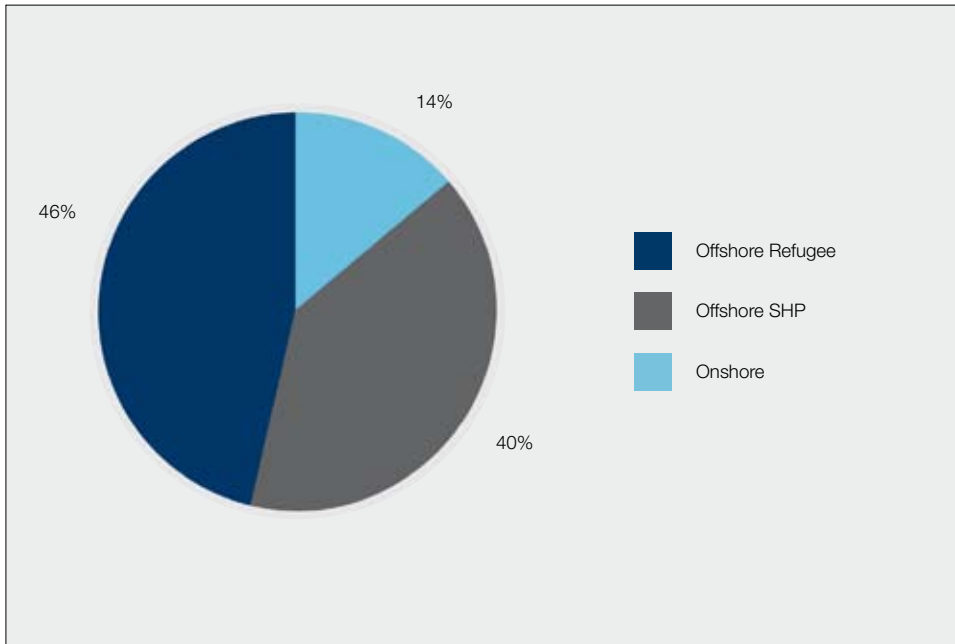
During 2006-07 13 017 visas were granted as follows:

- 5011 Refugee (subclass 200) visas
- 8 In-country Special Humanitarian (subclass 201) visas
- 3 Emergency Rescue (subclass 203) visas
- 980 Woman at Risk (subclass 204) visas¹
- 1 Secondary Movement Relocation (Temporary) (subclass 451) visa
- 5275 Global Special Humanitarian Programme (subclass 202) visas²

- 305 Temporary Protection (subclass 785) visas
- 1396 Permanent Protection (subclass 866) visas
- 38 Temporary (Humanitarian Concern) (subclass 786) visas.

A total of 13 017 visas were granted during 2006-07. Eighty-six per cent (11 186) of the total visas were granted under the offshore component, of which 6003 (46 per cent) were Refugee visas and 5183 (40 per cent) were SHP visas. The other 1831 (14 per cent) were Protection and other visas granted to onshore applicants.

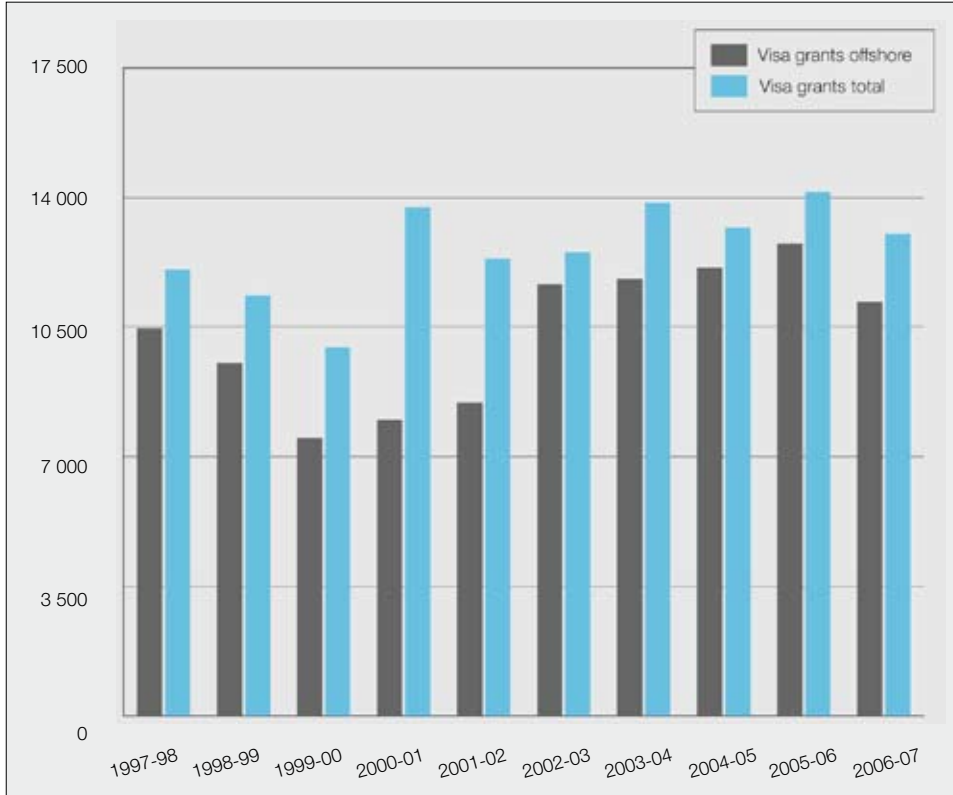
Figure 9: Humanitarian Programme visa grants



1. This figure includes one visa granted onshore through the ministerial intervention process.

2. This figure includes 92 visas granted onshore through the ministerial intervention process.

Figure 10: Humanitarian Programme visa grants offshore compared to total grants



This was the fourth consecutive year where all programme places available for use in the programme year were fully taken up and excess visas were granted using places brought forward from the subsequent programme year.

Of the total 6003 visas granted under the Refugee component, 980 (or 16.3 per cent) were granted to Woman at Risk applicants, exceeding the nominal annual target of 10.5 per cent. The level of Woman at Risk visa grants for 2006-07 was the second highest since this visa subclass was established in 1989. A total of 7991 Woman at Risk visas have been granted since 1989.

The highest number of offshore visas in 2006-07 was granted to applicants from Africa (50.9 per cent), followed by the Middle East and South West Asia regions.

This year marked a continued shift in offshore visa grants away from Africa towards the Middle East and Asia, reflecting greater access to resettlement caseloads in these regions and taking into account resettlement priorities recommended by the UNHCR.

Processing time

Processing times continued to improve in 2006-07. The target of 75 per cent of applications (people) finalised within 12 months was exceeded, with 75 per cent being finalised within five months and 92 per cent of cases finalised within 12 months.

Figure 11: Humanitarian Programme visa grants compared to available places

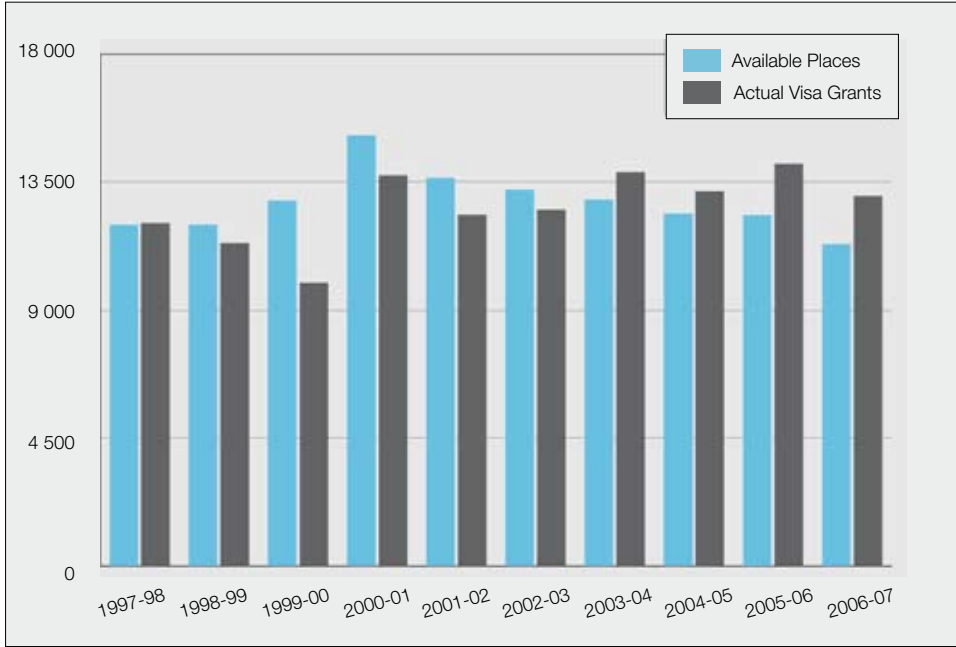


Figure 12: Humanitarian Programme Woman at Risk grants

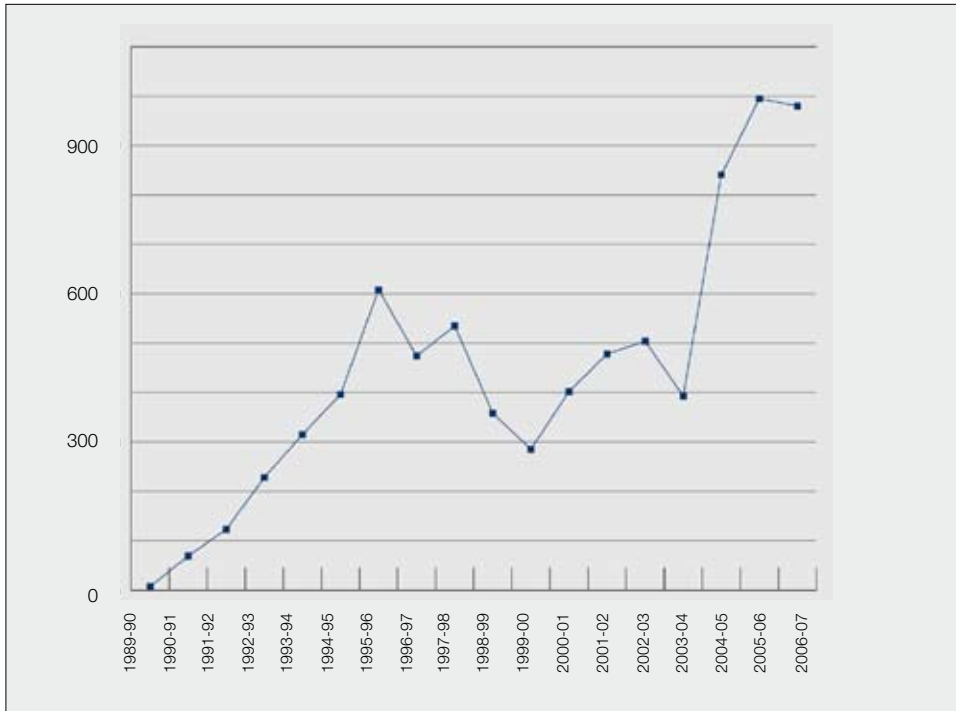


Figure 13: Humanitarian Programme visa grants offshore by region

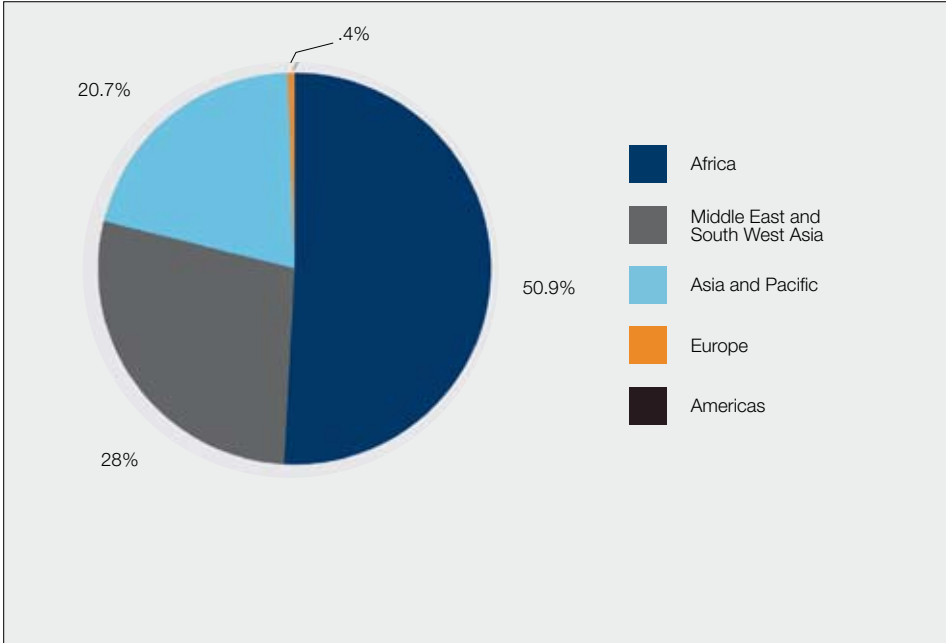


Figure 14: Humanitarian Programme visa grants offshore – regional trend

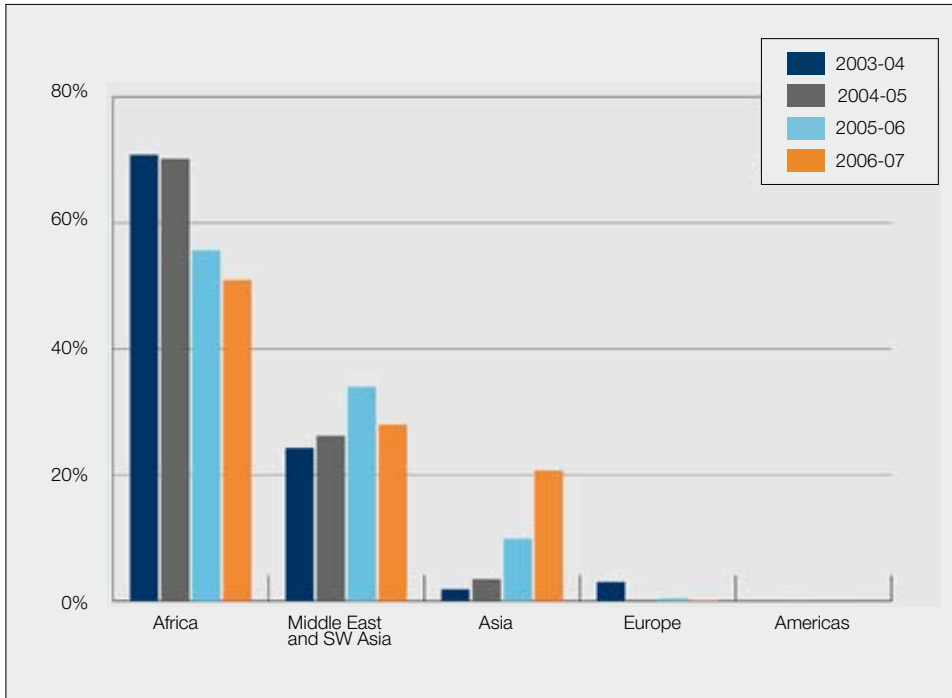


Figure 15: Humanitarian Programme finalisation times offshore

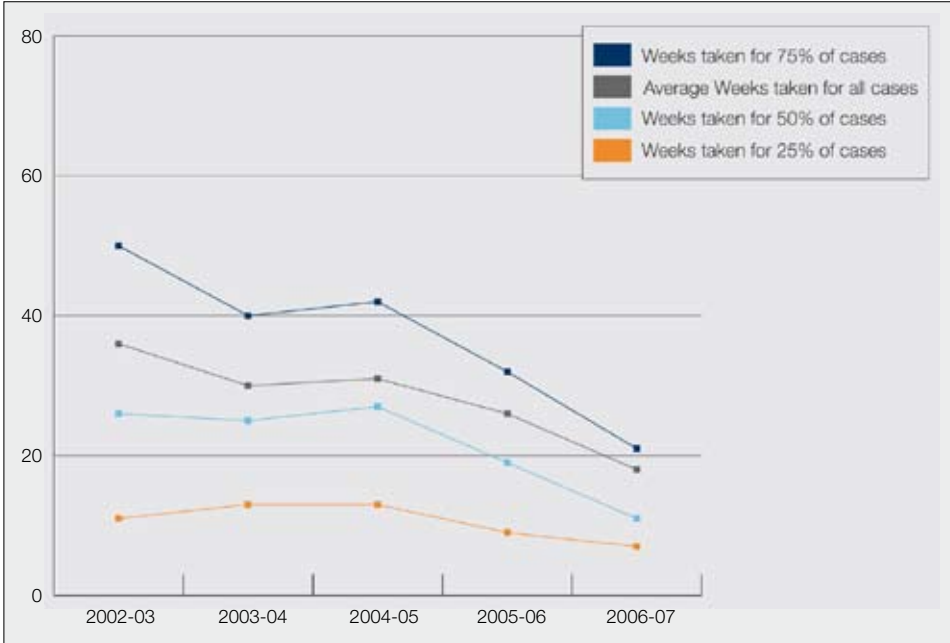
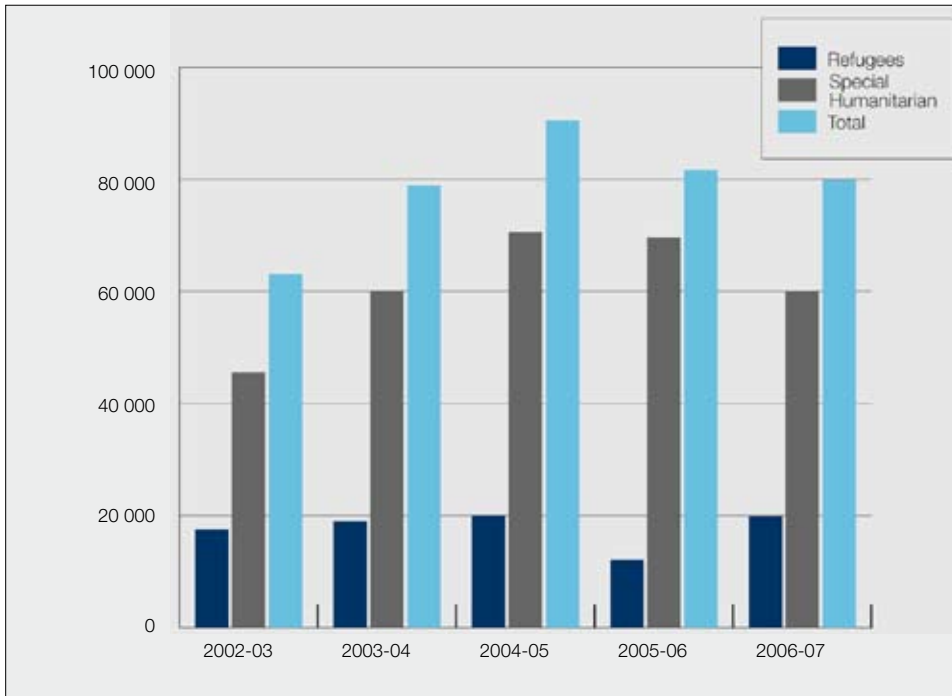


Figure 16: Humanitarian Programme applications offshore



Applications

In 2006-07, a total of 80 286 applications (persons) were made offshore, which was 1396 (or 1.7 per cent) less than in 2005-06.

Mobile team visits

The department sends mobile teams to refugee locations offshore for periods of up to four weeks to interview humanitarian visa applicants.

In 2006-07 mobile teams were deployed to the Middle East, Africa and South East Asia. The teams are usually small in number and comprise departmental staff and interpreters where required. Their role is to supplement the work of the overseas posts in processing refugee and humanitarian visa applications.

Mobile team members work in conjunction with locally engaged staff and our Australian staff based in the relevant country. Since 2003-04, 44 teams have been deployed to various locations around the world. In 2006-07, nine teams were deployed to Thailand, Guinea, Kenya and Jordan.

Cultural orientation

The department introduced the Australian Cultural Orientation (AUSCO) Programme in 2003 for refugee and humanitarian entrants preparing to settle in Australia. During 2006-07 the department advertised a global tender for the new AUSCO contract. The International Organization for Migration (IOM) was successful and in September 2006 was contracted to deliver the course on behalf of the department until 2009.

AUSCO is available to all refugees and Special Humanitarian Programme entrants over the age of five and is delivered over five days to ensure adequate coverage of all topics in sufficient detail. The AUSCO course is designed for and delivered to four main groups – adults, youth, children and pre-literate entrants.

In 2006-07 AUSCO classes were delivered in relevant languages in Egypt, Ghana, Guinea, India, Iran, Jordan, Kenya, Lebanon, Malaysia, Pakistan, Sierra Leone, Syria, Tanzania, Thailand, Turkey, Uganda, Zambia and Zimbabwe, assisting 6617 entrants.

The AUSCO course provides an initial introduction to aspects of Australian life and aims to enhance entrants' settlement prospects, help create realistic expectations for their life in Australia and assist entrants to acquire information concerning Australian culture prior to arrival.

The AUSCO Programme Consultative Committee was established in November 2006 and met twice in 2006-07 to review existing curriculum materials and develop evaluation procedures and a risk matrix for the AUSCO Programme.

Pre-departure medical screening

Pre-departure medical screening has been successfully operating in East and West Africa since August 2005 and in North Africa and Thailand since April 2006.

Pre-departure medical screening is provided for refugee and humanitarian visa holders about three days before they travel to Australia. This examination is in addition to the stringent health screening applicants undertake to determine whether they have met the health requirements for a visa grant. The screening provides tests for communicable diseases and assesses clients' general health status and fitness to travel. This process recognises that due to the length of time that may have passed between the initial visa medical and departure to Australia (combined with living conditions such as those in refugee camps), a client's health status may have changed.

Pre-departure medical screening is due to be further extended to other key refugee and humanitarian locations to reflect the shifting composition of the Humanitarian Programme. Screening will be implemented in further locations in Asia, the Middle East and southern Africa in 2007-08.

No-interest loan scheme

At the end of 2005-06, IOM changed the lending criteria of its no-interest travel loan scheme for Special Humanitarian visa holders to increase loan take-up and better meet the government's \$2.5 million funding goal. In 2006-07, the department monitored the impact of these changes and noted that there was a 55 per cent increase in the number of loans granted in the first six months following the changes and a 49 per cent increase in the number of loan-assisted humanitarian visa holders arriving in that time.

Funding for UNHCR projects

Australia continued its assistance to the UNHCR to improve its capacity to deliver resettlement referrals for the Australian programme. Projects totalling \$183 618 were funded in the Middle East and South West Asia, including:

- a 12-month deployment of a resettlement officer to Beirut, Lebanon, who will primarily focus on Iraqi refugees in the region
- a contribution to the census of Bhutanese refugees in Nepal in advance of a resettlement solution for this group
- a project in New Delhi, India to identify and assist refugees, including through resettlement, with an emphasis on women and girls at risk and protracted cases.

1.2.2 Protection visas (onshore)

Objective

- Ensure that Australia efficiently and effectively fulfils its international obligation not to return, directly or indirectly, refugees to their place of persecution.

Description

Protection visas allow for the stay in Australia of people to whom Australia has protection obligations under the Refugees Convention 1951 as amended by the Refugees Protocol 1967.

Performance

The department finalised 5067 Protection visas in 2006-07.

Finalisations include first instance outcomes, outcomes following review tribunal remittals and certain visa cancellation decisions. A total of 2243 Protection visas were granted in the year following primary, review, or ministerial intervention decisions.

These figures represent reduced activity compared to 2005-06. In that year there were 8226 Protection visa finalisations and a total of 5215 Protection visa grants. The lower number of finalisations and grants in 2006-07 reflects the finalisation in the preceding year of a large number of further Protection visa applications from Temporary Protection visa (TPV) and offshore Temporary Humanitarian visa (THV) holders.

Table 39: Protection visas - performance information

Measures	Results		
	2004-05	2005-06	2006-07
Quantity			
4200 onshore protection (persons) finalised.	8 278	8 226	5 067
30 matters relating to complaints to, and assessments for, UN treaty bodies.	15	9	31
250 (persons) in detention assisted under the Immigration Advice and Application Assistance Scheme.	430	624	343
Quality			
100 per cent of applications (applicants not in detention) finalised within 90 days in accordance with legislation.	79.20 ¹	70.20 ³	83.40 ³
Applications (applicants in detention).			
60 per cent finalised within 42 days of lodgement.	83.60 ²	51.30 ³	66.90 ³
100 per cent finalised within 90 days of lodgement.	N/A ³	87.94 ³	94.20 ³

1. In this year the published quality standard was 80 per cent of applications (applicants not in detention) finalised within 90 days of lodgement where there are not factors outside department control which prevent finalisation. This was measured against initial primary application outcomes only.

2. In this year the published quality standard was 60 per cent of applications (applicants in detention) finalised within 42 days of lodgement, where there are not factors outside department control which prevent finalisation. This was measured against initial primary application outcomes only.

3. Legislative changes on 12 December 2005 required 100 per cent of all applications to be decided within 90 days of a specified date. This includes periods where factors beyond the department's control prevent finalisation. This is measured against initial primary application outcomes. The performance figures for 2005-06 also reflect the decision taken in early 2005 to defer finalisations of decisions to nationals of countries affected by the December 2004 tsunami where that was to their benefit. This meant that there was a significant number of Protection visa applications not finalised within 90 days.

Profile



Learning for a new life

A new life in an unknown country in another part of the world means facing enormous challenges for about 13 000 humanitarian and refugee entrants who are resettled in Australia each year.

Most have fled trauma in their homelands and spent years in refugee camps. Many child entrants were born in refugee camps and have no knowledge of any other life.

Before 2003, they would arrive in Australia knowing little about the place where they would live. So the department developed the Australian Cultural Orientation (AUSCO) Programme to meet the needs of humanitarian entrants. AUSCO helps entrants become better informed about Australian culture before they arrive.

Topics include:

- an overview of Australia's government, geography and climate
- cultural adjustment
- travel to Australia and settling in
- healthcare and education
- finding a job
- money management
- housing and transport
- Australian law
- Australian values and citizenship
- access to counselling for survivors of trauma and torture.

AUSCO is the start of a journey from being a refugee to making a new life in Australia and its work is continued by other programmes after refugees and humanitarian entrants arrive in Australia.

The department provides teaching resources such as videos, DVDs, maps, posters, newspapers and books about Australia. The programme has set a benchmark in cultural orientation training with other countries regularly seeking the department's advice.

During the year there were 3743 Initial Protection visa applications lodged, which is a 13.4 per cent increase on the level of 3300 reported in 2005-06. At 30 June 2007, some 780 Initial Protection visa applicants were awaiting a first instance decision from the department. Of these, 185 (24 per cent) had a Bridging visa in effect with no work rights. Help under the Asylum Seeker Assistance Scheme was provided to 1780 Protection visa applicants at a cost of \$4.64 million.

In 2006-07, 1699 of the Protection visas granted resulted from initial applications, while 532 resulted from applications for further protection by TPV and THV holders and 12 resulted from ministerial intervention. Of the total of 2243 Protection visas granted during the year, 1701 were counted as part of the Humanitarian Programme. The remainder includes grants of further protection to TPV holders and THV holders who had already been counted as part of the Humanitarian Programme, and grants through operation of law to Australian-born children born to Protection visa holders.

Of the 2243 Protection visas granted in 2006-07, some 85 per cent were permanent Protection visas. This reflects both the small number of unauthorised boat and air arrivals during 2006-07 and that almost all further Protection visas granted to TPV and THV holders were permanent Protection visas.

The department continued to focus on improving mechanisms to ensure the integrity of Protection visa decision-making and further enhanced its biannual quality assurance process.

While this mechanism showed an overall high level of compliance with policy and procedural requirements, it also identified some opportunities to further strengthen processes, for example through increased focus on accurate and timely data entry on case progress and on other improvements in record keeping. The department continued to work with other agencies to reduce waiting times for character and other checks beyond its control.

In 2006-07 the department finalised 5882 ministerial intervention assessments (people) in relation to formal PV applicants. This is an increase of over 23 per cent on the 2005-06 total of 4771 assessments finalised.

The department continued work on country research and analysis to support decision-making. Its Country Information Service (CIS) maintains comprehensive information on the human rights situation in countries around the world. The CIS obtains information from a wide range of sources, including non-government and inter-governmental organisations dealing with human rights, individual country experts, media and Internet information sources.

At the end of June 2007, the CIS held some 8600 hard copy publications and documents and its electronic country information holdings stood at some 140 000 individual information items drawn from over 3650 different sources. Some 22 000 of these information items were added during 2006-07, with more than 43 per cent of them added within one day of publication and around 75 per cent within five days of publication.

Table 40: Protection visa grants 2006-07

Visa type	Temporary protection visa (subclass 785)	Permanent protection visa (subclass 866)	Total
Initial	308	1 391	1 699
Further Protection visa	18	514	532
Ministerial intervention process	6	6	12
Total	332	1 911	2 243

Reporting on processing times

In line with the commitment made by the Prime Minister on 17 June 2005 and consequential legislative changes, the department continued to closely manage the timeliness of Protection visa processing and provide reports on applications not finalised within the specified 90-day timeframe.

In 2006-07 the department met the new decision standard for initial Protection visa applications in more than 83 per cent of cases where applicants were in the community and in 94 per cent of the cases where applicants were in immigration detention.

During 2006-07, the secretary provided three reports to the minister on the implementation of the 90 day decision timeframe - the first covering the period 1 March 2006 to 30 June 2006, the second covering the period 1 July 2006 to 31 October 2006, and the third from 1 November 2006 to 28 February 2007.

The reports demonstrated a continuing improvement across the year, including a reduction in the number of cases on hand and an increasing proportion of cases finalised within 90 days. In the majority of cases not processed within 90 days,

the reasons for not meeting the standard were outside the department's control. The causes included external delays such as security assessments or client delay in providing information.

Under the Immigration Advice and Application Assistance Scheme (IAAAS), selected migration agents are funded to provide visa application help to all asylum seekers in immigration detention and to disadvantaged Protection visa applicants and others in the community who are in greatest need. Funding is also provided for information sessions, face-to-face advice, and telephone advice.

There are 23 providers across Australia from commercial practices, legal aid agencies and non-government community bodies providing IAAAS services to people in detention and in the community.

Table 41: IAAAS activity

	2005-06	2006-07	Percentage variation
Application assistance to detainees	625	343	-55
Application assistance in the community	442	449	2
Immigration advice	5 321	6 250	17
Total IAAAS services	6 388	7 042	10
Total IAAAS expenditure	\$2 165 543	\$2 174 690	.004

In 2006-07 there was a decrease in the number of people IAAAS helped in immigration detention because of a fall in the number of people in detention pursuing Protection visa applications. Community assistance remained at a level comparable to previous years. However, immigration advice services increased, partly because of an increase in inquiries in Australia about offshore humanitarian visas.

The aggregate effect of these workload shifts has been to reduce slightly the overall expenditure on IAAAS in 2006-07. This is because the cost of providing full application assistance to a person in detention is higher than the cost of providing immigration advice to a person in the community.

The department conducted regular discussions with the UNHCR on matters of policy and practice relating to onshore Protection visa processing and on broader protection-related issues. The department also conduct regular consultations nationally and regionally with representatives of the Australian Red Cross, IAAAS service providers and non-government organisations.

Processing activity relating to people in the Offshore Processing Centre on Nauru is dealt with in this report under output 1.5.

Output 1.3 Enforcement of immigration law

Overview

This output has six components:

- 1.3.1 Regulate entry and departure
- 1.3.2 Prevent unlawful entry
- 1.3.3 Detection onshore
- 1.3.4 Removals
- 1.3.5 Detention
- 1.3.6 Litigation

Highlights

The Onshore Compliance Plan 2006-07 guided the department's enforcement of immigration law during the year. The plan seeks better outcomes for the department's clients and is a key response to issues raised in the Palmer and Comrie reports. The plan's emphasis on the importance of prevention and deterrence has led to new strategies to ensure compliance.

With detention as a last resort, the department actively encourages people to voluntarily regularise their status. As a result, the number of people whose unlawful status is resolved without the need for enforcement action has significantly increased. Intermediaries such as education providers and employers are asked to ensure students and employees hold appropriate visas.

The improved integrity of the department's compliance work has resulted in increased numbers of unlawful non-citizens being located onshore, against an ongoing reduction of our estimated number of overstayers.

Immigration Status Service

The Immigration Status Service (ISS) allows police throughout Australia to make enquiries into the immigration status of people in Australia who are suspected of being unlawful non-citizens.

This reduces the risk of police inappropriately detaining people who are lawfully in Australia by providing immediate access to up-to-date departmental information and advice. Of the almost 10 000 enquiries received by the ISS, about 90 per cent related to people who were lawfully in Australia.

The ISS operates 24 hours a day, seven days a week and police can contact the service through a dedicated 1800 telephone number, by facsimile or email. The service has provided a response to police within 10 minutes in more than half of the enquiries received. The service also forms an important element in the department's collaboration with police as part of its extended compliance network.

Case management

As part of the department's commitment to fair and reasonable dealings with clients, the Case Management Service was introduced in late January 2006 in response to the Palmer report. Initially established in NSW and Victoria, case management is now implemented in every state and territory.

The Case Management Service was established to provide an integrated service delivery approach for cases involving vulnerable people and those with complex or sensitive circumstances. It manages people in detention and also those in the community who are particularly vulnerable, such as minors, the elderly, or those with a disability.

Case managers ensure that each person's case is managed in order to achieve a fair, reasonable, lawful and timely immigration outcome. Case managers also coordinate necessary services according to the person's individual circumstances, as documented in a case plan, which is based on a comprehensive assessment of the person's needs.

Case management is focused on early intervention – that is, working with people as soon as possible to ensure they understand how the Australian immigration system works and what role they have in resolving their own immigration status.

By May 2007, more than 830 people were either being case-managed or assessed for case management. Of these, around 60 per cent were in immigration detention and around 40 per cent were in the community.

By July 2006, a total of 46 trained case managers were employed across the department's network - 18 in New South Wales, eight in Victoria, six in National Office, five in Queensland, three each in South Australia and Western Australia, and one each in the Northern Territory, the Australian Capital Territory and Tasmania.

Community Care Pilot

On 15 May 2006, the department initiated a Community Care Pilot in Sydney and Melbourne engaging the Australian Red Cross to provide practical support to some of the department's most vulnerable clients. Two IAAAS service providers were also engaged to provide immigration advice and application assistance.

The pilot focuses on the health and welfare, immigration advice and information and counselling needs of the department's vulnerable clients.

As part of the pilot, the department engaged the International Organization for Migration to provide information and counselling services to help clients to consider and prepare for the possibility of return.

The pilot achieved its referral target of a minimum of 200 people in mid-February 2007 and at 30 June 2007 it was helping 407 clients. Of these, some 225 clients (55 per cent) received community help through the Australian

Red Cross and some 250 (62 per cent) received immigration counselling through the International Organization for Migration. Of the 407 clients, 18 per cent had their immigration status resolved.

As part of the 2007-08 Budget, the pilot is to be extended until June 2008 and expanded to Queensland.

The pilot is to be independently evaluated by the end of 2007.

The following case study highlights the complexities associated with working as a case manager in the department.

Ms L was referred to a case manager by Compliance as it appeared she might benefit from inclusion in the Community Care Pilot.

The case manager interviewed Ms L about her circumstances and conducted a comprehensive assessment of her case. Ms L advised that she was willing to depart Australia, but did not have sufficient funds to pay for this. The case manager informed Ms L about the services provided by the International Organization for Migration (IOM), which include provision of information in relation to returning to one's home country and assistance with departure from Australia.

Ms L agreed to meet with IOM and the case manager arranged a visit to IOM that same day. As well as providing Ms L with contact details for IOM, the case manager printed off a map and provided Ms L with directions.

During the interview with Ms L, the case manager discovered that the client had undergone chest surgery earlier that year. As a result, a fitness to travel assessment was necessary. The case manager arranged for a departmental officer to meet Ms L after her meeting at the IOM premises and take her to Health Services Australia for a medical assessment to determine her fitness to travel by air to her home country.

Later that same day, IOM advised that all the relevant paperwork for Ms L had been completed and departure arrangements were underway. The following day, a copy of the Ms L's itinerary and ticket was received.

Ms L departed with the assistance of IOM under the auspices of the Community Care Pilot. She did not incur a debt to the Commonwealth. The IOM case officer accompanied Ms L to the airport to offer assistance with luggage and in case extra funds were needed to pay for excess baggage. Within one week of referral to Case Management, the client was on a flight and happy to be returning home. Ms L expressed her sincere gratitude to both the departmental case manager and the IOM officer for their dedication, enthusiasm and timely involvement in assisting her to return to her home and family with dignity.

Systems for People business transformation

The department has made significant progress in improving its compliance, case management, detention and business systems under the *Systems for People* programme.

The programme, which is a key part of the government's response to the Palmer and Comrie reports, has been allocated \$495 million in new and redirected funding over four years to deliver consistent processes across the department and role-based portals for staff.

As part of this programme an integrated business model is currently being implemented that establishes national consistent business processes and builds in quality control, effective record keeping and decision support tools. These new business processes are incorporated in portals that are being progressively rolled out under the programme.

The first of these portals were for the compliance services, case management

and detention (CCMD) portal which was rolled out on 23 April 2007. These portals enable officers to record and monitor the progress of a case along the pathway towards an immigration outcome. They provide a single view of a client's details, enable better record-keeping, better case management, effective support of quality assurance processes and improved confidence in the integrity and consistency of data. Release 1 of the portals is used by appropriate compliance, case management and detention officers in the department's National Office and state and territory offices.

A further tool for case managers is the case management handbook, which provides staff with a range of online reference materials. This handbook is made available to case managers and other staff through the portals.

Administration of the character powers of the Migration Act

The Commonwealth Ombudsman released his report on the administration of the character powers (s.501) of the *Migration Act 1958* and their application to long-term residents in February 2006. The report highlighted deficiencies in the application of procedures used for cancelling long-term permanent residents' visas on character grounds. The department acknowledged that there were defects in the administration of the relevant policy and procedures and accepted the ombudsman's recommendations insofar as they related to administrative reforms.

As well as broad improvements already in place following the Palmer and Comrie reports, which addressed many of the ombudsman's concerns, the department continued to implement additional measures to improve consistency in the administration of the character powers. In particular, the department implemented centralised processing for cases being considered for cancellation and refusal.

Profile



Hotline, hot property

The Immigration Status Service (ISS) round-the-clock hotline was hot property after it received its 10 000th call during 2006-07.

The hotline was established after the Palmer and Comrie reports to help police officers around Australia determine the status of people suspected of being in the country illegally. And it is proving to be very effective.

The 10 000-call milestone came as departmental compliance officers in South Australia were conducting ISS training workshops with SA police.

Departmental officers said the workshops were a good way of building on the already excellent relationship between immigration officers and police.

Melissa Franklin, a departmental compliance officer said the workshops also involved recruits from the SA police academy. 'They were highly enthusiastic,' she said.

Melissa said that once the hotline was explained to them, the police officers were happy to use it rather than calling individual areas of the department as they had in the past.

'It has streamlined the process so it works far better for both parties,' Melissa said.

The workshops helped police to learn more about the department's work and services such as the ISS and covered immigration scenarios that they may encounter.

The workshops also explained immigration compliance officers' powers and various provisions of the Migration Act with compliance officers on hand to answer questions about the rights and responsibilities police have when dealing with immigration matters.

Immigration officers sometimes need police help during high-risk operations or need to refer matters to them for investigation and the ISS workshops helped develop a good mutual understanding and working relationship between the two organisations.

The National Character Cancellation Centre

The department centralised its visa cancellation function with the establishment of the National Character Cancellation Centre (NCCC) in February 2007 as part of its broad reform of the character powers. This followed a number of internal and external reports which supported the centralisation of the character function.

The NCCC delivers the following key benefits:

- improved consistency in practice and decision-making
- staffing stability and continuity of expertise and resources
- improved efficiencies through more effective prioritisation of cases and assignment of resources
- more effectiveness in managing deadlines
- consistent identification and management of risks.

The visa refusals function has also been centralised into a single dedicated unit. Offshore visa refusal considerations on character grounds have been processed by a single unit since January 2004. However, with centralised processing, the unit will now process all cases, both onshore and offshore, where consideration is being given to visa refusal.

Asia-Pacific Economic Cooperation (APEC)

The department continued to support Australia's trade and investment interests by facilitating the movement of business people within the Asia-Pacific Economic Cooperation (APEC) grouping by:

- chairing, and providing secretariat and project management support to the APEC Business Mobility Group
- representing Australia in APEC sub-forum meetings

- managing the APEC Business Travel Card scheme on behalf of all participating APEC economies.

The department hosts the APEC Business Travel Card scheme in which 17 of the 21 APEC economies participate and has led changes to make it easier for the remaining four economies to join. The USA and Mexico are moving strongly towards greater participation in the scheme.

There are now more than 23 000 card holders, of which 9000 are held by Australian business people.

The card offers two main benefits for business people:

- it gets them through airports quickly using a priority APEC immigration processing lane, often the lane used by aircrew and diplomats
- it gives them visa pre-clearances, which are valid for three years and allows multiple entries for a maximum stay of at least two months – card holders lodge one application with their home government and, once approved, may travel to other participating APEC economies without having to apply separately for visas.

Working with APEC on border management

The department leads an Asia-Pacific Economic Cooperation (APEC) project to strengthen the capacity of APEC economies in using biometrics in travel documents and border management. Another project the department is leading is the Regional Movement Alert System (RMAS) – a counter-terrorism initiative that detects the attempted use of lost, stolen or invalid passports.

RMAS is a world-first in the multilateral accessing of passport data and has demonstrated that countries can establish real-time connections to each other's passport databases.

Following endorsement of the pilot project by APEC leaders in September 2006, the department has upgraded RMAS to a full production system. Currently Australia, the United States of America and New Zealand are participating in RMAS and the department is working to integrate other APEC member economies into the system.

Building on this success, the second phase of RMAS was implemented in June 2007, enabling the positive validation of passports. RMAS is now able to confirm that a passport is recognised as valid by a Document Issuing Authority and alerts authorities to passports that are not recognised as valid. Positive validation makes RMAS a powerful tool for detecting counterfeit passports.

The ability of RMAS to verify passports with issuing authorities is one of the key features distinguishing it from systems that compile lost and stolen passport data.

RMAS adds another layer to Australian and regional border security and fosters stronger relationships between Australia's security agencies and their regional counterparts.

[Advance Passenger Processing](#)

A key element of the department's secure and streamlined border processing is the Advance Passenger Processing (APP) system which is used to pre-check passengers before they travel to Australia. The APP system prevents inadequately documented passengers from boarding airlines or vessels overseas and increases the efficiency of incoming passenger processing in Australia for both airlines and the cruise shipping industry.

System enhancements were introduced in early 2004, enabling the department to obtain advance information of all airline passengers (including those transiting) and crew before their arrival in Australia. Currently 48 airlines fly to Australia that

must satisfy mandatory APP requirements for both passengers and crew.

APP checking is currently occurring in around of 99.5 per cent of all passenger and crew air arrivals in 2006-07, an increase from 99 per cent in 2005-06 and 98 per cent in 2004-05.

It is mandatory that airlines send APP data to the department for each passenger and crew member at the time of departure to ensure the security of Australia's borders. In anticipation of the introduction of a legislatively based compliance regime, under which carriers may be infringed for failing to report on passengers and crew flying to Australia, trials of an infringements reporting system have been conducted between the department and all airlines since April 2006. This has given airlines the opportunity to ensure that their internal systems comply with APP requirements.

[Airline Liaison Officers](#)

Airline Liaison Officers (ALOs) play a key role in protecting Australia's borders by preventing and deterring irregular movement of people in the region. In 2006-07, they were involved in 180 interdictions abroad of irregularly documented passengers attempting to travel to Australia, representing a 26 per cent increase over the 143 interdictions in 2005-06.

[Border security systems](#)

In 2006-07, as a part of the *Systems for People* programme, the department continued to develop a border security portal to provide a much improved front-end for users of the department's main systems for managing border entry and departure.

A milestone was achieved with the successful completion of the Movement Alert List (MAL) Augmentation Search Capabilities (MASC) project to upgrade the name search facility used by the Movement Alert List system. The outcome was an

expanded capability for matching names from a wider range of ethnic groups, as well as improved mainframe computer performance.

Border Operations Centre and Movement Alert List

MAL is the department's principal electronic alert system and forms an integral part of Australia's national security and border control strategy.

In July 2006, the department created a new Border Operations Centre to bring together the existing Entry Operations Centre and the new Central MAL (CMAL) Operations Section to take over current MAL operations in National Office and to train and prepare for the new CMAL System.

CMAL Operations started a 24 hour, seven days per week processing capability in September 2006 and during the next 12 months the department will continue to work towards a fully centralised alert checking capability. Since December 2006 the CMAL Operations Section has been using a substantially upgraded version of name searching which has markedly improved alert list checking capabilities.

National security

All non-citizens applying to enter and/or remain in Australia are subject to security checking. This is an integral part of the department's visa issuing processes and includes checking against the Movement Alert List.

To prevent the entry of non-Australians who may pose a threat to national security, the department works closely with Australian security, intelligence and law enforcement agencies.

Counter terrorism preparedness and response

The department is actively involved in whole-of-government counter-terrorism efforts including membership of such inter-agency forums as the Australian Government Counter-Terrorism Policy

Committee and the Australian Government Counter-Terrorism Committee.

In 2006-07, the department participated in the National Counter-Terrorism Committee's Luminary exercise series, designed to test security preparations for the APEC 2007 series of meetings. The exercises help the department ensure it is prepared to respond to a terrorist incident, particularly through management of the border.

Preventing people smuggling activity

Organised people smuggling is a crime which generally preys on the misfortunes of others. In past years people have lost their lives trying to reach Australia illegally by boat. The department works with other agencies to prevent this activity.

The department provides advice to government on the activities of people smugglers planning or attempting to smuggle people to Australia by air or by sea. Dedicated units in the department assess intelligence on people smuggling activities and distribute reports within the department, to other government agencies including law enforcement agencies and to Australia's overseas diplomatic missions.

In addition, the department works with several regional counterparts to counter the activities of organised people smugglers and the movement of potential illegal immigrants towards Australia.

New identity management strategic plan

In 2005-06, the department reported that it would be implementing an identity management strategy to provide robust, consistent and effective processes to identify clients. In early 2007 the department finalised a major plan — *Identity Matters: Strategic Plan for Identity Management in DIAC 2007-2010*.

The plan articulates a vision for the effective identification of people entering Australia and the maintenance of that identity by clients as they interact with other agencies during their settlement or temporary stay.

The strategy is aimed at improving the way the department assesses client identity through the collection of standardised and consistent biographical details, strengthened document verification capability to ensure the credentials that clients provide are genuine and the collection of a biometric identifier to anchor client identity in certain programmes and caseloads. The strategy is an integral component of the *Systems for People* programme and contributes to the client-focused approach the department is implementing.

International identity initiatives

Australia continued to be actively involved in international identity management initiatives. The department chaired the Four Country Conference Sub-Group on Biometrics and Technology which met in Hong Kong and conducted a successful biometric data sharing trial. The results of the trial were presented to Four Country Conference principals at a meeting held in the Hunter Valley in April 2007. The development of a systematic data sharing programme building on the trial was endorsed at the Hunter Valley meeting. In April 2007 the chair of the sub-group passed to the USA.

Document verification service

A whole-of-government initiative is currently under way to improve identity security and combat crimes related to identity theft. The Document Verification Service (DVS), conceived as part of the Australian Government's National Identity Security Strategy (NISS), aims to develop and deliver a consistent approach to identity verification across federal, state and territory agencies.

The DVS allows agencies to verify whether documents issued by another agency are likely to be genuine documents according to the issuing agency's records of the document issue date and details. A DVS pilot was conducted between February and June 2006 involving the department,

DFAT and representatives of road transport authorities and registrars of births deaths and marriages from NSW and the ACT.

Following the successful pilot the government decided to implement the DVS on a national basis. At the end of 2006-07 DVS was operating as a pilot service with the involvement of pilot agencies only.

Reduction of multiple client records

In 2005-06, the department identified a goal to have one record for each client. In 2006-07, the department started a project to reduce the number of duplicate client records by implementing business rules to link multiple records and to deal with these records in real time the next time the client interacts with the department.

This capability is to be implemented in 2007-08 as part of the *Systems for People* programme. It will also enable identification of duplicate records in the department's Integrated Client Service Environment (ICSE) and the Travel and Immigration Processing System (TRIPS) and provide a baseline from which to report in future programme years.



SMH Picture by Andrew Meares

Tradition strengthens security

Sun drenched coral cays, palm trees, fishing canoes and vast stretches of impossibly blue water are the usual images conjured up when the Torres Strait Islands are mentioned.

But this 150 km-wide, island dotted passage between Cape York Peninsula and Papua New Guinea (PNG) is more than just an idyllic tropic location – it is a vital part of Australia's border security.

Combining their traditional lifestyle with observation and intelligence activities, the department's 28 Movement Monitoring Officers (MMOs) in the Torres Strait help keep Australia's borders secure while managing traditional movements around the area.

The MMOs monitor about 50 000 movements a year by traditional inhabitants across the Torres Strait Protected Zone between Australia and PNG.

Under the Torres Strait Treaty, traditional inhabitants from both countries can move freely within the zone without passports or visas. Instead they have passes issued by their village chairperson.

The zone includes 100 islands, reefs and cays across 17 700 square kilometers. Thirteen of these islands are inhabited by more than 4500 people and the MMOs are drawn from these communities.

The MMOs ensure that people moving around the zone are eligible 'traditional inhabitants' – citizens of either Australia – indigenous Torres Strait Islanders who reside in the zone – or PNG citizens who live in identified treaty villages in PNG.

The department's Torres Strait Regional Manager, Peter Zammit said the MMOs play a vital role in border security.

'The MMOs show amazing flexibility and ability to adapt to an ever-changing environment. They have a burning pride in their work, their community and their country,' he said.

1.3.1 Regulate entry and departure

Objective

- Provide efficient and orderly immigration processing while ensuring effective screening against those who have no entitlement to enter the country.

Description

Under this output component, the department ensures effective immigration clearance and screening processes by working closely with other border agencies, especially the Australian Customs Service, and by employing leading-edge technology to deliver a secure immigration processing system that is as non-intrusive as possible for genuine travellers.

Performance

In 2006-07, there were 24.3 million passenger and crew arrivals and departures compared to 23.3 million passengers and crew arrivals and departures in the previous year. This was an increase of 4.3 per cent.

The 2006-07 the figure comprises 22.4 million air passengers, 1.2 million air crew, 111 000 sea passengers and 653 000 sea crew, compared with 21.4 million air passengers, 1.2 million air crew, 93 000 sea passengers and 630 000 sea crew for 2005-06.

There was no substantive change in the total number of air crew for 2005-06 and 2006-07.

In 2006-07, more than 39 500 passengers and 21 300 crew were reported by cruise ships through the Advance Passenger Processing system (APP). This represents more than 99 per cent of cruise ship arrivals and only minor administrative errors prevented 100 per cent compliance.

Referrals to the department at airports

The Migration Act requires citizens and non-citizens to identify themselves to a clearance officer and provide certain information in order to enter Australia.

This process is designed to regulate the entry of people to Australia and to ensure that those who enter have authority to do so, that they are who they claim to be and that they provide other information if required to do so.

The Australian Customs Service (ACS) undertakes primary immigration clearance processing on behalf of the department at Australian airports.

In 2006-07, the ACS and departmental electronic systems referred just over 300 000 air passengers to the department for reasons ranging from data amendments, to arrivals without visas, and bona fides checks. Of those referred to the department, the majority were immigration cleared to enter Australia.

Seaports

The department now has more than 20 dedicated seaports officers located in state and territory offices as well as Port Hedland and Cairns. They support the Australian Customs Service in the immigration clearance of vessels arriving at Australia's seaports. Under an ongoing training programme, the department has delivered immigration clearance training to Customs officers at most major and several regional ports. During 2006-07, departmental immigration officers boarded 1850 vessels to examine crew and passenger documents and resolve cases identified by ACS as being of potential immigration concern.

Table 42: Regulate entry and departure – performance information

Measures	Results		
	2004-05 ¹	2005-06	2006-07
Quantity			
Passenger and crew arrivals/departures processed within the integrity framework.	22.6 million	23.3 million	24.3 million
Quality			
Increasing or maintain proportion of arriving air passengers and crew processed via APP.	99.5 per cent of passenger and crew arrivals processed.		
Increasing or maintain proportion of arriving sea passengers and crew processed via APP.	99.6 per cent of passenger and crew arrivals processed.		
Travel statistics services completed for interagency delivery within agreed timeframes.	91.6 per cent achieved		
All immigration Torres Strait Island Treaty obligations are met through the Movement Monitoring Officer (MMO) network.	50 145 traditional inhabitant movements recorded, and 766 ineligible persons refused entry. Papua New Guinea nationals accounted for 97 per cent (25 221 arrivals and 23 877 departures) and Torres Strait Islanders 3 per cent (529 arrivals and 518 departures).		

1. The figures for the quantity measure (number of arrivals and departure) in 2003-04 and 2004-05 do not include the number of crew movements.

Infringement notices

Under Australian law, international carriers entering Australia from overseas must comply with certain obligations in relation to their vessels and persons on board their vessels. It is the responsibility of the carrier to ensure that a passenger is properly authorised to travel to Australia.

Where carriers bring inadequately documented passengers or undocumented passengers to Australia, they may be liable, if convicted, to a fine of \$10 000. As an alternative to prosecution carriers may elect to pay a prescribed penalty of \$5000 for an offence (an infringement notice).

The department maintains this policy to deter carriers from failing to confirm passengers' immigration status before they board an aircraft to come to Australia.

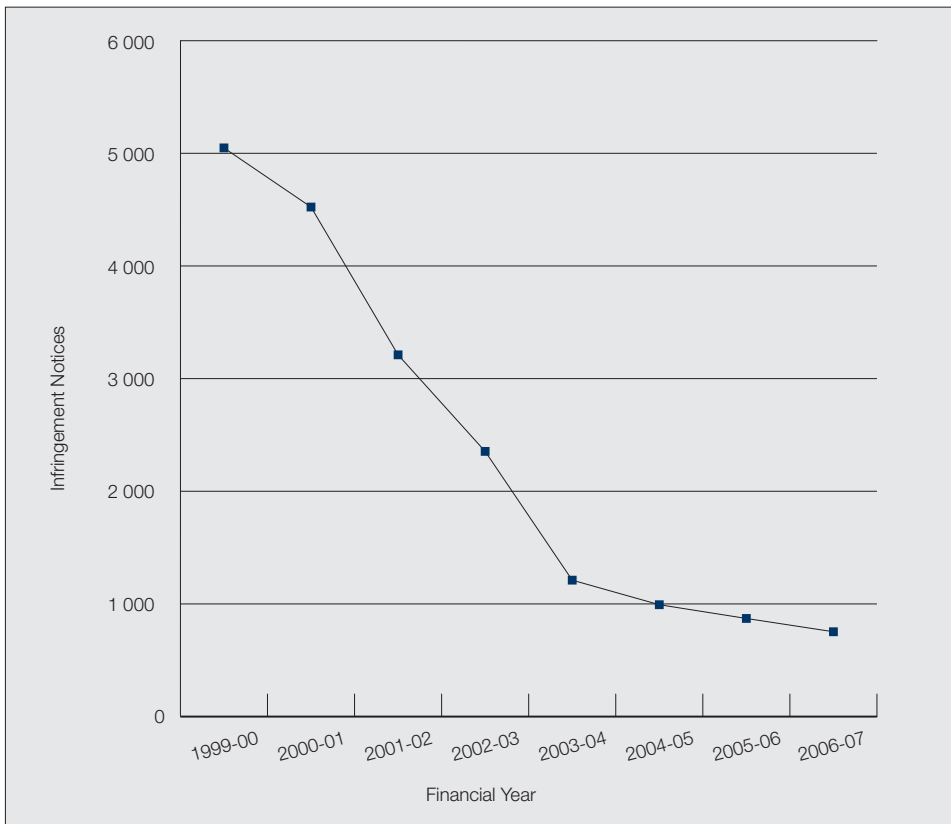
Any such oversight on the part of a carrier has scope to seriously compromise Australia's border security.

The effectiveness of Australia's border security initiatives is illustrated in the significant drop in the number of infringement notices served on airlines in recent years. At their peak in 1999-00, more than 5000 infringement notices were issued.

Since then, there has been a decrease of 80 per cent. In 2006-07, a total of 753 infringement notices were issued to airlines - a decrease of almost 14 per cent on the 871 notices issued in 2005-06. See figure 17.

The net number of infringement notices served on shipping vessels was 31 in 2006-07 compared to 58 in 2005-06.

Figure 17: Infringement notices issued to airlines from 1999-2007



Automated ePassport Control

The department has been working with the ACS to implement an automated ePassport control system. The system is part of an overall programme owned by ACS spanning four years beginning in July 2005 and ending on 30 June 2009. The impetus for the automated ePassport control programme is the increased demand on international airports in Australia with more people travelling.

In around 10 years it is anticipated that 70 per cent of air travellers entering Australia will have an International Civil Aviation Organisation (ICAO)-compliant ePassport. The automated ePassport control system will enable self-processing of eligible passengers who hold ePassports via an automated gate.

This technology, in conjunction with identity verification technology, will not only facilitate passenger processing but also enable the speedy and secure verification of incoming travellers.

The ACS plans to phase in the implementation of the automated ePassport control using ePassports at key Australian international airports. The automated ePassport control system will be voluntary for all eligible passengers.

To enable automated processing at Australia's borders, the department amended the *Migration Act 1958* to allow Australia to capitalise on currently available identification and verification technologies and expedite immigration processing.

Profile



Border stars shine

NSW Compliance Manager, Roger Allen, was stopped by a ticket booth operator at his local railway station in Sydney but it wasn't a problem with his ticket. The operator said, 'I saw you last night ... you guys are doing a great job – keep it up.'

Roger is one of a number of departmental officers surprised to be recognised in their communities after featuring in *Border Security*, one of Australia's top-rating television programmes in 2006-07.

Now into its fifth series and averaging around two million viewers each week, the Channel Seven documentary programme takes viewers behind the scenes and follows the work of immigration, customs and quarantine officers at airports, mail centres and along Australia's vast coast line.

Departmental airport officers say the programme shows what they really do at work and feedback has been good.

The *Great Chase* which aired in August 2006 proved a very popular episode showing departmental compliance officers in an operation on a Sydney building site following a tip off. They detained five people from the People's Republic of China who were working illegally.

'Participants in the programme all agree the show has had an overwhelmingly positive effect on how the Australian public sees the work we do,' Roger said.

Satinder Pastricha, Deputy Manager Sydney Airport, said that before the programme screened, the work the department does at migration entry points 'wasn't known to the public on the street.'

'It raised awareness, and made them appreciate the kind of work that we do – the good work that we do in fact,' Satinder said.

And having television cameras around did not change the way departmental officers did things. 'What you see on television is pretty much what you see happen in most jobs we do,' Roger said.

Automated ePassport control will supplement the existing passenger facilitation strategies such as joint queuing for citizens of Australia and New Zealand at international airports.

Travel and Immigration Processing System

The department's Travel and Immigration Processing System (TRIPS) is critical to processing international travellers. In 2006-07, the department continued to maintain the integrity of the TRIPS data and provided training on the system to airport inspectors. The department is also developing online training material so staff can access online, up-to-date training material at all times and in line with their job requirements. This will replace instructor training in a classroom environment.

The department maintained its working relationship with the New Zealand Department of Internal Affairs, which provides New Zealand passport data for Australian border clearance purposes. This included reviewing the bilateral Memorandum of Understanding on the transfer of New Zealand passport data, delivering enhancements to the TRIPS New Zealand passport database, developing contingency plans for any failure of the transfer and starting a project to upgrade the transfer mechanism.

People trafficking

The department works closely with its whole-of-government partners to combat the crime of trafficking in persons.

As part of this work the department refers any indicators of trafficking to the Australian Federal Police (AFP) for assessment. In 2006-07, the department referred 46 matters involving 33 identified suspected victims for assessment and possible investigation.

During the year 14 people were granted Bridging F visas (BVF) and 13 people were granted Criminal Justice Stay visas (CJSV). As at 30 June 2007, one BVF was

still in effect and 32 suspected victims of trafficking held CJSVs. A further four people were granted temporary Witness Protection (Trafficking) visas.

The department provides training on combating trafficking in people for compliance officers through the College of Immigration. The department also includes awareness sessions in other departmental training programmes and delivers a session to participants in the transnational sexual exploitation and trafficking training programme run by the Australian Federal Police.

Fraud investigations

The department takes seriously any attempts to commit fraud against its programmes. In 2006-07 the department received 2543 allegations. As a result a number of court matters were initiated, concluded or were ongoing during the year.

A total of 11 new briefs of evidence were submitted to the Commonwealth Director of Public Prosecutions (DPP) for consideration, resulting in seven new prosecutions being undertaken. Seven prosecutions were successfully completed in 2006-07.

For example, a migration agent was charged in 2006 with nine counts against section 234(1)(c) of the *Migration Act 1958*.

The agent had lodged Protection visas for eight clients that contained false and misleading statements. He pleaded guilty to all offences, and on 23 May 2007 was convicted on all nine counts. He was given 100 hours community service for each offence, to be served concurrently.

During the course of the investigation, the Migration Agents Registration Authority also barred him from being registered as a migration agent for a period of five years.

Some changes to personal identifier legislation had unintentionally inhibited the department's ability to investigate cases of fraud in the preceding financial year which led to a reduction in the number of prosecutions the department was able to undertake. Subsequent changes to the legislation in May 2007 have removed these impediments.

The department revitalised its investigation officer training in 2006-07, arranging certificate and diploma-level investigation courses adapted specifically to the department's needs. A combination of external providers supported by internal subject matter experts has ensured that the department meets its obligations under the

government's Fraud Control Policy to have properly accredited staff.

Administration of criminal justice visas

The department continues to support law enforcement agencies through the operation of the Criminal Justice visa programme. A Criminal Justice Entry visa may be granted to a foreign national offshore who is required to enter Australia temporarily as a defendant or a witness for criminal justice purposes. A Criminal Justice Stay visa may be granted to a person already in Australia for those purposes.

In 2006-07, a total of 46 Criminal Justice Entry visas were granted. A total of 75 Criminal Justice Stay visas were granted.

1.3.2 Prevent unlawful entry

Objective

- Deliver on Australia's commitment to border protection.

Description

Under this output component, the department ensures effective offshore and border operations to identify and detect people who have no entitlement to enter Australia and to prevent their entry.

The department uses deterrent and law enforcement strategies and cooperates with other countries in the region to combat and prevent:

- attempted entry by people who threaten the good order of the community, are of national security or character concern, or otherwise fail to meet the entry requirements

- unlawful entry by improperly documented people
- people smuggling activities
- unauthorised boat arrivals
- fraud against Australia's visa programmes.

Performance

In 2006-07, there were 1678 refused entries at Australia's air and sea ports, compared to 1995 in 2005-06. This represents a decrease of 16 per cent from 2005-06.

Table 43: Prevent unlawful entry – performance information

Measures	Results		
	2004-05	2005-06	2006-07
Quantity			
Persons refused entry (excluding unauthorised boat arrivals).	2 058	1 995	1 678
Unauthorised boat arrivals and stowaways ¹	16 (stowaways)	69 (includes 61 boat arrivals and 8 stowaways)	137 (includes 133 boat arrivals and 4 stowaways)
Quality			
Cost of Airline Liaison Officer (ALO) network compared to avoided cost through denied entry.	Cost of ALO programme: \$3.9 million Direct avoided costs estimated at around: \$12.6 million		
Risk of unauthorised or fraudulent entry mitigated by the Overseas Compliance Officer network.	Overseas compliance officers produced over 900 information reports for the period 2006-07. Around 4600 cases of fraud were detected and recorded on the department's systems over the same period.		

1. The measure 'unauthorised boat arrivals and stowaways' is a new measure. The previous measure was revised and the illegal foreign fishers component removed.

Refused immigration clearance

In Australia's multi-layered approach to border processing, the border is the final point at which a person's identity and authority to remain in Australia can be confirmed before their entry into the community.

People can be refused immigration clearances if they are unable to meet Australia's entry requirements.

This happens if people either have their visas cancelled or refused at the border, or are inadequately documented, or are unable or refusing to comply with the requirement to provide evidence of their identity and authority to enter Australia.

In 2006-07 there were 1388 people refused immigration clearance at Australian airports. This was a decrease of 13 per cent over the 1598 people refused in 2005-06.

The number of people refused immigration clearance in 2006-07 was 0.02 per cent of all non-Australian citizen passenger air arrivals.

In 2006-07, around 75 per cent of people refused immigration clearance had their visas cancelled because they were not found to be bona fide visitors to Australia, in that they did not intend to comply with the conditions associated with their visas. People may also be refused immigration clearance if they fail to meet the character requirement for entry to Australia or if they produce fraudulent documentation to illegally enter Australia.

In 2006-07, around 95 per cent of those refused immigration clearance at Australian airports left Australia within 72 hours, in most cases on the next available flight.

Arrivals by sea

In 2006-07, there were 290 people refused immigration clearance at Australian seaports compared to 397 in 2005-06 – a decrease of 27 per cent.

Human influenza pandemic planning

Throughout 2006-07, the department continued to work together with other Australian agencies in a whole-of-government effort to respond to a potential influenza pandemic. In the event of a pandemic, the department's role will be to have in place appropriate contingency measures to ensure the lawful and orderly entry and stay of people in Australia.

Airline Liaison Officers

Airline Liaison Officers (ALOs) conduct document screening of many Australia-bound passengers at key international gateways. They provide advice to airlines and to host governments on passenger documentation issues, and by their visible presence, deter the activities of those involved in people smuggling. The ALO programme operates flexibly, adapting to emerging issues as required. During 2006-07, the ALO network had up to 21 ALO positions at 16 locations.

In 2006-07, ALOs intercepted 180 persons attempting to travel to Australia using forged or fraudulent documentation, a 24 per cent increase over the 143 interdictions in 2005-06.

In some locations, Australia's ALOs share information with the ALOs of other countries and host governments, contributing significantly to international action against people smuggling. For example, during 2006-07, the ALO network helped prosecute people smugglers by recognising information and documents of evidentiary value outside Australia and referring them to authorities in Australia.

ALOs prevented Australian passports from being used to fraudulently enter Australia and New Zealand. In cooperation with ALOs from other countries, Australian ALOs helped interdict 2872 persons from travelling to other countries in 2006-07. This level of interdictions is an indicator of the continued global activity of people smugglers.

Central Movement Alert List (CMAL) Project

The 2005-06 Budget provided funding over four years to improve the Movement Alert List (MAL). The new midrange system, known as the Central Movement Alert List (CMAL) will replace MAL as the department's principal electronic alert system and further enhance Australia's national security and border control strategy.

CMAL has current capability to retrieve identity information provided by the Identity Services Repository (ISR) and to assign and maintain MAL statuses derived from assessments made by Border Operation Centre (BOC) analyst staff. A gradual rollout program during the next 12 months to all of the department's visa and border systems will see CMAL replace the mainframe-based MAL for those systems, starting in October 2007.

Law enforcement liaison

The department has continued to maintain strong support for law enforcement agencies, in particular Australian police services, by providing timely immigration information to assist investigations and proceedings leading to criminal convictions.

In 2007, the department initiated a quality assurance programme that mapped and examined its processes in order to maintain a consistent approach when examining, assessing and responding to requests for information.

In 2006-07, the department responded to 2986 formal requests for information and disclosed a total of 14 486 movement records and 3759 passenger card copies for law enforcement purposes.

Onshore intelligence network

The department has intelligence officers based in National Office, key ports and state and territory offices to investigate all forms of immigration malpractice. This network promotes effective intelligence linkages between the National Office and

state and territory offices and has enhanced the collection, analysis and reporting on intelligence at the border and in the department's state caseloads.

Overseas compliance officers

The department now deploys 31 immigration compliance officers at 23 Australian diplomatic missions to collect immigration intelligence, investigate caseload fraud and other immigration malpractice, and combat human trafficking and people smuggling. In 2006-07, a new immigration compliance position was established at the Australian mission in Guangzhou and the position in Beirut was relocated to Amman.

Regional counter-terrorism assistance initiative

As part of Australia's Regional Counter-Terrorism Capacity Building Initiative, the department is working together with immigration agencies throughout the Asia-Pacific region to build their immigration intelligence capabilities. The department has delivered specialist immigration intelligence training to immigration officers in Thailand, Cambodia, Vietnam, East Timor, Samoa, Tonga, Vanuatu and the Philippines. In 2007-08 the department will provide further assistance to these countries as well as expanding the programme to include other countries in the region. Providing mutually beneficial cooperation in immigration intelligence develops and strengthens our relationships with our regional partners and contributes to the overall border security of Australia and the region.

Immigration intelligence database

Use of the dedicated immigration intelligence database, IMtel, increased across the department through 2006-07. The roll-out of the system in May 2006 to offshore compliance officers has resulted in improved intelligence dissemination and more timely responses to immigration malpractice cases.

Updates to the system have resulted in faster and more reliable searching capability. Improvements scheduled for 2007 and 2008 include integration with other departmental systems.

Biometrics and identity management

During 2006-07, the department rolled out biometric and identity management technology as part of a broader identity management strategy to improve non-citizen identification. The new technology currently supports immigration detention centre operations and the detention management of illegal foreign fishers.

The department has been collecting and storing personal identifiers and is developing the capability to use the technology to better identify people such as illegal foreign fisher repeat offenders.

The identity service database has grown from 435 000 facial images and 3.3 million travel document images at the end of the 2005-06 reporting period to 650 000 facial images and nine million travel document images at the end of June 2007 – an increase of 215 000 facial images and 5.7 million travel documents.

The number of identity service users increased from 93 at the start of the period to 420 and the identity service has responded to 10.6 million requests to retrieve proof-of-identity document information.

The department's biometrics programme is guided by its overall identity management strategic plan and supports a number of national, international, and whole-of-government initiatives, such as biometrics for border control involving DFAT, the ACS and the Office of the Privacy Commissioner.

National identity verification and advice

Since 2005, the national identity verification and advice (NIVA) function has been an essential operational component of the department's identity management strategy.

The NIVA functions include:

- helping operational staff in state and territory offices identify people of immigration compliance interest
- coordinating a national approach to investigating and identifying people of immigration interest where it is difficult to establish identity, with the principal focus being on people in immigration detention
- ensuring cases involving complex and sensitive identity issues are identified as early as possible and handled in a consistent, systematic and efficient manner.

An early-warning system is coordinated through a referral process set out in the departmental instruction *Establishing Identity in the Field and in Detention*. Cases where a client is unidentified or has claimed to be an Australian citizen or permanent resident are referred to the department's national office through an escalation mechanism. The NIVA role includes monitoring progress on identity investigations (information referrals) and conducting identity investigations of particularly complex cases (action referrals).

Since the NIVA function started, 562 cases have been referred to the department's National Office. Of these:

- 75 per cent were referred for information only, while the remaining 25 per cent were actively investigated by the officers at the national office
- 76 per cent of information referrals were finalised in under three months
- 70 per cent of action referrals were finalised in less than six months
- 83 per cent of cases were resolved.

In addition to managing a growing identification caseload the department has:

- reviewed policies, procedures and tools designed to assist operational staff to establish identity in the field and in detention to ensure a consistent approach to identity investigation department-wide
- continued to establish relationships with people and agencies who provide expert advice on identity-related matters
- coordinated the department's responses to requests from law enforcement agencies for information regarding missing persons.

During 2006-07, the department's internal auditors conducted a review of client identity management, which focused on the effectiveness of the national identity verification and advice function, state and territory office compliance with identity referral requirements and the effectiveness of identity management with key departmental systems and identity fraud risk mitigation activities. The department is implementing the recommendations of this review.

Overseas compliance and identity training

The department continued its programme of targeted compliance training and briefings for staff who undertake overseas roles. In 2006-07, 46 Airline Liaison Officers and 14 officers on long-term postings overseas completed compliance and document examination training programmes.

These programmes increase their skills in identifying, analysing and combating document and identity fraud, people smuggling and unauthorised arrivals. Seventeen airline and ground handling supervisors from Thailand, Indonesia, Hong Kong, Singapore, Seoul, Manila, Shanghai and Malaysia were trained in Canberra and Sydney.

Document examination

The department's Global Document Examination Network (GDEN) provided document examination training for 1154 departmental officers in 2006-07. The department also provided document examination training for 988 officers from foreign government immigration and border agencies. Another 55 foreign officers were trained in the use and maintenance of document examination laboratory equipment.

The department has also developed a searchable repository of bulletins and alerts on fraudulent travel documents detected both onshore and offshore which is available on its intranet and on DVD and CDs. The repository, the Document Examination Alert Notices (DEAN), has more than 1000 records in its database.

At 30 June 2007, 28 departmental staff across Australia had enrolled in the Diploma of Forensic Document Examination at the Canberra Institute of Technology. The course is an accredited formal qualification and includes a thorough understanding of technical and scientific skills involving the application of forensic document examination techniques in the workplace and the operation of forensic document examination equipment. The department also sponsored the enrolment of four students from the Philippines and Indonesia in the course.

The department was also involved in a number of activities with governments in the Asia Pacific and Middle East regions to build on border management strategies, including:

- the delivery of a presentation by departmental document examiners at the Australia-India bilateral workshop on combating identity crime held in April 2007 in New Delhi a visit by three departmental forensic document experts to the People's Republic of China (PRC) in May 2007 as part of an information exchange with counterparts in Shanghai and Beijing

- participation by the department's document examiners in capacity-building initiatives during 2006-07, providing training in countries such as East Timor, Fiji, Indonesia, Laos, Malaysia, Philippines, Solomon Islands, Thailand and Vietnam.

Deserters and stowaways

In 2006-07, 10 deserters and 11 stowaways were located by the department's compliance units, compared to 15 and three respectively in 2005-06.

Decisions made by the minister personally under Section 501

In 2006-07, the minister personally made s.501 decisions in 46 cases. In 2005-06, six such decisions were made.

When the minister personally cancels a visa under s.501, the former visa holder does not have access to a merits review of the decision, although judicial review is still available.

In 2006-07, delegates of the minister made 582 s.501 decisions. These comprised 70 cancellation decisions and 178 refusal decisions and 334 warnings.

Section 501 contains the power to cancel a visa where the visa holder is found not to pass the character test for reasons such as:

- a substantial criminal record
- an association with a person, group, or organisation involved in criminal activity
- their past and present criminal or general conduct.

A person whose visa is cancelled under s.501 wholly or partly because of their criminal conduct or substantial criminal record is prohibited from returning to Australia.

In 2006-07 there were 116 visas cancelled under s.501.

General visa cancellations

The *Migration Act 1958* contains nine separate powers for cancelling a visa apart from s.501. The power used depends on the location of the visa holder (whether in Australia, in immigration clearance at an Australian airport or seaport), the type of visa held, and the particular circumstances of the case. While the Migration Act allows for more than one power to be used in any particular case, generally only the most appropriate power will be used.

Section 109 — Incorrect information

Section 109 is used to cancel temporary and permanent visas where the visa holder has given incorrect information or presented a bogus document in order to obtain a visa. It may only be used where the visa holder is in Australia, although equivalent grounds are provided in s.116 for cancellation where the person is outside Australia (see below).

In 2006-07 there were 33 visas cancelled under s.109.

Section 116 — General grounds

Section 116 contains a number of general grounds for cancellation, including breach of visa conditions and where the grounds for holding the visa no longer exist. Further grounds under s.116 are prescribed in the Migration Regulations. Section 116 cannot be used to cancel a permanent visa in Australia, except where the visa is cancelled at the airport on the visa holder's first entry to Australia.

In 2006-07 there were 3509 visas cancelled under s.116.

Section 128 — Visa holder outside Australia

Section 128 contains the same grounds as s.116 but is used to cancel permanent and temporary visas where the visa holder is outside Australia. This power is different to the other powers in that no notice of intent to cancel is sent to the visa holder prior to cancellation.

Instead, following cancellation, the former visa holder is invited to apply for revocation of the cancellation.

In 2006-07 there were 12 676 visas cancelled under s.128.

Section 134 — Business visas

Section 134 is used to cancel permanent business migration visas where visa holders fail to abide by the conditions of their visa.

In 2006-07 there were 1081 visas cancelled under s.134.

Section 137J — Student visas

Section 137J relates only to student visas and occurs by operation of law in certain circumstances.

In 2006-07 there were 1343 visas cancelled under s.137J.

Section 137Q — Regional sponsored employment visas

Section 137Q is used to cancel regional sponsored employment visas where the holder fails to abide by the conditions of their visa.

In 2006-07 there were two visas cancelled under s.137Q.

Section 137T — Regional sponsored employment visas – consequential cancellation

This power is used to cancel the visas of dependent family members where the main visa holder's visa is cancelled under section 137Q.

In 2006-07 there were no visas cancelled under s.137T

Section 140 — Consequential cancellation

Section 140 provides the mechanism for cancellation of related visas held by members of the family unit where the main visa holder's visa is cancelled.

The cancellation occurs by operation of law. It also provides a discretionary ground to cancel the visa of an associated visa holder (who is not a family member of the main

visa holder) where the main visa holder's visa is cancelled.

In 2006-07 there were 4038 visas cancelled under s.140

Section 164 — Criminal Justice visa

Section 164 is used to cancel criminal justice visas where the holder is no longer required in Australia for law enforcement purposes.

In 2006-07 there were 82 visas cancelled under s.164.

In 2006-07 the most common power used to cancel visas was s.128 (visa holder outside Australia) followed by s.140 (consequential cancellation) followed by s.116 (general power).

The visa category with the highest number of cancellations in 2006-07 was the temporary residents with 46 per cent cancellations in that year. The second highest number of cancellations was in the student category with 28 per cent. The third highest was the visitor category with 17 per cent.

Of the 22 880 people who had their visas cancelled in 2006-07, there were 9460 females, 13 418 males and 2 cases where gender was not recorded. Of the females 3751 or 40 per cent were aged between 25 - 30 years, followed by the 15-24 year age group with 2364 or 25 per cent. Males in the 25-34 year age group had the highest number of cancelled visas 4878 or 36 per cent of the male group, followed by 3385 or 25 per cent for the 15-24 year age group.

The state or territory with the highest number of visa cancellations in 2006-07 was New South Wales with 5516 cancellations, followed by Tasmania with 3602.

Of the 1049 cancellations made at Australian airports in 2006-07, 525 or 50 per cent were made at Sydney airport. The next highest was in Melbourne with

244 (23 per cent) and Brisbane with 177 (17 per cent). Perth had 54 and there were small numbers, 22 and 15 in Adelaide and Cairns respectively.

In terms of absolute numbers, the United Kingdom had the largest number of cancellations (3644) in 2006-07, followed by the People's Republic of China (1906) India (1886) USA (1431) and Malaysia (1417).

In 2006-07, our officers stationed in other countries cancelled 2205 visas. The overseas post with the highest number of cancellations was Seoul with 321, followed by Kuala Lumpur with 294, Singapore 162, Hong Kong 129, New Dehli region 126. Manila and Guangzhou both with 116, Shanghai 110, London 105 and Auckland 84.

War crimes screening

A War Crimes Screening Unit was established in 2002 to screen applicants and advise decision-makers on this aspect of character checking.

War crimes screening pays particular regard to applicants who are from regions where conflicts led to human rights abuses. Individuals suspected of having been involved in war crimes are listed on the department's Movement Alert List (MAL). There are currently over 7600 names on the list related to war crimes and crimes against humanity.

A total of 933 cases were referred to the unit for screening advice during 2006-07.

1.3.3 Detection onshore

Objective

Identify and respond to breaches of immigration law in Australia and detect and locate people who have no lawful authority to be in Australia; have remained in Australia after their visa has expired (overstayers); or are in breach of conditions which apply to their visa (for example, illegal workers).

Description

Under this output component, the department aims to prevent and deter breaches of immigration law under The Migration Act 1958. Where this is not possible the department detects and locates those who have breached immigration law.

The department prepares an estimate of unlawful non-citizens at 30 June and 31 December each year. It is an estimate of all persons believed to have overstayed their visas at that date. 'Overstayers' are people who are suspected of remaining in the Australian community unlawfully after their temporary visas expire. The estimates therefore do not include overstayers who were in immigration detention at the estimate date.

A person who was unlawful for a period of time, but departed or was granted a further visa and became lawful again prior to the estimate date, is not included.

People found in breach of immigration law may have their visas cancelled, be removed from Australia and face prosecution. This output component also incorporates the investigation and prevention of organised fraud and immigration malpractice in the Australian community and the active engagement of intermediaries such as licensing bodies and employers to help reduce breaches of the Migration Act.

Performance

Despite a significant increase in the number of travellers to Australia, the number of overstayers has been trending down from 51 000 at 30 June 2004 to 46 400 at 30 June 2007.

The department attributes the decrease in the estimated number of overstayers to a number of factors, including the sustained improvement in relevant data quality. There has also been a higher level of adherence to conditions of entry to Australia, which is a product of more effective screening arrangements overseas.

In 2006-07 the department made significant progress on compliance business transformation to support the integrity of departmental programmes. This included a shift in focus towards a balance of prevention, deterrence and enforcement activities as reflected in the Compliance Programme Plan 2006-07.

This new focus is supported by enhanced training and procedures for the national compliance network.

In keeping with the department's reform agenda, compliance staff now are not permitted to undertake field activities without having had appropriate training. Compliance officers now undertake an intensive 10-week accredited training programme. Sixty-nine officers underwent this training programme in 2006-07.

Under the Compliance Programme 2006-07, priority is now being given to the location and removal of unlawful non-citizens who pose the greatest risk to the Australian community.

The focus has also shifted from primarily dealing with individual visa breaches to focusing more strategically on employers, labour suppliers and organisers.

The department's aim is to work with these groups as far as possible, to prevent visa non-compliance and to use sanctions only where there is blatant or repeated non-compliance.

In 2006-07, the department located 11 304 people who had either overstayed their visas or were in breach of their visa conditions. This is an increase of 8 per cent on the 2005-06 total of 10 443 locations notwithstanding the shift in focus from general overstayers to more resource intensive, high risk cases. The actual

number of detected overstayers has fallen since 2004-05 as a result of the focus on prevention, deterrence and targeted enforcement activities.

The department has introduced compliance quality assurance processes and IT improvements through the Systems for People programme and revision of instructions and policy. The use of the department's Entitlement Verification Online (EVO) system by prospective employers to confirm individuals' status has also increased

Table 44: Detection onshore – performance information

Measures	Results		
	2004-2005	2005-06	2006-07
Quantity			
Persons located	18 341	10 443	11 304
Quality			
Number of visas cancelled onshore following breaches over time.	20 313	18 559	20 673 visas were cancelled onshore, an increase of 11.4 per cent on the 18 559 cancelled onshore in 2005-06.
Number of overstayers that cease being overstayers within 2006-07 compared with the number of non-citizens becoming overstayers in the same period.	13 970 ceased being overstayers compared to 9550 becoming overstayers	Proportion of overstayers who ceased being overstayers approximately 37 per cent more than the proportion who became overstayers in the same period	8361 ceased being overstayers compared to 15 843 becoming overstayers

Table 44: Detection onshore - performance information – continued

Measures	Results		
	2004-2005	2005-06	2006-07
Quality			
Intermediaries are engaged in to contribute to the reduction of breaches of the Migration Act.	The Entitlement Verification Online (EVO) system continues to be our premier mechanism for engaging with intermediaries such as employers, labour suppliers and licensing authorities. EVO is an Internet-based system that allows registered users to check the work rights and other entitlements of visa holders who are in Australia. During 2006-07 a total of 206 728 online work rights checks were made. The represents a 80 percent increase on the 115 000 checks made in 2005-06		
Number of Bridging Visa (BV) holders that overstayed or breached their BV conditions.	The proportion of bridging visa holders who became unlawful or had their visas cancelled for breach of visa conditions was 8.2 per cent over the period 2006-07. In combination with the continued low proportion of locations resulting in immigration detention, this low rate demonstrates that decisions to grant bridging visas over the year have been based on sound judgment by departmental officers.		

Cases where people approach the department voluntarily accounted for 7774 locations. Some 1513 locations occurred as a direct result of compliance field work. A further 1997 locations were recorded as 'non-voluntary approaches' where unlawful non-citizens are located by other government agencies - for example when police detain individuals for a criminal offence and it is then discovered they are unlawful non-citizens.

A total of 1309 locations concerned people who were found to be working illegally.

Of the 11 304 locations in 2006-07, some 9316 resulted in unlawful non-citizens being issued bridging visas. These visas can be granted for people to make arrangements to depart Australia, lodge substantive visa applications, or where they are pursuing merits or judicial reviews of visa decisions.

Employers and other intermediaries

A continuing strategy has been the focus on intermediaries such as employers, migration agents, education providers, and labour hire companies who can play a

strong role in helping people to adhere to migration law.

During 2006-07, the department continued to promote the Entitlement Verification Online (EVO) system. This is an Internet-based real-time visa entitlement checking system that allows employers, labour suppliers, licensing authorities, and educational institutions to check immigration status and other entitlements of visa holders in Australia.

The EVO system has gained widespread acceptance from employers in every industry sector (including, for the first time, the sex industry) and is now the department's main vehicle for immigration status checking. Feedback received from employers indicates a high level of satisfaction with the service, as they get an answer on the spot (compared with 24 hours or more for our faxback service).

In addition, employers do not need to keep any paperwork as the department keeps a record of who has been checking and what checks have been made.

The department continues to conduct employer awareness training sessions to educate employers about immigration status checking with the aim of reducing the number of illegal workers. These sessions also inform employers and labour suppliers about the immigration status checking facilities provided by the department. Illegal Worker Warning Notices are issued to employers or labour suppliers who have employed or referred illegal workers. The warning notices advise employers that they have employed an illegal worker and advise of the possibility of further prosecution. In 2006-07, the department issued 529 notices, compared to 1094 notices in 2005-06. A total of 175 employers received more than one notice.

The largest numbers of warning notices were issued in the following industries:

- accommodation, cafes and restaurants
- manufacturing
- retail trade
- construction
- personal and other service (sex industry).

An important milestone was reached during the year with the passage through parliament of the Migration Amendment (Employer Sanctions) Act 2007. From August 2007 it will be an offence for a person to knowingly or recklessly:

allow an illegal worker to work

refer an illegal worker for work with another business.

Individuals convicted of these offences face fines of up to \$13 200 and two years' imprisonment while companies face fines of up to \$66 000 per illegal worker. The penalties are higher where exploitation through slavery, forced labour or sexual servitude is involved.

The offences apply to employers, labour hire companies, employment agencies and other people who allow illegal workers to work or refer illegal workers for work. This includes taxi owners who lease their taxi cabs to drivers, brothel owners who rent or lease rooms to sex workers and businesses that operate informal labour referral services such as hostels that organise harvest work for backpackers.

The introduction of these changes will be supported by an active information campaign explaining the department's commitment to helping Australian employers find eligible workers from overseas, while at the same time enforcing Australia's laws where abuse of immigration arrangements is detected.

Community information

Information from the public provides important support to the government in its efforts to maintain the integrity of the Migration Programme. Members of the public report instances of malpractice mainly through the department's telephone reporting numbers. A free national 'dob-in' facsimile service is also available.

Members of the public made 47 432 calls in 2006-07 to the department's telephone reporting numbers. This compares to 32 673 calls received in 2005-06.

Students

In 2006-07 the number of student visa cancellations was 6433, compared to 6922 student visa cancellations made in 2005-06.

In 2001, arrangements were introduced that provided for automatic cancellation of visas for overseas students who failed to meet the minimum class attendance requirements or achieve satisfactory academic results, as required by conditions attached to their visas.

The main condition is called Condition 8202 and provides that a visa holder must satisfy course requirements and, where such records are kept, attend at least 80 per cent of scheduled course contact hours.

Education providers must report students in breach of this condition to the department. They must also send students notices of breach, which require the students to attend a departmental office within 28 days to explain the breach. If students fail to comply with the notice their visa is automatically cancelled under s.137J of the Migration Act. Automatic cancellation enables a rapid response to breaches of Condition 8202, reducing the volume of resources required to follow up non-complying students.

Overstayers

'Overstayers' are people who are suspected of remaining in the Australian community unlawfully after their temporary visas expire. The estimates therefore do not include overstayers who were in immigration detention at the estimate date.

The department attributes the decrease in the estimated number of overstayers to a number of factors, including the sustained improvement in relevant data quality. There has also been a higher level of adherence to conditions of entry to Australia, which is a product of effective screening arrangements overseas.

Training

The department established the College of Immigration in July 2006 to provide training for people in key roles including compliance officers. During 2006-07, the college conducted three compliance courses – a pilot course in July 2006 (with 17 participants), in November 2006

(26 participants) and in March 2007 (26 participants).

Compliance officers who have the power to detain non-citizens and who are engaged in compliance field teams must be appropriately trained.

Only officers who have completed at least Module 1 of the nationally accredited Certificate IV (Statutory Investigations and Enforcement) course or the Compliance course at the College of Immigration are allowed to participate in compliance field activity. This includes all team members as well as people who undertake supporting activity in the field such as note takers. Team leaders need to have also completed Module 2 of the Certificate IV (Statutory Investigations and Enforcement) or the full College Compliance course before leading a compliance operation. It is expected that all compliance field officers will be trained by early 2008.

The department also conducted six new role-based visa cancellation packages during the year which were attended by more than 200 officers. Further training is a priority for 2007-08.

1.3.4 Removals

Objectives

- Give effect to the legislative requirement that non-citizens who have no legal basis to remain in Australia are removed.
- Delivers security to the community by the removal or deportation of non-citizens who may be of concern to the public for reasons such as involvement in serious criminal activity.

Description

People who are located but not removed are managed in a variety of ways. Some remain in immigration or other form of detention. Others are granted bridging visas to allow for voluntary departure or to remain in the community while substantive visa applications, merits or judicial review proceedings are being considered. Removal refers to a person leaving Australia as an unlawful non-citizen under section 198 of the Act, or a deportee under section 200 of the Act.

Under sections 199 and 205 of the Act, the department can help with the return of the spouse and/or dependants of a person being removed or deported.

The department has established effective arrangements with most countries to remove people with no entitlement to remain in Australia. Departmental staff liaise with foreign missions in Australia and directly with foreign agencies overseas to facilitate return.

Performance

In 2006-07, there were 2335 removal departures and 4433 monitored departures compared to 10 501 in 2005-06 and 12 524 in 2004-05.

Character removals of these, 55 people were removed after their visas were cancelled or refused under s.501 of the Migration Act, compared with 44 in 2005-06 and 47 in 2004-05.

Illegal foreign fishers rapid repatriation

In 2006-07, there were 1437 illegal foreign fishers taken into immigration detention, of whom 212 were minors. A total of 1673 illegal foreign fishers were removed, compared with 2691 removals out of 2888 taken into immigration detention in 2005-06.

Table 45: Removals – performance information

2006-07 measures	Results		
	2004-05	2005-06	2006-07
Quantity			
8800 removals and departures	12 524	10 501	9 489

1.3.5 Detention

Objective

- Provide lawful, appropriate, humane and efficient detention of unlawful non-citizens.

Description

Under this output component, the department detains unlawful non-citizens as required under Commonwealth legislation.

Table 46: Detention – performance information

Measures	Results		
	2004-05	2005-06	2006-07
Quantity			
205 500 detainee days in Immigration Detention Centres and other places (includes people placed in the community on Residence Determination).	370 694	285 218	217 293
6030 people taken into detention.	7 522	6 510	4 718
6240 people released or removed from detention.	7 721	6 626	5 044
Quality			
Timeliness and efficiency of contract management and compliance.	Monitoring of contractual requirements occurred with breaches addressed.		
More options for placement made available which reflect client circumstances, eg. residential housing centres.	The department developed a more client focused framework governing the placement of people in immigration detention. People are referred to the minister for community detention where their individual circumstances meet the guidelines. New immigration residential housing was opened in Sydney and Perth.		
Access to healthcare services available to all people in detention.	All people in detention have access to health care that is fair and reasonable, responsive to individual needs, commensurate with Australia's international obligations and comparable to that available to the broader Australian community. The development of the detention health system following the Palmer report is supported by the Detention Health Advisory Group consisting of nominees from key Australian professional medical organisations. The Royal Australian College of General Practitioners has recently developed detention health standards commensurate with Australian General Practice Standards to support this system.		

Performance

There were 5485 people detained at some time during 2006-07, compared to 7375 in 2005-06, 8587 in 2004-05. The maximum number held in immigration detention on any one day was 847, compared to 1015 in 2005-06, 1154 in 2004-05.

There were 4718 people taken into immigration detention during 2006-07, compared with 6510 in 2005-06 and 7522 in 2004-05. They included:

- 595 unauthorised arrivals (584 by air and 11 by boat) compared with 703 unauthorised air and 63 boat arrivals in 2005-06
- 1797 people who had been living in the community but overstayed compared to 2099 in 2005-06
- 1437 illegal foreign fishers compared to 2888 in 2005-06
- 889 others compared to 757 in 2005-06.

There were 5044 people released from immigration detention or removed during

2006-07 compared to 6626 in 2005-06. They included:

- 22 unauthorised boat arrivals compared to 141 in 2005-06
- 597 unauthorised air arrivals compared to 700 in 2005-06
- 1836 people who had been living in the community but had overstayed compared to 2285 in 2005-06
- 1677 illegal foreign fishers compared to 2691 in 2005-06
- 912 others compared to 809 in 2005-06.

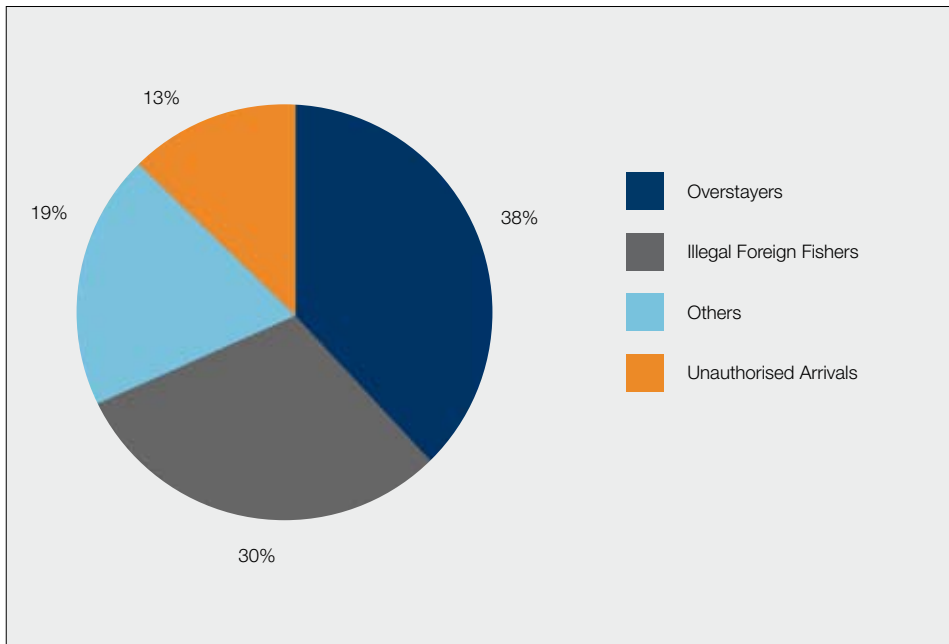
Of the 5044 people released from immigration detention or removed during 2006-07:

- 150 had been granted a protection visa compared to 197 in 2005-06
- 610 had been released on other grounds compared to 814 in 2005-06
- 4284 were removed from Australia compared to 5615 in 2005-06.

Figure 18: Population in immigration detention from January 2005 to June 2007



Figure 19: People entering immigration detention by arrival type 1 July 2006 to 30 June 2007



Note: Of the unauthorised arrivals 98 per cent arrived by air and two per cent by boat.

Figure 20: People in immigration detention by arrival type at 30 June 2007

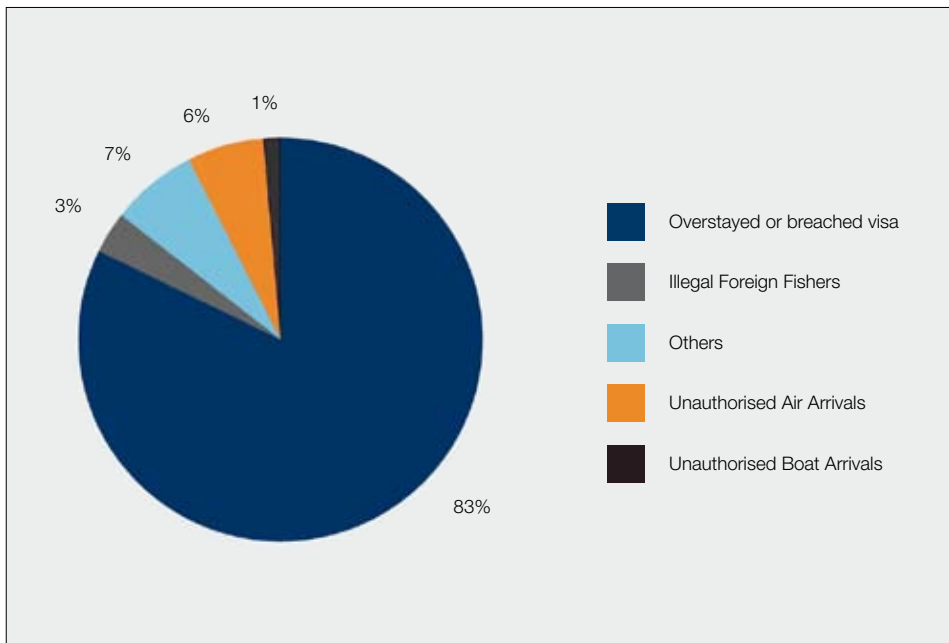


Figure 18 shows the continuing downward trend in the total number of people in immigration detention compared to the number of people (excluding illegal foreign fishers) in immigration detention over the period from January 2005 to June 2007. The convergence of the two lines from late 2005 to June 2007 reflects the decreasing number of illegal foreign fishers being held in immigration detention over that period.

The number of people in immigration detention at 30 June 2007 was 441, of whom 19 had applied for a protection visa but had not yet received a primary decision on their applications. This compared with 749 at 30 June 2006 (with 25 awaiting a primary decision) 865 at 30 June 2005 (with 28 awaiting a primary decision). The 441 people in immigration detention included those who are living under alternative detention arrangements with 65 accommodated in community detention and 34 living elsewhere, such as in foster

care, private apartments, correctional facilities, or hospitals.

There were 441 people in immigration detention as at 30 June 2007 compared with 749 people in immigration detention as at 30 June 2006, a decrease of 41 per cent. This included:

- 5 unauthorised boat arrivals (compared to 17 at 30 June 2006)
- 28 unauthorised air arrivals (compared to 40 at 30 June 2006)
- 363 people who had been living in the community but had over-stayed or breached visa conditions (compared to 402 at 30 June 2006)
- 15 illegal foreign fishers (compared to 251 at 30 June 2006)

Figure 21: People in immigration detention by location at 30 June 2007

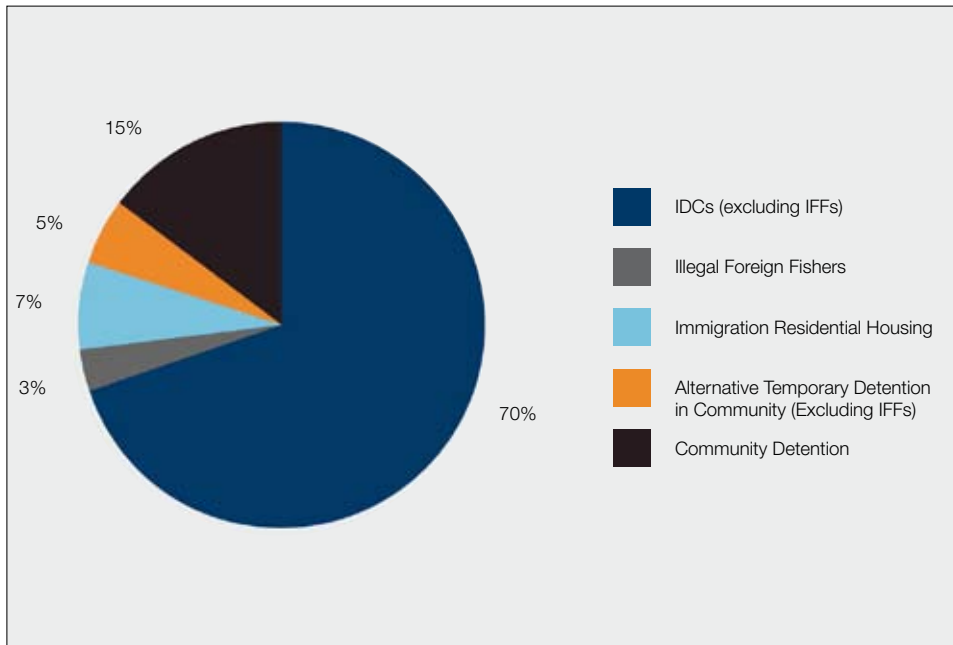
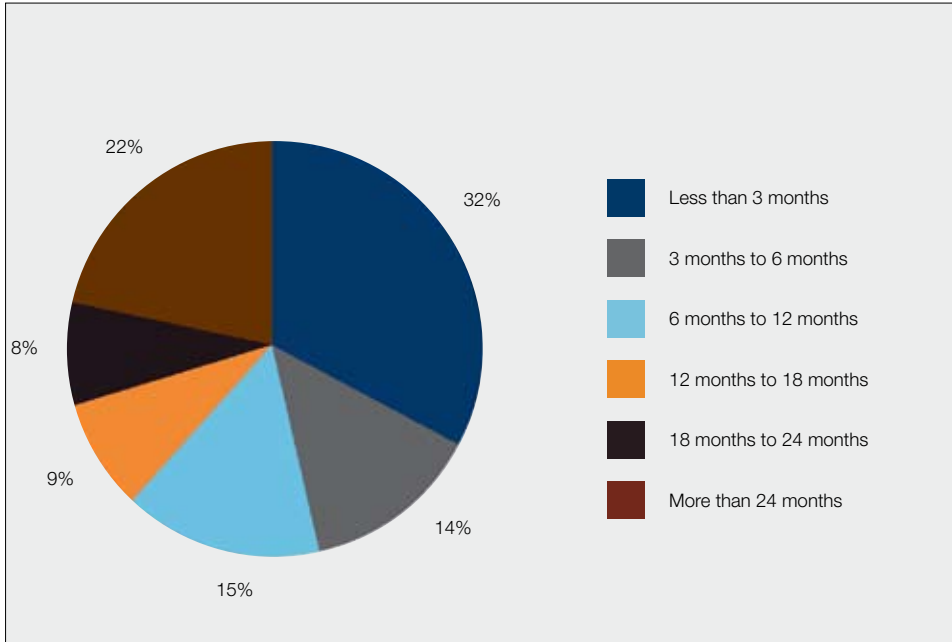


Figure 22: People in immigration detention by period detained at 30 June 2007



- 30 others such as stowaways and ships deserters (compared to 39 at 30 June 2006).

A large proportion of people in immigration detention on 30 June 2007 (83 per cent) arrived in Australia lawfully and were detained after they breached the conditions of their visa or overstayed their visa. Only a small proportion of those in immigration detention on 30 June 2007 (less than 8 per cent) had arrived in Australia unlawfully by air or sea. The majority of the balance of people in immigration detention on 30 June 2007 were illegal foreign fishers.

While on 30 June 2006 there were 606 people in immigration detention centres, the number of people in immigration detention centres on 30 June 2007 had dropped by 49 per cent to 312.

Figure 22 shows that at 30 June 2007, 32 per cent of people in immigration detention had been detained for less than

three months and 46 per cent of people in immigration detention had been detained for less than six months.

Community detention

The *Migration Act 1958* provides the Minister of Immigration and Citizenship with a non-compellable, non-delegable public interest power to specify a residence determination (community detention).

Community detention provides a detention alternative for families, women and children, torture and trauma victims and individuals whose health needs can not be appropriately managed within a secure detention environment.

Placement in community detention enables people to move about in the community without needing to be accompanied or restrained by an immigration officer or designated person. It is nonetheless a form of immigration detention and it does not give the detainee any lawful status

or the rights or entitlements of a person living in the community who is the holder of a valid visa. People must comply with conditions set by the minister.

Generally, they must live at a specified address, regularly report to the department and not engage in paid work. The minister can specify other conditions and may alter these conditions or cancel the arrangement if people do not abide by their conditions.

Efforts to determine a person's immigration status and/or arrange removal from Australia continue while the client is living in the community. Unless a visa is granted, the detainee will be removed from Australia once all outstanding matters are finalised.

At 30 June 2007, there were 65 people living in the community under residence determination arrangements (33 adults and 32 children). Of these people, there were a total of 13 family groups, 13 adults, three unaccompanied minors and one accompanied minor whose mother is lawfully in the community.

Placement of people in immigration detention

Following successful trialling and consultation on the new client placement arrangements, the Client Placement Model framework is being implemented nationally in two phases.

Phase 1 Preliminary Client Placement was implemented across Border Security, Compliance and Detention Operations in July 2007. Phase 2 involving the integration of the new placement arrangements with Case Management is currently being progressed.

In line with the department's Integrated Business Model the new client placement arrangements support and further strengthen integrated business processes across four core functional areas of the department - Border Security, Compliance, Detention and Case Management.

Significant benefits, including a nationally consistent and integrated approach to detention placements and quality assurance through regular review will be gained from the new arrangements.

Detention review managers

Detention Review Managers (DRMs) review the lawfulness and reasonableness of decisions to detain under the Migration Act. DRMs review the initial detention decision and continue to review the cases of people in detention on an ongoing basis to ensure their detention remains lawful and reasonable and that their cases are being actively progressed.

Detention review committees

The Executive Detention Review Committee (EDRC) meets on a monthly basis and is chaired by a deputy secretary. The EDRC provides a high level forum for dealing with possible systemic issues that may affect the timely resolution of outcomes for people in immigration detention. Work commissioned by the EDRC in 2006-07 included progressing the resolution of a number of caseloads, including those in detention for two years or more and those with identity concerns and ensuring all people in detention have a case manager.

The Detention Review Committee (DRC) meets monthly, reporting to the EDRC. The DRC brings together officers from the service delivery network with key policy and processing areas in National Office. With the establishment of the Compliance Quality Assurance framework, the EDRC requested a review of the DRC's function. Following the review, the DRC's role was re-focused to provide greater, independent assurance that people are detained lawfully and reasonably and their cases actively progressed, while providing an opportunity to discuss systemic detention issues arising from caseload management.

Removal Pending Bridging visas

The Removal Pending Bridging visa (RPBV) came into effect on 11 May 2005 and the Migration Regulations were revised on 16 June 2005.

This visa was introduced to enable the release, pending removal, of people in immigration detention who have been cooperating with efforts to remove them from Australia but whose removal is not reasonably practicable at that time.

RPBV holders are entitled to a wide range of support services including help from Centrelink and access to Medicare.

RPBVs may be granted using the minister's non-delegable, non-compellable public interest power to grant a visa to a person in immigration detention. This power is in section 195A of the *Migration Act 1958*.

At 30 June 2007, there were a total of 15 people holding RPBVs. During 2006-07, seven people were granted RPBVs. Thirteen RPBV holders subsequently received a substantive visa and two RPBV holders had their visas ceased.

Bridging E Visa (BVE) (subclass 051)

Under the Migration Regulations, unauthorised arrivals with a special need may be released on a Bridging E Visa (BVE) (subclass 051), where they have made a valid application for a protection visa and have not received a primary decision (or it is subject to merit or judicial review).

At 30 June 2007, there was one individual living in the community on a BVE (subclass 051). During the 2006-07 financial year, there were no BVE (subclass 051) grants.

At 30 June 2007, the department had two BVE (subclass 051) applications which are under consideration.

Reports to the Commonwealth Ombudsman

The department is required to report to the Commonwealth Ombudsman when a person has been detained for two years or more and at the end of each subsequent

six-month period if the person remains in immigration detention.

The ombudsman subsequently produces a report on these cases which the minister is required to table in both Houses of Parliament within 15 sitting days of receipt of the report.

At 30 June 2007, the department had provided reports to the ombudsman on 367 people who had been detained for two years or more. Of these 367 people, supplementary reports were provided for 139 people who remained in detention at the end of a further six month period.

Of the 367 people the department reported on to the ombudsman, 275 were no longer in immigration detention at 30 June 2007. Of these:

- 106 were granted temporary visas
- 102 were granted permanent visas
- 28 were removed from Australia
- 16 were granted Removal Pending Bridging Visas
- 11 were granted bridging visas
- eight had been released into the community after their previously cancelled visas had been reinstated following a Full Federal Court decision
- three are now Australian citizens
- one had a visa cancellation overturned by the minister.

Of the 367 people reported on to the Commonwealth Ombudsman by the department, 92 remained in immigration detention at 30 June 2007. Of these, 52 people were in immigration detention centres, 39 were in community detention and one person was in prison.

Of those who remain in immigration detention, the two largest nationalities represented are the People's Republic of China and Tonga.

The ombudsman has provided 211 reports covering 187 people to the minister as at 30 June 2007.

Of those reports, the minister has tabled 199 reports in parliament, covering 174 people.

Of the 174 people reported on by the ombudsman and tabled by the minister in parliament, 143 were no longer in immigration detention at 30 June 2007. Of these people:

- 76 were granted permanent visas
- 28 were granted temporary visas
- 25 were removed from Australia, of whom one person has returned home voluntarily with the department's help after being granted a Removal Pending Bridging Visa
- seven people were granted Removal Pending Bridging Visas
- three people have been granted bridging visas
- three people have been released into the community after their previously cancelled visa had been reinstated following a Full Federal Court decision
- one person has had a visa cancellation overturned by the minister.

In reports provided to the minister, the ombudsman has made a number of recommendations covering several areas. The most frequent recommendations were that the minister consider alternative detention arrangements, or that people be released on a visa pending the finalisation of their immigration status or removal arrangements. In other cases, the ombudsman recommended that the minister make a decision regarding an outstanding Ministerial Intervention submission before the report was tabled in parliament, and on some occasions also recommended that the department consider appropriate action for ongoing management of the client's health while achieving an immigration outcome.

Formal arrangements with state authorities

The department continued to pursue formal arrangements with state authorities for policing, corrections and fire protection services.

Memoranda of Understanding (MOUs) with the South Australia Police and South Australia Metropolitan Fire Service remain in place. Negotiations with other state law enforcement agencies are expected to be finalised during 2007-08.

Acute health care services are accessed from either state or territory health services or on occasions from private hospitals. MOUs for the provision of specified health services have been agreed with the South Australian Department of Health and the Northern Territory Department of Health and Community Services. Discussions on similar agreements are underway with remaining state and territory health departments and all jurisdictions currently provide access to health services while negotiations continue to finalise arrangements.

Scrutiny

The department has continued its commitment to openness and transparency through several avenues of public scrutiny. During 2006-07 immigration detention centres and other places of detention were visited by several outside organisations. Both the Commonwealth Ombudsman's Office and the Human Rights and Equal Opportunity Commission visited immigration detention centres and provided reports and feedback to the department. Members of the Immigration Detention Advisory Group (IDAG) have also visited immigration detention centres throughout 2006-07.

The department has implemented a targeted strategy to ensure that people in immigration detention understand they can complain or provide feedback about any aspect of their detention. A poster detailing the process for providing feedback has been provided to all places of detention.

In 2006-07, the Detention and Offshore Services Division received 234 complaints through the Global Feedback Unit, the Commonwealth Ombudsman's Office, the United Nations Human Rights Committee and the Human Rights and Equal Opportunity Commission. In 2006-07 complaints were addressed in an average of 28 days. In 2005-06 the comparison was 241 complaints received and an average response time of 30 days.

[Immigration Detention Advisory Group](#)

The Immigration Detention Advisory Group (IDAG) continues to advise the minister on matters relating to the detention of unlawful non-citizens accommodated in immigration detention centres and under alternative and community detention arrangements. In particular, IDAG advises on the appropriateness and adequacy of detention services, accommodation and amenities provided to people in immigration detention.

Members continue to contribute to the development and implementation of key detention programme strategies within the detention reform environment, including infrastructure projects, improved client service, national stakeholder engagement, detention health, case management and community care, the Detention Services Tender and issues regarding detention of illegal foreign fishers.

During 2006-07 IDAG recommended the minister develop a research and evaluation agenda to provide a stronger evidence base to detention programmes and services. The department is currently considering such a programme.

[Health services in immigration detention centres](#)

The overarching philosophy of detention health care is to ensure that people in detention have access to clinically recommended, quality health care, at a standard comparable with health care available to the Australian community.

It also takes into account the diverse and potentially complex individual health issues of people in detention.

Health care is delivered to people in immigration detention centres through a combination of on-site health care professionals and referral to external facilities and specialists. All people who go into immigration detention centres are offered a physical health assessment and are assessed for mental health concerns. If the clinical management plan requires referral to a specialist service this is arranged via a clinical referral pathway developed with identified public and private sector health providers.

[Detention services and health services tenders](#)

The department released three requests for tender (RFT) to the market on 24 May 2007 for the:

- provision of detention services for people in detention at immigration detention centres
- provision of health services for people in detention
- provision of detention services for people in detention at immigration residential housing and immigration transit accommodation.

The release of the tenders followed an industry preparation phase involving exposure to draft RFT processes and an initial site tour of detention facilities.

The service requirements contained in the RFTs reflect the department's service delivery model developed through a significant consultation process with community stakeholders, non-government organisations and industry. The model reflects the significant reforms in detention arrangements and focuses on the needs of people in detention.

An industry briefing and due diligence site tours of all immigration detention facilities followed the tender release. Tender responses are due in September 2007.

Infrastructure programmes

Acting on recommendations in the Palmer and Comrie reports the department has upgraded immigration detention centres and constructed immigration residential housing in Perth and Sydney. The department has undertaken construction of immigration transit accommodation in a number of capital cities. These works have considerably improved the range of options for people in detention and provided people in immigration detention with accommodation commensurate with Australian community standards and expectations.

Immigration detention centres

Immigration detention centres present a more secure detention environment for people in immigration detention who are considered to be a higher flight or security risk. The facilities are designed to be flexible, user-friendly and non-intrusive, yet still adhere to general safety and operational security requirements. Special emphasis is placed on the privacy of people in detention and the aesthetics of premises by maximising the use of natural light, colours, textures and materials. Despite the focus on security the provision of attractive outdoor and indoor spaces offers comfort, privacy and areas for active or passive recreation.

The Christmas Island Immigration Detention Centre is expected to be operational in the first quarter of 2008. It has been purpose designed and will have a capacity of 400 beds and 400 contingency spaces.

Detention operations at Baxter Immigration Detention Centre were scaled down pending a decision on its future. The department has undertaken work at Villawood Immigration Detention Centre to improve facilities and amenities for residents, including a new kitchen, playing fields and an internet cafe. Expansion and refurbishment works at Maribyrnong Immigration Detention Centre are substantially complete, maximising the available space and improving amenities for residents. The Northern Immigration

Detention Centre in Darwin has been used mainly for illegal foreign fishers and has accommodation for about 570 people. An upgrade planned for the south compound will include the provision of purpose built amenities.

Immigration residential housing

Immigration residential housing is the only infrastructure into which families with children are placed. Perth immigration residential housing has been accommodating people in immigration detention since March 2007 and consists of two five-bedroom houses, each with two living areas and two bathrooms. One house is configured for people with disabilities. Sydney immigration residential housing, comprising four duplex units with a capacity of 40 people became operational in August 2006.

Immigration transit accommodation

The department is developing immigration transit accommodation in Brisbane, Melbourne and Adelaide to provide short-stay transit accommodation. The accommodation is in the style of a motel or hostel for low security people without lawful authority to remain in Australia. The Melbourne immigration transit accommodation is due to be completed in 2007 and will house up to 30 people. Brisbane immigration transit accommodation is purpose-designed and will also house 30 people. It is due to be fully operational at the end of October 2007. Adelaide immigration transit accommodation, which will accommodate 12 people, is scheduled for completion in September 2008.

Computing facilities and internet and email services.

Computing facilities and internet and email services for people in immigration detention were successfully trialled at Maribyrnong immigration detention centre in 2006-07 and have been extended on a limited basis to other centres. A further rollout of these services to other centres will be carried out in 2007-08.

1.3.6 Litigation

Objectives

- Effectively manage migration and citizenship litigation in the courts and the Administrative Appeals Tribunal (AAT).
- Provide timely analysis and reporting of litigation decisions.

Description

This component supports ministerial and departmental decisions challenged in the courts and the AAT and keeps the minister and the departmental executive informed of progress. Where applicants challenge decisions, each case is reviewed before hearing to ensure the decision is defensible. Analysis and feedback on litigation decisions helps identify and minimise legal problems and improve effectiveness of departmental decision-making.

Timely reporting on litigation decisions contributes to the effective immigration processing of those people seeking to enter or remain in Australia.

Performance

Courts

During 2006-07 there were 3678 applications and appeals to the courts lodged against departmental or tribunal decisions compared to 3893 in 2005-06. There were 4186 matters resolved in the courts compared to 4841 in 2005-06. Of those matters decided at hearing 94 per cent were in favour of the minister compared with 94 per cent for the year 2005-06.

There were 1864 active cases before the courts at 30 June 2007 compared to 2373 active cases before the courts as at 30 June 2006.

Administrative Appeals Tribunal

During 2006-07 there were 381 applications to the AAT lodged against departmental or tribunal decisions compared to 294 for the year 2005-06. There were 314 matters resolved in the AAT compared to 443 for the year 2005-06. Of those matters decided at hearing, 66 per cent were in favour of the minister compared with 73 per cent for the year 2005-06. There were 211 active cases before the AAT as at 30 June 2007.

This compares with 145 active cases before the tribunal at 30 June 2006.

Table 47: Litigation – performance information

Measures	Results		
	2004-05	2005-06	2006-07
Quantity			
5 000 matters resolved.	5 340	5 284	4 500
Quality			
70 per cent of defended matters in the courts, resolved in the minister's favour.	95	94	94

Output 1.4 Safe haven

Objective

- Provide temporary safe haven in Australia for people displaced by upheaval in their country.

Description

Under this output the department provides temporary safe haven in Australia for people who have been displaced by upheaval in their country and for whom the Australian Government considers the most appropriate help to be temporary safe haven.

In 2005-06, 54 people from East Timor, who had been in particularly vulnerable situations, were granted Humanitarian Stay (Temporary) (subclass 449) visas for a period of three and a half months in late May 2006. In 2006-07, all people voluntarily returned to East Timor.

Another 31 people who had been living in International Organization for Migration (IOM) facilities in Indonesia for the previous five years, were granted Humanitarian Stay (Temporary) (subclass 449) visas and then subsequently granted three year Humanitarian Stay (Temporary) (subclass 786) visas once they arrived in Australia.

Performance

At 30 June 2007, there were no people in Australia holding safe haven visas, a decrease of 54 on the number at 30 June 2006.

Output 1.5 Offshore asylum seeker management

Objective

- Facilitate the effective operation and management of offshore processing centres for asylum seekers in third countries.

Description

The department monitors, supports and advises on offshore centre and related activities to allow people in offshore processing centres to be appropriately accommodated, cared for and given the opportunity for any asylum claims to be considered.

Performance

During the past 12 months, the department has implemented a programme to improve the facilities and services available to asylum seekers at the Republic of Nauru Hospital. The programme included the refurbishment of an accident and emergency facility, the refurbishment of a 10-bed ward for exclusive use by asylum seekers and a project to reinstate the hospital's sewerage system and water supply to protect against flood waters entering the hospital buildings.

The department also set up a health workforce strategy with the Government of Nauru under which Australia and Nauru share the cost of employment of six doctors with varying specialties.

Consolidation of processing centres in Nauru

The department consolidated offshore processing facilities at two sites in Nauru - Topside and State House, into a single processing centre at State House.

The department closed the Topside site and the lease was terminated. The State House site can accommodate up to 500 people, spread across clusters of village style accommodation that allow for the separation of the resident population for social, security or processing reasons. The original State House site has been extended to allow construction of new residential areas and recreational facilities, as well as offices and storage areas for equipment and fuel.

The department's offshore processing centres in Nauru and Papua New Guinea (PNG) were effective in facilitating offshore asylum seeker processing. Asylum seekers were given the opportunity to present their claims to officers during interview and were free to seek external advice and assistance.

The department hosted regular inter-agency coordination meetings to ensure a high level of cooperation between the many stakeholders involved in the various aspects of managing the centres. This arrangement, combined with the department's continuous liaison presence in Nauru, facilitated management interactions on the ground and enabled quick coordinated responses to operational matters, such as medical evacuations. Bilateral meetings with stakeholders were held as required by either party.

Table 48: Offshore asylum seeker management – performance information

Measures	Results
Quantity	
Adequate resources to provide capacity to deal with on-going and peak workloads.	The department recruited appropriate staff to liaise with and monitor the work of stakeholders and to conduct all required administrative tasks. A departmental liaison officer was always present in Nauru. Canberra-based officers made all necessary site visits to inspect and approve construction projects.
Quality	
Arrangements with stakeholders clearly documented and formally agreed. Timely analysis and advice on key developments related to offshore processing centres provided to the minister and senior executives.	Departmental officers participated in DFAT-led negotiations with the Government of Nauru to draft and agree the text of a new Memorandum of Understanding (MOU). Discussions and drafting of a funding agreement with the International Organization for Migration (IOM) were progressed. Regular briefing was provided to the minister and departmental senior executives on all key offshore processing centre issues.

Outcome 1 | Administered items

- Allowances for persons on temporary visas in the Humanitarian Programme
- Contribution to the secretariat for inter-governmental consultations on asylum, refugee and migration policies
- Initiatives to address the situation of displaced persons and promote sustainable returns
- International Organization for Migration (IOM) – contribution
- Joint Commonwealth, state and territory research programme payment to the Australian Population, Immigration and Multicultural Research Programme
- Offshore management of asylum seekers
- Payments to the Australian Red Cross Society for Asylum Seeker Assistance scheme
- Payments under section 33 Financial Management and Accountability Act
- Refugee, humanitarian and assisted movements – passage and associated costs
- Reintegration allowance
- Safe haven allowance
- Special appropriation – statutory self-regulation of migration agents

Allowances for persons on temporary visas in the Humanitarian Programme

Objective

- Provide a cash allowance to holders of temporary Humanitarian Programme visas.

Description

This item provides for a one-off cash payment to cover the living expenses of holders of temporary Humanitarian Programme visas after their release from detention or arrival in Australia until their first Centrelink income-support payment. The maximum payment of \$222 per adult and \$78 per child is reduced by a dollar for every dollar the visa holder possesses.

Performance

Seventy holders of a Temporary Protection (subclass 785) visa received a cash allowance in 2006-07, compared to 94 in 2005-06.

A cash allowance was provided to 32 holders of the Secondary Movement Offshore Entry (Temporary) (subclass 447) visa, Secondary Movement Relocation (Temporary) (subclass 451) visa and Temporary Humanitarian Concern (subclass 786) visa, compared to 43 in 2005-06. Expenditure on cash allowances was \$13 998.

Table 49: Allowances for people on temporary Humanitarian Programme visas - performance information

Measures	Results
Quantity	
The number helped will depend on the number of non-citizens released from detention on subclass 785 visas or granted subclass 786 visas ¹ or arriving on subclass 447 or 451 visas.	102 people were helped.
Quality	
Payments are made in accordance with the eligibility criteria.	Payments were made in accordance with the criteria.

1. Before 2006-07, holders of subclass 786 visas who were residents of an offshore processing centre were paid an equivalent allowance under a departmental item.

Contribution to the secretariat for inter-governmental consultations on asylum, refugee, and migration policies

Objective

- Support Australian policy objectives to promote managed migration, maintain an effective system of international protection, contribute to enhanced border security systems, and prevent illegal migration.

Description

During 2006-07, Australia contributed \$127 632 towards the administrative costs of the inter-governmental consultations (IGC).

The IGC is an informal, non decision-making forum for information exchange and policy debate on issues relevant to the management of migratory flows. It provides an avenue for participating governments to benchmark national policies and to influence international standards and policies on a range of migration, asylum and refugee issues.

The IGC currently comprises 15 participating states in Western Europe,

North America and Australasia. The European Commission (EC), International Organization for Migration (IOM) and the Office of the United Nations High Commissioner for Refugees (UNHCR) also participate.

Performance

The IGC continued to perform strongly by providing participating states with a relatively informal framework for developing perspectives on current global migration and asylum issues that take into account individual state interests. The IGC operates independently of the United Nations. In particular, it is one of the few multilateral consultation mechanisms through which Australia can engage regularly and directly with many Western European states on domestic migration, asylum and border control issues. This perspective informs and facilitates the department's regional and bilateral engagements as well as other multilateral engagement.

Table 50: Contribution to the secretariat for Inter-Governmental Consultations on Asylum, Refugee, and Migration Policies – performance information

Measures	Results
Quantity	
Australia's funding contribution is provided.	Achieved
Quality	
Extent to which secretariat provides effective forum for information exchange.	The secretariat continued to implement the outcomes of the Strategic Review and to coordinate information exchange on topics of interest to member states through distribution of documentation and organisation of plenary meetings, working groups and workshops. It provided effective support to Ireland, the annual IGC chair, for the management of Ireland's chosen theme, <i>Designing Effective Immigration Systems</i> .

As chair, Ireland facilitated a successful discussion of its theme *Designing Effective Immigration Systems*. The Irish agenda covered key issues such as defining the objectives and principles of an immigration programme, stakeholder involvement, public opinion, effective institutional arrangements and evaluation. The managed migration dimensions of the chair's theme were of particular interest to Australia. Australia was an active participant in dialogue with the chair and other participating states. Ireland provided a useful written report of findings, which will be updated annually.

The Irish theme was a timely prelude to the establishment of the IGC Immigration and Integration Working Group. Provision for the discussion of immigration systems and integration issues represents a significant broadening of the IGC agenda. Australia's recognised expertise in the area will enable it to make a strong contribution to the new IGC focus on immigration.

At the full round in Dublin in May 2007, states discussed national preparations for the July 2007 Global Forum on Migration and Development (a follow-up event to the United Nations High Level Dialogue on International Migration and Development held in New York in September 2006) as well as a UNHCR plan for engagement on the issue of mixed population flows. The meeting attracted high level representation.

On other topics of specific or emerging interest, Sweden proposed and subsequently chaired a workshop on Iraq in March 2007.

At this workshop, states received an overview of the humanitarian challenges, including the situation of displaced Iraqis.

States also discussed their current policies as well as options for future responses.

Australia continued to chair the IGC Technology Working Group. Themes explored in 2006-07 were the role of documentation in effective immigration systems and the use of technologies to streamline visa application and border processing. Specific topics covered included:

- the use of DNA in immigration processes
- the integration of legacy IT systems with new biometric information
- international biometric standards
- managing the interface with the private sector and the public when rolling out technology
- models for e-visas
- risk assessment tools
- the use of outsourcing and common enrolment arrangements
- trusted/registered traveller programmes
- using biometric identifiers in border control contexts.

Initiatives to address the situation of displaced persons and promote sustainable returns

Objective

- Fund the development and implementation of durable solutions for displaced persons (whether this be through voluntary repatriation, local integration or resettlement) and to strengthen the protection afforded to displaced populations throughout the world.

Description

The programme is jointly administered by the department and the Australian Agency for International Development (AusAID).

In 2006-07 Australia concentrated its efforts on assisting displaced populations in protracted situations (especially those within our region) and on urgently responding to the humanitarian needs of those displaced by conflict.

Support was provided to the United Nations High Commissioner for Refugees (UNHCR), the International Organization for Migration (IOM) and Austcare, an Australian non-government organisation with protection expertise overseas, as follows:

- \$1 million to UNHCR's voluntary repatriation programme for Afghans
- \$1 million to IOM to enable the continued provision of emergency relief to internally displaced persons (IDPs) in southern and central Iraq

- approximately \$1.1 million to Austcare to strengthen the protection of Burmese refugees in Thailand, in particular to address sexual gender-based violence in Thai-Burma border camps
- approximately \$700 000 to enhance UNHCR's protection capacity in Malaysia and Indonesia
- \$1.06 million to IOM's shelter and protection project for internally displaced Sri Lankans as part of a coordinated humanitarian action plan for Sri Lanka
- approximately \$154 000 towards a UNHCR project providing education and health assistance to the most vulnerable refugees and asylum seekers in Malaysia
- \$767 000 to IOM for the provision of shelter and emergency non-food relief items for Lebanese returnees and IDPs.

Performance

Through its contributions, the government continues to promote durable solutions for displaced persons, enhance protection for displaced persons throughout the world and provide a rapid response to needs arising from international emergencies, such as the outbreak of war or renewed conflict.

Table 51: Initiatives to address the situation of displaced persons – performance information

Measures	Results
Quantity	
Several aid contributions to a total of \$5.855 million.	Australia's contributions in 2006-07 were disbursed on nine different projects.
Quality	
Aid contributions paid in a timely manner and in accordance with government priorities.	Australia's contributions were made throughout the year and supported the local integration or repatriation of displaced persons throughout the Middle East and Asia.

Since December 2006, Australia's support to IOM in Sri Lanka has resulted in the provision of emergency shelter for more than 4400 IDPs, the distribution of non-food relief items throughout the eastern districts of Trincomalee and Batticaloa and the delivery of an education campaign outlining the risks of people smuggling and human trafficking.

Australia continues to alleviate the suffering of IDPs in southern and central Iraq by building on its 2005-06 contribution to IOM in Iraq. Funding provided in 2006-07 will extend the provision of emergency humanitarian assistance to those in most need while a longer term solution can be developed by the Iraqi Ministry of Displacement and Migration.

Through its first contribution to Austcare, Australia will see the issue of sexual gender-based violence addressed within Thai-Burma border camps – putting into practice its commitment to the protection of women and children at risk.

In Malaysia and Indonesia, asylum seekers will receive better protection as funding provided to the UNHCR enables faster processing of refugee status determinations and the provision of basic services, such as health and education, to the most vulnerable.

International Organization for Migration – contribution

Objective

- Support the achievement of Australian policy objectives in the area of promoting well managed migration, including managed humanitarian settlement and the reduction of irregular migration.

Description

In 2006-07, Australia contributed \$705 398 towards the administrative costs of the International Organization for Migration (IOM).

The IOM is an international organisation headquartered in Geneva which is committed to the principle that humane and orderly migration benefits migrants and society. As an inter-governmental body, IOM acts with its partners in the international community to assist in meeting the operational challenges of migration, advancing understanding of migration issues, encouraging social and economic development through migration, and upholding the human dignity and well-being of migrants.

Performance

Australia's contribution to the administrative costs of the IOM enables us to participate in the governance of the IOM and ensure that its work continues to reflect Australia's interests, in particular a state-driven approach to managing migration.

Australia continues to use the opportunities provided by the IOM policy and governance dialogues to encourage the IOM and its members to seek practical solutions to migration issues, including in the Asia-Pacific region. In 2006-07, discussions on IOM strategic objectives were finalised. These objectives will allow the IOM to continue to provide secure, reliable, flexible and cost-effective services.

Topics discussed as part of the IOM's policy dialogue included 'engaging business and civil society' and 'migrants and the host society'. Policy analysis and engagement on migration policy issues by the international community leads to greater international cooperation and better implementation of managed migration approaches by governments.

Table 52: IOM contribution - performance information

Measures	Results
Quantity	
Australia's funding contribution is provided.	Australia's contribution of \$705 398 was paid in full and on time.
Quality	
Extent to which the organisation contributes to the Australian Government's objectives in promoting managed migration.	IOM continues to provide an effective forum for the Australian Government to promote managed migration, including recognition of the value of states adopting solutions specific to their needs. IOM also contributes to Australian Government objectives through its worldwide capability in providing migration services.

Joint Commonwealth/state research programme for payment to the Australian Population, Immigration, and Multicultural Research Programme

Objective

- Provide information to assist with the formulation and assessment of policies by Australian Government, state and territory ministers, and departments.

Description

The Australian Population, Immigration, and Multicultural Research Programme (APIMRP) was established jointly by the Australian Government and state and territory governments to undertake studies in the areas of migration, migration settlement, multicultural affairs, and population trends. Individual studies are designed to gather information not adequately covered by existing data and surveys.

In 2006-07 the Australian Government contributed \$50 000 to this programme.

Performance

In 2006-07 the University of New England produced a seminal report into the Social Costs and Benefits of Migration, which was commissioned by the APIMRP. This report complements existing work on the economic impacts of immigration.

The APIMRP continued its work to better inform policy makers and service providers in 2006-07 by commissioning a series of census-based analyses which will give a comprehensive picture of Australia's diverse population down to the local government area level.

Table 53: Joint Commonwealth/state research programme for the payment to the Australian Population, Immigration, and Multicultural Research Programme – performance information

Measures	Results
Quantity	
In 2006-07 the Commonwealth-State Research Advisory Committee decided to focus its resources on one key research project.	The research project during 2006-07 was <i>The Social Costs and Benefits of Migration into Australia</i> .
Quality	
Feedback on usefulness of the research.	The Social Costs report received a very favourable reception and has been acknowledged as the only research report of its kind in Australia.

Offshore management of asylum seekers

Objective

Facilitate the effective operation and management of offshore processing centres for asylum seekers in third countries.

Description

The department provided support through the International Organization for Migration (IOM) and appropriate community facilities in Nauru to allow people in offshore processing centres to be appropriately accommodated and cared for.

Performance

Offshore Processing Centres (OPCs) in Nauru and Papua New Guinea (PNG) have been effective in delivering offshore asylum seeker accommodation. Asylum seekers are in Nauru on special purpose visas issued by the Nauru Government and are subject to the laws of Nauru. The centres are managed by the IOM at the invitation of the governments of Nauru and PNG.

MOUs with Nauru and PNG provide for the accommodation of up to 1500 people – 500 in Nauru and 1000 in PNG. Initial agreements between Australia and the governments of Nauru and PNG signed in 2001 have been extended on a number of occasions. The arrangement with Nauru was extended to 30 June 2009.

The arrangement with PNG expired on 30 June 2007 and discussions on renewal were postponed due to the general election in PNG.

The department maintained a liaison presence in Nauru to facilitate management interactions on the ground and to enable

quick coordinated responses to operational matters, such as medical evacuations.

This presence, combined with the inter-agency coordination meetings the department hosted, resulted in a high level of cooperation among the many stakeholders involved in the various aspects of OPC management.

The department maintained and improved access to health facilities by asylum seekers through its assistance to the Government of Nauru. This included a major flood mitigation project and facilities upgrade at the Republic of Nauru Hospital and agreement to part-fund the salaries of medical staff at the hospital. These projects ensure that the facilities in Nauru for the provision of secondary medical care to asylum seekers are of an appropriate standard.

During 2006-07, the department transferred 90 asylum seekers to the State House OPC in Nauru and provided them with a high level of care. One asylum seeker returned voluntarily to his previous country of residence and at 30 June 2007 there were 89 asylum seekers in the State House centre. Two former OPC residents in Nauru, in the department's direct care, were resettled to Australia and a Scandinavian country.

Work to refurbish the State House centre was close to completion. Australia handed back the Topside site in Nauru to the Nauru Government on 30 June 2007 when the lease expired. The Manus OPC is managed by IOM, as a contingency against future arrivals.

Table: 54: Offshore management of asylum seekers – performance information

Measures	Results
Quantity	
<p>1 500 contingency places are available in Nauru and Manus OPCs.</p>	<p>In Nauru, the State House OPC was refurbished to accommodate up to 500 people and the Topside site was closed and handed back to the Nauru Government. The Manus OPC in PNG was maintained as a contingency facility for up to 1000 people.</p>
Quality	
<p>The standard of care provided to OPC residents through the International Organization for Migration (IOM) is high and is monitored consistently through an assurance framework.</p> <p>OPC and relevant community infrastructure facilities meet the needs of residents.</p>	<p>Care arrangements for OPC residents met our expectations as set out in an assurance framework agreed between the department and the IOM.</p> <p>Projects external to the OPC, which support asylum seekers, were well managed and completed on time and within budget.</p>

Payments to the Australian Red Cross Society for Asylum Seeker Assistance Scheme

Objective

- Provide financial assistance to eligible asylum seekers awaiting decisions on their Protection visa application.

Description

The Australian Red Cross has administered the Asylum Seeker Assistance (ASA) scheme under agreements with the Australian Government since 4 January 1993.

The ASA scheme provides financial and other assistance to asylum seekers¹, determined by the Australian Red Cross to be without means of support and disposable assets. The ASA scheme provides assistance for basic food, shelter and health care. The rate of financial assistance is capped at 89 per cent of equivalent Special Benefit payments.

Eligibility for ASA includes both primary and review applicants in financial hardship who cannot meet their basic needs and who have no continuing and adequate support. Eligibility for ASA occurs where a decision is not made on a Protection visa application within six months or where the client meets exemption criteria which allow immediate access to ASA. The criteria ensure that the elderly, minors, young families, the ill (including those suffering after torture or trauma) and those who care for these groups can be assisted without delay.

Assistance at the review stage is also available where these clients meet these criteria.

The ASA scheme also provides assistance to asylum seekers who are ineligible for ongoing income support but who cannot afford to pay for their health examination.

This ensures that there is no financial impediment to obtaining protection under the Refugees Convention.

Performance

In 2006-07, there were 1780 people assisted under the ASA scheme at a cost of \$4.64 million compared to 1507 people assisted at a cost of \$3.6 million in 2005-06.

This equates to an 18 per cent increase in client numbers and a 28 per cent increase in costs compared to 2005-06. These are higher rates of increase than the 13.4 per cent increase in overall Protection visa application lodgements over the same period, illustrating a higher take up rate of the ASA scheme by applicants for Protection visas and a higher average cost per client. These increases are attributable largely to a growing awareness of the scheme by Protection visa applicants, leading to more needy cases coming to attention, and coming to attention earlier in the Protection visa process – together with increasing general costs of providing medical and pharmaceutical support to individuals in need.

Table 55: Payment to the Australian Red Cross – performance information

Measures	Results
Quantity	
People eligible to receive assistance.	1780 people assisted.
Quality	
Payments are made by the Red Cross to eligible asylum seekers in accordance with contractual obligations.	Contractual obligations were met.

1. An asylum seeker is an individual who is seeking international protection. In countries with individualised procedures, an asylum seeker is someone whose claim has not yet been finally decided on by the country in which he or she has submitted it. 'Not every asylum seeker will ultimately be recognised as a refugee, but every refugee is initially an asylum seeker.' (UNHCR Master Glossary of Terms, June 2006) In the Australian context this means a Protection visa applicant until their application has finally been determined by the department, RRT or AAT.

Payments under s.33 of the Financial Management and Accountability Act

Table 56: Payments under s.33 of the *Financial Management and Accountability Act 1997*- Performance information

2006-07 Measures	Results
Quality	
N/A	Eight payments made.
Quality	
Payments are made in accordance with legislative requirements and guidelines as issued by the Minister for Finance and Administration.	Payments made in accordance with legislative requirements and guidelines.

Description

Payments made under section 33 of the *Financial Management and Accountability Act 1997* are special discretionary compensatory payments (acts of grace) made in circumstances where there is no other viable avenue of redress available and the Minister for Finance and Administration (or delegate) considers the payment is appropriate because of 'special circumstances'.

Performance

During the 2006-07 financial year, the department received one request for an act of grace payment. This request was not forwarded to the delegate for consideration during this financial year.

During the 2005-06 financial year, the department sought additional act of grace payments for students affected by the decision of the Federal Magistrates Court in *Uddin vs MIMIA [FMCA 841 07 June 2005]*. Sixty-three act of grace payments were approved. Eight payments had been processed at 30 June 2007. The remainder of the act of grace payments yet to be made in the *Uddin vs MIMIA* matter are due to a

number of unsuccessful attempts by the department to contact the students at their last known address. This has been further exacerbated due to the majority of the students now residing offshore. A register of those affected is being kept and we will ensure a prompt payment can be made once the client is located.

Refugee, humanitarian and assisted movements – passage and associated costs

Objective

- Assist the movement of applicants approved for entry to Australia under the refugee component of the offshore Humanitarian Programme and a proportion of offshore entrants under the secondary movement provisions.

Description

In December 2004 the department entered into a contract with the International Organization for Migration (IOM) for the assisted passage of applicants approved for entry to Australia under the refugee component of the offshore Humanitarian Programme. The assistance provided under this contract covers the full cost of medical examination and airfares for eligible entrants. These included the following visa subclasses:

- Refugee (subclass 200)
- In-country Special Humanitarian (subclass 201)
- Emergency Rescue (subclass 203)
- Woman at Risk (subclass 204)

- a proportion of Secondary Movement Offshore Entry (Temporary) (subclass visa 447) and Secondary Movement Relocation (Temporary) (subclass 451).

IOM arranges medical screening services for applicants when requested by the department's overseas posts. The IOM is responsible for ticketing, pre-embarkation, and coordination arrangements associated with the movement of assisted refugees. IOM is reimbursed for all transportation and service costs incurred in the movement of these funded refugees to Australia.

Performance

In 2006-07 \$10.396 million was allocated under this programme. There were 6232 refugee and humanitarian entrants assisted with travel and the overall expenditure on travel and associated services was \$8.882 million.

There were 11 424 medical examinations performed in 2006-07 as well as an additional 1265 pre-departure medical checks for a combined cost of \$2.028 million. The current contract with IOM expires in December 2007.

The department entered into a procurement process for a new contract in March 2007.

Table 57: Refugee, humanitarian and assisted movements - passage and associated costs - performance information

Measures	Results
Quantity	
Up to 6000 refugees moved to Australia.	6232 people assisted.
Medical processing completed for eligible Humanitarian Programme applications – up to 12 000 applicants assisted.	11 424 medical examinations were performed.
Quality	
Travel and medical processing completed in line with contractual obligations.	Contractual obligations were met.

Reintegration Allowance

Objective

- Facilitate the reintegration of those persons who wish to return to their country of origin.

Description

Those eligible to receive the allowance are:

- Afghan nationals in detention
- Afghan Temporary Protection Visa (TPV) holders
- Iranian nationals in detention
- TPV, Temporary Humanitarian Visa (THV) and Return Pending Visa (RPV) holders
- Iraqi nationals in detention or TPV holders.

Performance

In 2006-07, no people accepted reintegration assistance, compared to three Iraqi nationals in 2005-06.

Since the implementation in 2002 of the reintegration package for Afghan nationals in detention, 152 Afghans have formally

been offered the reintegration package and 68 accepted; and 2952 Afghan TPV holders have been formally offered the reintegration package and 34 Afghans accepted.

Since the implementation in 2003 of the reintegration package for Iranian nationals in detention, 158 have been offered the reintegration package and 28 accepted.

Fifty-six Iraqi nationals have requested the reintegration package and returned to Iraq since implementation of the reintegration package in 2003.

Since the implementation in 2004 of the reintegration package for TPV and THV holders (issued prior to 24 August 2004) and those issued RPVs, six people have requested the reintegration package and returned to their country of origin.

All payments were made in accordance with eligibility criteria.

Safe haven allowance

Objective

- Provide financial support to people displaced by upheaval in their country and for whom the Australian Government has provided temporary safe haven in Australia.

Description

Safe haven allowances are provided to those people on temporary safe haven visas who are not eligible for other income support benefits but are in need of some financial support.

Performance

In 2006-07, \$111 281 was used to help people who held temporary safe haven visas compared to \$11 802 in 2005-06.

Special appropriation – statutory self-regulation of migration agents

Objective

- Ensure the satisfactory statutory self-regulation of the migration advice profession.

Description

The migration advice profession in Australia operates under statutory self-regulatory arrangements set out in Part 3 of the *Migration Act 1958*. Under these provisions, the Migration Institute of Australia Limited (MIA) was appointed as the industry regulator, known as the Migration Agents Registration Authority (MARA).

The core functions of the authority are contained in Schedule 2 to the *Migration Agents Regulations 1998* and include the registration of migration agents, handling complaints and applying sanctions against registered migration agents who have breached the migration agents code of conduct.

The number of registered migration agents increased by 336 agents from 3159 at 30 June 2006 to 3495 at 30 June 2007.

The amount of the special appropriation for this item is calculated according to the value of registration fees collected by the authority. In 2006-07, it was estimated that the special appropriation would be \$4.75 million. The final appropriation was \$4.84 million.

Performance

The department worked closely with the MARA to support statutory self-regulation of the migration advice profession.

New entry requirements for the profession started on 1 July 2006. Prospective agents, unless they hold a current practising certificate in law in an Australian state or territory, must successfully complete the Graduate Certificate of Australian Migration Law and Practice in order to be considered for registration as migration agents. The graduate certificate is offered by four Australian universities in different delivery modes, including distance education.

Before these changes, prospective agents who did not hold a current practising certificate in law in an Australian state or territory were required to pass a prescribed examination, the Migration Advice Professional Knowledge Entrance Examination (MAPKEE). The last MAPKEE was held on 15 July 2006.

In May 2007, the department appointed an external reference group to undertake a review of statutory self-regulation of the migration advice profession in 2007-08.

The agents' gateway on the department's website continues to provide convenient access to information for agents on issues such as access to processing requirements and legislative change. It also provides quick and easy access to the department's eVisa facilities www.immi.gov.au/gateways/agents.



Outcome 2

A society which values Australian citizenship, appreciates cultural diversity and enables migrants to participate equitably

Outputs

- 2.1 Settlement services
- 2.2 Translating and interpreting services
- 2.3 Australian citizenship
- 2.4 Promoting the benefits of cultural diversity

Administered items

Outcome 2: Overview

There are four outputs under Outcome 2:

- 2.1 Settlement services
- 2.2 Translating and interpreting services
- 2.3 Australian citizenship
- 2.4 Promoting the benefits of cultural diversity

Activities under this outcome include:

- providing settlement services, including adult English language training, translating and interpreting services
- promoting the value of Australian citizenship and encouraging eligible people to apply
- promoting mutual respect, Australia's democratic values and community participation through the *Living in Harmony* initiative.

During 2006-07, the department had a lead role in establishing and managing the Interdepartmental Committee on Humanitarian Settlement to review and improve the support for recently arrived humanitarian entrants which culminated in a budget outcome of \$209 million over four years to six agencies to implement key initiatives. Improved quality assurance arrangements for the Integrated Humanitarian Settlement Strategy were developed and implemented and an orientation DVD to help humanitarian entrants arriving from Africa to settle in Australia was also produced.

The department finalised several years of work on major reforms to citizenship legislation, which will see the *Australian Citizenship Act 1948* replaced by the *Australian Citizenship Act 2007* on 1 July 2007.

In 2006-07 a record number of people became Australian citizens since Australian citizenship was introduced in 1949.

The department continued to coordinate the implementation of the National Action Plan to Build on Social Cohesion, Harmony and Security (NAP), in consultation with the community and Commonwealth, state and territory government agencies. Through the NAP, the department played a key role in supporting practical solutions to counter isolation and marginalisation and engaged the Australian community in better understanding issues arising from Australia's cultural and religious diversity.

The department is developing a citizenship test aimed at ensuring that migrants have the capacity to fully participate in the Australian community as citizens and at promoting social cohesion and successful integration into the community. The focus of the test will be on Australia's values, history, traditions and national symbols as well as on the responsibilities and privileges of Australian citizenship. The test questions will be based on the contents of a citizenship test resource book being developed under the supervision of the minister.

Table 58: Outcome 2 – performance information

Measures	Results
The extent to which settlement planning arrangements and services equip eligible migrants and humanitarian settlers to participate in society	
Level of participation, and client outcomes from settlement services measured through programme evaluations, client and community feedback and advice from relevant government agencies.	<p>The department conducts an annual assessment of settlement needs, taking into account feedback from state, territory and local governments, the community and the settlement services sector, to identify the priority needs of new arrivals.</p> <p>The Settlement Grants Programme (SGP) continues to receive strong sector support, with a record number of applications received for funding in 2007-08. The department continues to monitor the performance of SGP-funded organisations' and has initiated two research projects to assess the effectiveness of the programme.</p>
Extent to which settlement needs of eligible refugee and humanitarian settlers are met	
Level of satisfaction with settlement services among eligible refugees, humanitarian settlers and community groups who work closely with these people measured through client and community feedback.	<p>In December 2006, the department undertook a quality assurance review of its Integrated Humanitarian Settlement Strategy (IHSS) to assess the effectiveness of contract performance requirements and management controls.</p> <p>The first reviews, completed in May 2007, included an evaluation of all IHSS service provider systems, process and operations to assess performance against contract specifications. This also included client contact visits to determine the level of satisfaction with the services received.</p> <p>Initial findings of the reviews have indicated that IHSS service providers are delivering in accordance with the requirements of the contracts.</p>
Extent to which Australian citizenship is valued	
Level of community awareness of the value of Australian citizenship.	Research conducted among non-citizens and Australian citizens showed a significant increase in public awareness of the value of Australian citizenship during the citizenship promotion campaign period, August 2006 to June 2007.

Table 58: Outcome 2 – performance information *continued*

Measures	Results
Extent to which the department supports cohesion of Australian society, fairness for all and awareness of the economic benefits arising from cultural diversity	
<p>Level of awareness of the <i>Living in Harmony</i> initiative as measured by the number of events registered for Harmony Day, grant applications received and the level of media reporting of events and projects.</p>	<p>The department funded 43 new projects from 561 applications, totalling around \$1.5 million and made final payments totalling \$0.3 million to projects announced in 2005-06.</p> <p>More than 400 000 people participated in Harmony Day events across the country. The department's website recorded a total of 4004 Harmony Day events and 4226 product requests.</p> <p>Harmony Day 2007 media coverage totalled 1666 items (1095 press, 416 broadcast and 155 television). The volume of press coverage increased 2.5 per cent compared to the previous year (1068 items). Regional and rural media outlets accounted for 73 per cent of all media coverage.</p> <p><i>Living in Harmony</i> funded community projects featured in 44 media reports between 1 December 2006 and 8 April 2007.</p>
<p>Positive impact of the <i>Living in Harmony</i> initiative, as measured by the number of grants and partnerships that achieve their project objectives.</p>	<p>Sixty-nine <i>Living in Harmony</i>-funded community projects were managed in 2006-07.</p> <p>Twelve <i>Living in Harmony</i> partnerships were funded in 2006-07. The partnerships involved a range of organisations, including iconic sporting groups, in national strategies aimed at engaging all Australians in promoting integration and social cohesion.</p> <p>The department made six <i>Living in Harmony</i> ad hoc discretionary grants in 2006-07 to address emerging issues.</p>
<p>Level of awareness among stakeholders about multicultural policy, particularly regarding the balance between unity and diversity.</p>	<p>The department raised awareness by hosting a seminar for access and equity contact officers in November 2006 and holding and attending various other forums to discuss cultural diversity issues.</p>
<p>Contribution of the Council for Multicultural Australia (CMA) in gaining public support for the goals of cohesion, unity, fairness and economic benefits of cultural diversity.</p>	<p>The CMA's term expired on 30 June 2006.</p>

Table 58: Outcome 2 – performance information *continued*

Measures	Results
Extent to which the department supports cohesion of Australian society, fairness for all and awareness of the economic benefits arising from cultural diversity	
Extent to which the department engages other Australian Government agencies to promote the economic benefits of cultural diversity through their programmes.	The department encouraged other agencies to promote the economic benefits of cultural diversity through their programmes, for example, through implementation of the <i>Accessible Government Services for All</i> strategy (formerly Access and Equity).
Extent to which Australian Government agencies improve the accessibility of their services and programmes, as measured by their performance against the framework for the implementation of the <i>Charter of Public Service in a Culturally Diverse Society</i> and their response to issues raised by their clients under the charter.	A total of 101 agencies contributed to the 2006 report <i>Accessible Government Services for All</i> (97 agencies in 2005). The report contains a number of examples where agencies have been innovative and resourceful in communicating information to their culturally diverse clients.
Extent to which the Australian Government's community relations strategy and coordination of the National Action Plan enhances social cohesion and minimise extremism and intolerance.	<p>By establishing links with ethnic community leaders and encouraging interaction with broader Australian society, the community relations strategy fostered social cohesion by reducing marginalisation and isolation. Community liaison officers built links with communities and provided advice which helped the government develop appropriate policy responses to events which impacted on communities, such as, the conflict in Lebanon in 2006.</p> <p>The department coordinated implementation of the NAP and ensured disadvantaged communities were consulted on policies and programmes to promote social cohesion and reduce support for extremism.</p>

Output 2.1 – Settlement services

This output has five components:

2.1.1 Settlement planning and information delivery

2.1.2 Humanitarian settlement services

2.1.3 Support for community services

2.1.4 AMEP administration

2.1.5 Free translating and interpreting services

Highlights

In April 2006 an interdepartmental committee (IDC) was convened to develop a whole-of-government strategy to improve settlement outcomes for humanitarian entrants. The IDC on Humanitarian Settlement, which involved 16 Australian government agency heads, developed a range of recommendations to strengthen government support for humanitarian entrants.

The 2007-08 Budget provided \$209.2 million over four years to six agencies to implement key recommendations of the IDC on Humanitarian Settlement.

The Budget allocated \$62.7 million over four years to the department to introduce:

- complex case support services for recently arrived humanitarian entrants with exceptional needs
- minimum requirements for those seeking to propose people under the Special Humanitarian Programme (SHP)
- a proposer-support programme for SHP proposers who do not meet minimum requirements, to strengthen their capacity to support entrants they have proposed
- increased help for humanitarian entrants to help them meet rental, utilities and transport costs in the first month after arrival in Australia

- increased support for refugees settling in regional areas, particularly where there are employment opportunities
- incentives for new interpreters in languages where there is short supply and development of a guide to encourage positive relationships between police and recently arrived humanitarian groups.

Other agencies received funding to increase the provision of intensive English language tuition for humanitarian entrant students in primary and secondary schools; provide additional torture and trauma counselling; and provide additional direct income support for humanitarian entrants on arrival in Australia.

Settlement grants programme

The department provided \$30.8 million in grants 2006-07 to support the settlement needs of migrants. The department administered 210 grants under the Settlement Grants Programme (SGP) and 99 under the Community Settlement Services Scheme (CSSS).

Adult Migrant English Programme

The Adult Migrant English Programme (AMEP) continued to expand in 2006-07, providing tuition to 50 218 clients.

Regional settlement

The department established two new regional settlement locations for humanitarian entrants in Ballarat, Victoria in May 2007 and in Mount Gambier, South Australia in June 2007.

An evaluation of the 2005-06 regional humanitarian settlement pilot in Shepparton, Victoria indicated that new entrants and the community benefited from the pilot.

Planning and information

A range of information materials have been developed to help stakeholders plan for and settle new entrants, including community profiles on new humanitarian caseloads and annual reports on the settlement patterns of new arrivals and their needs.

In February 2007, the department started receiving updated address data from Medicare Australia. Access to the Medicare data has contributed to improving the integrity of settlement data, particularly in providing up-to-date settlement location data.

Integrated Humanitarian Settlement Strategy

The department developed a quality assurance programme for the IHSS that focuses on contract performance requirements and management controls. Quality assurance reviews have been conducted in cooperation with service providers in all 20 contract regions. These indicate that IHSS providers are delivering services to clients in accordance with the contracts.

2.1.1 Settlement planning and information delivery

Objective

- Support the successful settlement of migrants and humanitarian entrants through a strategic and coordinated approach to service planning for new arrivals.

Description

This output component supports the planning of settlement services. It also supports the provision of information to newly arrived migrants and humanitarian entrants and to those who provide mainstream or specialised settlement services to them.

Performance

A number of initiatives have been delivered under the National Framework for Settlement Planning which aims to provide a more strategic and coordinated national approach. These include a series of community profiles on key humanitarian communities within Australia and annual Settlement Needs and Demographic Trends Reports that provide demographic data on settlement patterns of new arrivals and comprehensive information on their needs.

The first trend reports and community profiles were launched in August 2006 and feedback from stakeholders has been very positive. Community profiles on 10 key humanitarian communities have been published (Bhutanese, Burmese, Congolese – DRC, Eritrean, Ethiopian, Liberian, Sierra Leonean, Sudanese, Togolese and Uzbek).

Regional settlement

As recommended in the 2003 *Report of the Review of Settlement Services for Migrants and Humanitarian Entrants*, the department has sought to identify new regional locations for humanitarian settlement. Two new locations were established – in Ballarat, Victoria, with the first families

arriving in May 2007, and in Mount Gambier, South Australia in June 2007.

The department undertook an evaluation of the first humanitarian settlement pilot in Shepparton, Victoria which found that the initiative had been largely a positive experience for both the town and the entrants. It also provided valuable feedback for further activities in regional settlement.

Refugee Resettlement Advisory Council

The Refugee Resettlement Advisory Council (RRAC) continued to provide high quality policy advice and input on the settlement of newly-arrived migrants and humanitarian entrants. It has an ongoing dialogue with the minister and the assistant minister. Among other activities, the RRAC had considerable input to the deliberations of the IDC on Humanitarian Settlement. The RRAC ended its fourth term on 30 June 2007.

Settlement DVD for humanitarian entrants

In 2006-07 the department developed an orientation DVD, *Australia, a new home* to help settlement service providers deliver information on life in Australia to newly-arrived humanitarian entrants from Africa, particularly those with low levels of literacy in their first language and English.

The DVD focuses on delivering important settlement information in a simple and engaging format. It is available in seven different languages: Amharic, Dinka, Kirundi, Sudanese Arabic, Swahili, Tigrinya and English. Each language is supported by English subtitles.

Settlement database

The department's settlement database provides statistical information for settlement planning and policy development.

Table 59: Settlement services – performance information

Measures	Results
Settlement planning and information delivery	
Quantity	
Development of needs-based planning arrangements to inform the new Settlement Grants Programme (SGP).	Inaugural annual reports on trends in humanitarian settlement and settlement needs were launched to help settlement stakeholders to plan their services. Information from these reports fed into advertising of the 2007-08 SGP funding round.
Quality	
Extent to which identified needs of target group are met.	Settlement planning information was used to assess 2007-08 funding applications. Projects funded reflect the priority needs that were identified.
On-line settlement information	
Quantity	
Availability of relevant settlement information in an accessible form.	A wide range of new settlement information was developed and published, including needs and trends reports and community profiles. The <i>Beginning a Life in Australia</i> booklet was updated and distributed. <i>New Beginnings: Life in Australia</i> was launched in October 2006.
Quality	
Relevant and current content.	Feedback from stakeholders indicated general satisfaction with the content of settlement information. A survey of settlement service providers indicated they were satisfied with the content of the <i>Beginning a Life in Australia</i> booklets.

Table 60: Humanitarian settlement services – performance information

Measures	Results
Quantity	
Offshore Humanitarian Programme entrants assisted.	The IHSS assisted 12 307 entrants comprising: <ul style="list-style-type: none"> • 6230 refugees • 5993 Special Humanitarian Program (SHP) entrants • 84 PV holders. The extent to which SHP entrants receive services under the IHSS is dependent upon the capacity of proposers to support their entrants. Proposers of SHPs are eligible for proposer support services.
Quality	
Level of client satisfaction as measured through client and community feedback.	Reports from service providers indicate satisfaction with the IHSS services delivered. ¹

1. Initial indications from the IHSS Quality Assurance programme, carried out in the first half of 2007, are that services around the country are being delivered in accordance with IHSS contracts.

This information is used in developing programme planning and service delivery across Australia. Since February 2007, settlement location data has improved markedly following a collaborative arrangement between the department and Medicare Australia under which updated client address data is regularly exchanged between the two agencies.

Settlement information

Two updates of the *Beginning a Life in Australia* booklets were released during 2006-07. The booklets welcome new and prospective migrants to Australia and provide information for them, their sponsors, and service providers on the types of services available and advice on where to go to for help. Settlement information is provided in separate booklets tailored to each state and territory and is available in English and 24 languages. The booklets are available from the department's website at www.immi.gov.au

Another booklet *New Beginnings: Life in Australia* was launched in October 2006 to provide a comprehensive statistical and descriptive account of the humanitarian settlement process. It includes personal stories of refugees and explains the settlement help available to support new arrivals on their settlement journey.

The Living in Australia section of the department's website provides ready access to extensive settlement information. There have been more than one million page views by clients during 2006-07. The site provides information and services to the department's clients including prospective migrants, newly-arrived migrants, sponsors of migrants, service providers and the wider Australian community.

2.1.2 Humanitarian settlement services

Objective

- Provide intensive initial settlement support to refugees and Special Humanitarian Programme (SHP) entrants through the Integrated Humanitarian Settlement Strategy (IHSS) which provides services designed and administered to assist humanitarian entrants to start building a life in Australia.

Description

This output component supports the provision of intensive settlement services to newly arrived refugees and SHP entrants under the IHSS.

IHSS services are generally provided for around six months but may be extended in cases of particular need. As SHP entrants have the support of a proposer to assist them with their settlement, they do not always need the full range of IHSS services.

The IHSS includes the following services:

- case coordination, information and referrals – includes a case coordination plan based on an initial needs assessment, information about, and referral to, other service providers and mainstream agencies and help for proposers to fulfil their role of assisting SHP entrants
- on arrival reception and assistance – includes meeting eligible entrants on arrival, taking them to suitable accommodation and providing initial orientation and meeting any emergency needs for medical attention, clothing or footwear

- accommodation services – helps entrants to find appropriate and affordable accommodation and provides them with basic household goods to start establishing their own household in Australia
- short term torture and trauma counselling services – provides an assessment of needs and a case plan and referral for torture and trauma counselling and raises awareness among other health care providers of health issues arising from torture and trauma counselling.

Performance

In 2006-07, 12 307 people were assisted under the IHSS, compared with 12 036 in 2005-06.

The department helped 6230 refugees under the IHSS in 2006-07 compared to 5168 in 2005-06 and 5993 SHP entrants in 2006-07 down from 6814 in 2005-06. The department also helped 84 protection visa holders under the IHSS in 2006-07, compared to 54 in 2005-06.

The top five nationalities who accessed IHSS services during the year by country were Sudan (24 per cent), Iraq and Afghanistan (14 per cent each), Myanmar (12 per cent) and Burundi (6 per cent).

Of the total number of people who accessed IHSS services 52 per cent were female, 48 per cent were male and 56 per cent were under the age of 20 years.

2.1.3 Support for community services

Objective

- Support the delivery of settlement services through the administration of community grants.

Description

This output component supports the administered item Grants for Migrant Community Services by:

- helping funded organisations manage their work programmes, service agreements and reporting and financial accountability requirements
- provide training to help funded organisations to deliver settlement services in line with work programmes and funding agreements.

Performance

The department provided \$30.8 million in grants during 2006-07 to support the settlement needs of migrants.

The department administered 210 grants under the Settlement Grants Programme (SGP) and 99 Community Settlement Services Scheme (CSSS) grants. It also provided some additional funding to 21 Migrant Resource Centres and Migrant Service Agencies (MRC/MSA) to support their CSSS grants during the transition from core funding to project funding.

The funding for SGP and CSSS grants amounted to \$29.5 million, additional funding for MRC/MSAs totalled \$1.2 million and another \$150 000 was allocated to training.

The department consulted with the community in developing and implementing the SGP. In September 2006, national advertisements invited organisations to apply for funding under the 2007-08 funding round and 438 applications were subsequently received.

Table 61: Support for community services – performance information

Measures	Results
Quantity	
Management and monitoring of funded projects.	309 funding agreements and work programmes managed, comprising 210 SGP grants and 99 CSSS grants.
Quality	
Level of compliance with service agreement objectives and requirements.	Work programmes in place and regularly monitored for compliance.

2.1.4 Adult Migrant English Programme administration

Objective

- Ensure that Adult Migrant English Programme (AMEP) contract management accords with better practice in Australian Government contract management.

Description

This output component supports the AMEP administered item. This programme is administered through 18 major contracts for tuition and two for associated services.

Performance

Service provider performance was monitored and managed through

examination and analysis of quarterly and annual reports, quarterly meetings and ongoing data analysis. English language tuition service providers are also subject to an annual on-site inspection of facilities, resources and processes by the National ELT Accreditation Scheme Limited (NEAS).

Contract managers analyse performance documented in the quarterly and annual reports against key performance indicators. Any deficiencies or breaches identified are addressed through the development and implementation of agreed action plans. Ongoing action plans are monitored quarterly until breaches are rectified.

Table 62: Adult Migrant English Programme - performance information

Measures	Results		
Quantity			
Management and monitoring of the performance of service providers (18 managed/monitored).	18 contracts for English language tuition and two contracts for associated services were administered. Service delivery was monitored through regular contract meetings, regular reporting, and data analysis.		
Quality			
Contract breaches are promptly identified and managed.	<p>Most service delivery requirements were met by English language tuition providers and all tuition service providers received ongoing accreditation from NEAS. At 31 March 2007, there were four breaches by English language tuition providers.</p> <p>There was one breach by one of the associated service providers. The breaches that were recorded have been or are being addressed.</p>		
English language tuition service providers breaches by year	2004-05	2005-06	2006-07
Number of breaches ¹	23	16	4

1. Statistics on the numbers of breaches for the year under review are to 31st of March 2007 – statistics for the full year are not finalised until September.

Profile



A joy to teach, a great place to learn

Since the Adult Migrant English Programme (AMEP) was first established in 1948, it has helped many thousands of migrants and refugees learn the language and settle in Australia.

Every day, in hundreds of classrooms across Australia, new arrivals eagerly open their books and settle down to the serious business of learning to understand, speak, read and write English.

In 2006-07, the AMEP budget was \$155.8 million and more than 50 000 people participated in one or more AMEP modes of English language tuition across all of Australia's states and territories.

The English classes are designed to provide basic language skills to help deal with everyday situations such as paying bills, seeking medical treatment, catching a bus and writing a letter. Clients also learn about Australian society, culture and customs.

The programme is thriving in the Northern Territory with classes at Palmerston, Humpty Doo, Katherine, Alice Springs and at Casuarina and Malak in Darwin.

And – as with most AMEP courses - Charles Darwin University, one of the places where the classes are held, rang with laughter as dozens of people from all over the world embraced the chance to improve their lives.

But the department in the NT recognises that even with this newcomer enthusiasm, keeping students in the classroom is a challenge.

'A combination of big distances, student eagerness to work and their need to manage family obligations, means that AMEP and the department have to be flexible and resourceful to ensure all students can continue to learn English and make their contribution to the wider Northern Territory community,' NT Deputy Director Phil McAuliffe said.

Refugee and humanitarian entrants under the age of 25 with low levels of schooling may be eligible for up to 910 hours of English language tuition, while those over 25 may be eligible for up to 610 hours of tuition. Other migrants may be eligible for up to 510 hours of tuition.

Accreditation and quality monitoring services

NEAS is engaged under a five-year contract to provide accreditation and quality monitoring services for the AMEP.

Under this contract, NEAS undertakes an annual review of all 18 AMEP English language tuition service providers to ensure that the services provided to migrants on behalf of the Australian Government continue to be of a high standard, meet relevant industry standards and take into account the special needs of clients.

The standards against which providers are assessed in this review process include:

- quality and suitability of facilities
- accessibility of classes by public transport
- cultural appropriateness for the AMEP clients in the region
- availability and appropriateness of student resources
- availability and accessibility of student support and counselling services
- processes for monitoring the quality of AMEP services
- suitably trained staff to provide AMEP tuition
- provision of childcare for the duration of classes.

This process complements the department's internal quality assurance processes.

NEAS and the AMEP Research Centre

NEAS and the AMEP Research Centre are subject to annual work plans developed in consultation with the department. Contract managers review the plans annually, analyse outcomes against key performance indicators and work with providers to rectify promptly any concerns.

Client Satisfaction Survey

The second AMEP Client Satisfaction Survey was conducted during 2006 and a report is being prepared.

The survey provides a coordinated, comprehensive view of the performance of service providers from the clients' perspective. The overall national satisfaction results will be publicly released and placed on the department's website.

Continuous improvement

The NEAS reviews and accreditation processes, survey results and regular meetings with service providers feed into continuous improvement processes to enhance programme delivery.

2.1.5 Free translating and interpreting services

Objective

- Facilitate full participation of migrants from non-English speaking backgrounds in Australia's social and economic life by providing an effective means of communication.

Description

Free interpreting services are provided to approved individuals and organisations to help them communicate with non-English speaking migrants and humanitarian entrants who are Australian citizens or permanent residents. The services are broadly available to:

- private medical practitioners providing services under Medicare
- non-profit, non-government, community-based health or welfare organisations (subject to their funding arrangements)
- members of parliament for constituency purposes
- local government authorities
- trade unions
- Emergency Management Australia.

Documents eligible for free translation include settlement-related personal documents, identity and relationship documents (for example, birth and marriage certificates), facilitation documents (for example, driver's licences), and education and employment documents.

Free translations are provided to permanent residents and some temporary visa holders within their first two years of arrival or grant of permanent residence. Returning Australian citizens may also be eligible for a free translation service within two years of returning to Australia to settle permanently.

In June 2007 a pilot project to extend access to free telephone interpreting services for pharmacists was initiated in cooperation with the Pharmacy Guild of Australia. Participating pharmacies have access to free telephone interpreting services from 13 June to 13 December 2007. The department will evaluate the pilot to determine whether to establish the service on an ongoing basis.

Performance

The number of free interpreting services provided in 2006-07 was slightly higher than that provided in 2005-06 and also higher than estimated demand.

Table 63: Translating and interpreting services – performance information

Measures	Results
Quantity	
Estimated demand for free services by eligible clients – 131 500	Number of services – 132 712
9500 document translations	7 184 document translations
122 000 interpreting services	125 528 interpreting services
Quality	
Level of satisfaction of eligible clients with free language services delivered.	Responses to the Translating and Interpreting Service (TIS) client satisfaction survey was positive with a majority of respondents indicating they were satisfied with the quality of the service provided.

Output 2.2 Translating and interpreting services

This output is delivered through the national Translating and Interpreting Service (TIS National) located in Melbourne and has three components:

- 2.2.1 – Document translating
- 2.2.2 – Telephone interpreting
- 2.2.3 – On-site interpreting

TIS National provides:

- a quality, responsive and professional service
- the means of communication essential to a culturally and linguistically diverse society through a business-oriented national Translating and Interpreting Service.

Highlights

The strong growth in the demand for telephone interpreting services continued during 2006-07 with 556 136 services, an 11 per cent increase over the previous year. Telephone interpreting represents more than 90 per cent of TIS workloads.

TIS National continued to promote the use of the Automated Telephone Interpreting Service (ATIS), which is available in 18 high-demand languages. In line with marketing targets, ATIS usage rose 27 per cent in 2006-07 to 11 669, with 5731 services provided to non-departmental clients.

A significant milestone during the year was the implementation of a new remuneration arrangement for interpreters following an annual review in line with movements in the Consumer Price Index. This new arrangement provides greater certainty and clarity about interpreter remuneration.

TIS National conducted its annual client satisfaction survey, as part of its ongoing commitment to providing a quality service responsive to the needs of its clients. This survey has now been adopted by the government as an additional quality assurance measure in response to a recommendation made by the Senate Legal and Constitutional Affairs Committee in their report on the administration of the *Migration Act 1958*.

The response to the 2006-07 survey was positive, with a majority of respondents indicating they were satisfied with the quality of the service provided by the contact centre and by the interpreters used.

A total of 331 pharmacies registered with TIS National to receive interpreting services as part of a six month pilot to extend free telephone interpreting access. The pilot started on 13 June 2007.

TIS continued its commitment to expanding its panel of interpreters in new and emerging languages. A total of 178 new interpreters were recruited during 2006-07 (up from 113 in 2005-06 including 101 interpreters in new and emerging languages).

2.2.1 Document translating

Objective

- Provide a national service for the free translation of settlement-related personal documents.

Description

The Victorian Interpreting and Translating Service Language Link provides, under contract to the department, translation of settlement-related personal documents for newly arrived migrants, humanitarian entrants and returning Australian citizens.

Performance

The performance targets of 20 working days to complete translations and use

translators accredited by the National Accreditation Authority for Translators and Interpreters (NAATI) in 95 per cent of translations were achieved. The lower numbers of actual documents translated in recent years is due to the nature of the humanitarian intake, with many people arriving without documentation.

The high-demand languages for translation were Arabic, Mandarin (Chinese), Russian, Vietnamese, Spanish, Farsi (Persian), Cantonese (Chinese), French, Indonesian and Serbian.

Table 64: Document translating – performance information

Measures	2004-05	2005-06	2006-07
Quality			
Number of documents to be translated – 8 500. ¹	8 101	7 763	7 184
Quality			
90 per cent of fee-free translations will be processed within 20 working days of request.	93	93	93
95 per cent of translating jobs will be done by a NAATI accredited/recognised translator.	100	100	100

1. The measure relates to the 2006-07 financial year (measures varied in previous years).

2.2.2 Telephone interpreting

Objective

- Provide a national 24-hour, seven day a week telephone interpreting service to enable accessible, quality communication between English and community languages to individuals (migrants and others) and to government and non-government service providers.

Description

The Translating and Interpreting Service (TIS) provides facilities that allow for a three-way conversation between English-speaking and non-English-speaking parties and a TIS interpreter through the use of a national telephone number – 131 450. TIS also provides priority lines for emergency services and medical practitioners.

Performance

During 2006-07, the volume of telephone interpreting services delivered increased by 11 per cent to 556 136 compared with 501 000 in 2005-06. The number of telephone services was 21 per cent above the projected target (460 000). This result maintained the growth trend of recent years.

Factors contributing to the growth include new business and client recognition of the

availability of a timely telephone interpreting service that is both cost effective and suitable to their needs.

Despite the surge in demand for telephone interpreting services, the number of calls answered within 30 seconds by a TIS operator remained at 84 per cent. Factors contributing to the delays in response times included periods of significant staff turnover in the contact centre, intermittent systems problems, and regular call volume spikes in demand for services. Ninety-two per cent of calls were connected to an interpreter in a major community language within three minutes, exceeding the measure of 90 per cent.

Interpreters accredited or recognised by the National Accreditation Authority for Translators and Interpreters (NAATI) undertook 90 per cent of interpreting tasks. This supports the department's focus on quality assurance in the provision of interpreting services, which also includes a complaints handling process, annual client satisfaction survey and an annual programme of client liaison and engagement.

The high-demand languages were Mandarin, Vietnamese, Arabic, Cantonese, Korean, Spanish, Turkish, Persian, Russian, Greek, Serbian and Dinka.

Table 65: Telephone interpreting – performance information

Measures	Results		
	2004-05	2005-06	2006-07
Quantity			
Estimated demand for telephone interpreting calls 460 000. ¹	441 952	501 000	556 136
Quality			
90 per cent of calls will be answered by a TIS operator within 30 seconds.	90	84	84
90 per cent of calls will result in a telephone interpreter in a major community language will be provided within 3 minutes.	93	91	92
90 per cent of interpreter jobs will be done by a NAATI accredited/recognised interpreter.	92	91	90

1. The measure relates to the 2006-07 financial year (measures varied in previous years).

2.2.3 On-site interpreting

Objective

- Provide interpreters for face-to-face interpreting assignments.

Description

The Translating and Interpreting Service (TIS) arranges for interpreters to attend at specific locations and times where a client requires a face-to-face interpreting assignment.

Performance

The number of on-site interpreting requests continued to decrease in 2006-07 with 42 504 on-site interpreting assignments completed compared with 43 473 in 2005-06.

The continuing decline in demand for on-site interpreting results from:

- clients continuing to move to the less expensive telephone interpreting, including the Automated Telephone Interpreting Service (ATIS)

- lower demand for on-site services associated with the processing of applications for protection by asylum seekers.

The decline in usage of NAATI-accredited/recognised interpreters in recent years (86 per cent in 2005-06 and 84 per cent in 2006-07) reflects the make up of on-site work, where a greater proportion of assignments are in new and emerging community languages. During 2006-07, NAATI offered accreditation in 59 of the 136 languages and dialects offered by TIS National.

The high-demand languages for on-site services during 2006-07 were: Vietnamese, Arabic, Mandarin, Cantonese, Persian, Serbian, Turkish, Spanish, Dinka, Dari, Bosnian and Croatian.

Table 66: Onsite interpreting – performance information

Measures	Results		
	2004-05	2005-06	2006-07
Quantity			
Number of on-site interpreting visits – 43 000. ¹	46 575	43 473	42 504
Quality			
85 per cent of requests for an On-site interpreter will result in a confirmed appointment within 3 working days.	92%	91%	90%
90 per cent of interpreter jobs will be done by a NAATI accredited/recognised interpreter.	87%	86%	84%

1. The measure relates to the 2006-07 financial year (measures varied in previous years).



Gallipoli Mosque citizenship ceremony

A special citizenship ceremony on ANZAC Day 2007 highlighted the bond which has developed between Australia and Turkey in the nine decades since the two nations were at war.

Forty people from Turkey, India, Brazil and Afghanistan became Australian citizens at the ceremony in the grounds of the Auburn Gallipoli Mosque in Sydney's western suburbs.

Conferee Andriara Telles said it was important for her to become a citizen 'to be part of the culture and embrace fully the country'.

Another conferee, Felipe Guilherme, said becoming a citizen was his own choice which could allow for better education and work opportunities. 'I love the country,' said Felipe moments after he became Australian, 'I love my friends.'

The ceremony was the first ever to be held in the grounds of a mosque in Australia. Auburn Gallipoli Mosque education director Mehmet Ozalp said he thought that holding the ceremony at the mosque on ANZAC Day was 'a great symbol'.

The department's NSW director Gavin McCairns said the department had worked closely with the Turkish community and the RSL to arrange the event.

'It's the final part of the journey for people who come into Australia, become residents and become citizens,' Mr McCairns said.

'It's a real joy to offer that to people and share it with the whole community.'

A record number of 169 123 people became Australian citizens in 2006-07. This included 12 500 people from 111 countries who became citizens on Australia Day 2007 at 280 ceremonies around the country.

Output 2.3 Australian citizenship

This output has two components:

- 2.3.1 Decisions on citizenship status
- 2.3.2 Promotion of the value of Australian citizenship.

Highlights

In November 2006, the Australian Government tabled amendments to the Australian Citizenship Bill 2006 and the Australian Citizenship (Transitionals and Consequentials) Bill 2006.

The amendments included changes to the residence requirements for applicants for Australian citizenship by conferral from two years' permanent residence to four years' lawful residence, including 12 months as a permanent resident in Australia prior to application. Absences from Australia cannot exceed 12 months, including no more than three months in the 12 months before applying.

As recommended by the Senate Legal and Constitutional Legislation Committee's report into the Bills, transitional arrangements were put in place to provide that only people who became permanent residents on or after the commencement of the legislation would be subject to the new residence requirements. People, who became permanent residents before 1 July 2007 and apply before 30 June 2010, must have been present in Australia as a permanent resident for two years in the five years prior to application, including 12 months in the two years prior to application.

On 28 February 2007 the Australian Citizenship (Transitionals and Consequentials) Bill 2006 was passed by the Australian Parliament. The Australian Citizenship Bill 2006 was passed on 1 March 2007. Both of the Bills received Royal Assent on 15 March 2007.

On 7 June 2007 a commencement date of 1 July 2007 was proclaimed for the new *Australian Citizenship Act 2007*.

Citizenship testing

On 30 May 2007, the minister introduced the Australian Citizenship Amendment (Citizenship Testing) Bill 2007 into the parliament.

The Bill amends the *Australian Citizenship Act 2007* to require most permanent residents seeking to become Australian citizens to successfully complete a citizenship test before applying.

The citizenship test will better ensure migrants have the capacity to fully participate in the Australian community as citizens. It will promote social cohesion and successful integration into the community.

The Bill also requires that most permanent residents seeking Australian citizenship must have an adequate knowledge of Australia. This new requirement is in addition to the current requirement that applicants must:

- understand the nature of their application for citizenship
- possess a basic knowledge of the English language
- have an adequate knowledge of the responsibilities and privileges of Australian citizenship.

Most applicants for citizenship will also be required to sign a statement of commitment as part of their application. The statement of commitment requires that they will respect Australian values and accept that Australian citizenship involves reciprocal rights and responsibilities.

The introduction of the Bill followed an extensive public consultation process. The Australian Government released a discussion paper on 17 September 2006 seeking community views on the merits of introducing a formal citizenship test. More than 1640 responses were received with 60 percent of respondents supporting the introduction of a citizenship test. Following the consultation process, the government announced on 11 December 2006 its intention to introduce a test.

The Bill was referred on 13 June 2007 to the Senate Legal and Constitutional Affairs Committee for examination. The committee will report back on 31 July 2007.

Citizenship promotion

On Australian Citizenship Day, 17 September 2006, a new creative was launched as part of the ongoing Australian citizenship promotion campaign. The new theme, appearing on television, in print and on the internet, stated that: *Becoming an Australian citizen is much more than a ceremony. It's an opportunity to fully embrace the Australian way of life and enjoy everything this country has to offer.*

Citizenship applications/grants

A record number of 169 123 people became Australian citizens by grant, descent and resumption in 2006-07. Of this number, 154 063 became citizens by grant, which is a 42 per cent increase compared to 2005-06. Electronic lodgement of applications through the citizenship website continued to increase with 47 427 people applying on-line, an increase of 39.7 per cent compared to the previous year. This represented 29.8 per cent of all applications.

On Australia Day 2007, 12 500 people from 111 countries became Australian citizens at 280 ceremonies around the country.

Special citizenship ceremonies were also held during the year to celebrate Australian Citizenship Day and Refugee Week.

2.3.1 Decisions on citizenship status

Objective

- Provide high quality efficient administration of Australian citizenship law and policy.

Description

This output component involves managing and delivering decisions under the Australian citizenship legislation through:

- decisions on applications for grant of citizenship
- other decisions under the legislation, including citizenship by descent, resumption of citizenship, and renunciation of citizenship
- management of conferral of citizenship
- provision of citizenship information services.

Performance

In 2006-07 a record number of 160 086 decisions were made on applications for citizenship by grant, a 42 per cent increase from 2005-06. The number of applications approved increased by 39.6 per cent from 2005-06, continuing the upward trend in the number of decisions made since 2000-01.

The overall approval rate of applications for grant remained steady at 96.2 per cent in 2006-07. Sixty-eight per cent of applications were decided within 90 days of lodgement and 26.1 per cent were decided on the day of lodgement.

Appendix 6 contains statistical information on the former nationality or citizenship and the previous country of residence of persons who became Australian citizens by grant in 2006-07.

In 2006-07 the Citizenship Information Line (CIL) received 623 399 calls in 2006-07, an average of 51 950 calls per month. This compares to 520 127 calls in 2005-06, or an average of 43 344 calls per month. The CIL provides information in response to citizenship inquiries from across Australia and distributes information and application forms.

The department continued to monitor whether controls are operating effectively in citizenship application processing through its Citizenship Quality Assurance Programme. Initiatives undertaken in conjunction with other areas of the department to counter the risk of identity fraud and to support prosecutions for citizenship-related fraud reinforced the integrity of the citizenship programme.

In 2006-07 the Citizenship Helpdesk received 5693 enquiries from the department's state and territory offices and overseas posts concerning matters of citizenship law and policy compared to 3035 in 2005-06, an increase of 87.5 per cent. It also received 4200 enquiries from other Australian Government agencies seeking verification of citizenship status, a 25.8 per cent increase (up from 3339). Most of the enquiries were responded to within two business days.

Table 67: Decisions on citizenship status – performance information

Measures	Results
Quantity	
151 000 decisions (persons) on citizenship status made – including 124 000 applications (persons) for grant finalised.	175 527 decisions (persons) on citizenship status made, including 160 086 applications (persons) for grant finalised
Quality	
Less than 1 per cent of negative decisions overturned at review.	0.01 per cent of negative decisions in cases of application for grant overturned by the Administrative Appeals Tribunal

Table 68: Outcomes of citizenship applications 2004-05 to 2006-07

Measures	Results		
	2004-05	2005-06	2006-07
Quantity			
People granted Australian citizenship.	98 008	108 380	154 063
People issued with Certificates of Evidence of Australian citizenship.	12 719	12 690	12 990
People registered as Australian citizens by descent.	13 264	13 142	14 837
People registered as losing Australian citizenship. ¹	463	535	353
People resuming Australian citizenship.	441	307	223

1. Loss statistics include renunciation of Australian citizenship.

2.3.2 Promotion of the value of Australian citizenship

Objectives

- Promote the acquisition of Australian citizenship among eligible non-citizens
- Enhance the profile and significance of Australian citizenship in the wider community
- Emphasise that becoming a citizen demonstrates a commitment to Australia and enables full participation in the community.

Description

This output component promotes the value of Australian citizenship.

Performance

During the campaign evaluation period of 14 August to 14 October 2006, 8818 items appeared in the press, radio and television.

This was an increase of 34 per cent compared to the same period 2005-06, attributed to increased media interest in citizenship issues including the proposed citizenship test, changes to Australian citizenship legislation and discussions about Australian values.

Market research results showed that public awareness of the value of Australian citizenship increased by 23 per cent from August 2006 to June 2007. From the random sample of eligible non-citizens interviewed, 65 per cent indicated that they were likely or highly likely to find out more about Australian citizenship in the next six months and 52 per cent said they were likely or highly likely to take steps to become an Australian citizen in the next six months.

Table 69: Promotion of value of Australian citizenship – performance information

Measure	Results
Quantity	
Development and implementation of a campaign promoting the value of Australian citizenship with Australia Day, Harmony Day and Australian Citizenship Day as focus points.	The campaign was successfully implemented. It included a new advertisement for television, magazine and internet; public relations activities; resource material for primary schools; and promotional events. Promotional events included special Australian citizenship ceremonies held to celebrate Australian Citizenship Day on 17 September 2006, Australia Day on 26 January 2007 and World Refugee Day on 20 June 2007.
Quality	
Satisfaction of minister and other key stakeholders with the development and implementation of the citizenship promotion campaign.	Maintenance of citizenship application levels above the 2000-01 pre-campaign base year and enhancement of the profile of Australian citizenship in the community. Positive response and involvement from the community, including Australian Citizenship Day 2006 celebrations, Australia Day 2007 activities in each state and territory, and attendance at special citizenship ceremonies and affirmation ceremonies throughout the year. An increase in public awareness of the value of Australian citizenship.

Major citizenship ceremonies held in 2006-07 included:

- a widely publicised and nationally televised ceremony for the Irish-born 2006 Australian Idol winner, Damien Leith, as part of the Australia Day Live concert, with the Prime Minister presiding
- an Australian Citizenship Day on 17 September 2006 ceremony for 53 new citizens at the Melbourne Immigration Museum, with former Parliamentary Secretary Robb presiding and launching the new advertising campaign
- a ceremony held for the fifth consecutive year at the Western Australian Football League's Preliminary Final on Australian Citizenship Day, before a crowd of around 5000 and an estimated television audience of around 150 000
- a ceremony for 43 people who entered Australia under the Humanitarian Programme during Refugee Week in October 2006 at the world-famous travelling Spiegeltent in St Kilda, Melbourne
- a lunch-time ceremony at the Australia Day, one-day international cricket match at Adelaide Oval before a crowd of around 35 000.

A total of 280 Australia Day ceremonies around the country gained local, regional and national media coverage.

The department continued its partnership with the National Australia Day Council to promote the value of Australian citizenship through:

- sponsorship of Australia's Local Hero Award, as part of the Australian of the Year Awards, which included eight state and territory events and culminated in the national award announcements televised live on Channel 10 on the eve of Australia Day
- interior transit advertising in buses and trains in Adelaide, Brisbane, Canberra, Melbourne, Perth and Sydney
- distribution of 3.3 million pocket calendars featuring the affirmation through Woolworths stores, members of parliament, the state and territory Australia Day network, departmental offices, and Australia Day Local Council committees
- 70 000 free Avant Card postcards featuring the affirmation distributed through entertainment, cultural and retail venues including cafes and restaurants, cinemas, galleries, museums, theatres, hotels and clubs
- affirmation resource packs sent to around 800 Australia Day local council committees.

Output 2.4 Promoting the benefits of cultural diversity

Highlights

Following the endorsement of the National Action Plan to Build on Social Cohesion, Harmony and Security by the Ministerial Council on Immigration and Multicultural Affairs (MCIMA) in July 2006, the Australian Government committed \$35 million over four years for the implementation of measures that focus on education, employment, the integration of communities and enhanced national security.

As part of this commitment, the department received \$15.1 million over four years to address the needs of more isolated groups in Australian society.

In September 2006 the department supported the Conference of Australian Imams, which was a Muslim Community Reference Group (MCRG) initiative. Over 150 participants, including 100 imams, Muslim leaders, women and youth attended the event. Participants issued a communiqué condemning all forms of terrorism and recognised the important role of imams.

The MCRG's final report was released publicly in December 2006 and at 30 June 2007, 42 of its 48 recommendations had been addressed under the National Action Plan.

Building on the outcomes of the National Muslim Youth Summit staged by the MCRG in December 2005, youth summits were held in various states and territories in Australia during 2006-07 to develop strategies for dealing with issues of concern.

In 2006-07, the department continued to work closely with other Australian government agencies, state and territory

governments and non-government organisations on 67 projects addressing the priorities of the National Action Plan. The projects supported practical solutions to counter isolation and marginalisation, and engaged the Australian community in better understanding issues arising from Australia's cultural and religious diversity.

The department sought feedback from a range of community representatives and organisations on the accessibility of government services, including the Federation of Ethnic Communities' Councils of Australia (FECCA) and the department's community liaison officer network, which reaches around 6500 community groups around Australia.

Consistent with the focus of the *Living in Harmony* programme, Harmony Day 2007 successfully engaged schools and community groups to promote Australian values including respect, participation and a sense of belonging for everyone.

More than 400 000 people participated in Harmony Day events across the country with Cricket Australia's *CricKids Australia's Biggest Cricket Game* being the first Harmony Day event organised on a coordinated national scale. The event involved 921 schools and around 148 000 people playing cricket on the same day.

Objective

Provide policy advice and implement cultural diversity programmes to promote social cohesion and contribute to enhancing national security.

Description

This output covers implementation of the Australian Government's cultural diversity policy and programmes.

Performance

The 2006 Census highlighted the growing diversity of Australia's population. According to the census Australians represented more than 200 different ancestries and more than 300 different languages, including Indigenous languages, were spoken in homes across Australia. The department's network of state and territory community liaison officers plays an essential role in monitoring community relations through extensive contacts with community groups and individuals.

This network allows communities to raise issues of concern and also enables the government to distribute information to all sections of Australia's diverse society more effectively.

This is particularly useful for new and emerging communities and in times of conflicts and emergencies, such as in the Middle East. On an informal basis, community leaders have expressed appreciation for the department's role in facilitating consultation between government and communities.

The department monitored community relations and inter-faith issues and provided advice to ministers and the Department of the Prime Minister and Cabinet on community issues and concerns. It also facilitated the development of strategies to address tensions within and between communities and advised on messages to communities.

The department liaised closely with the Federation of Ethnic Communities' Councils of Australia (FECCA) during the year to ensure relevant and practical outcomes for members of Australia's diverse society.

Profile



Local Hero believes in sharing

Australia's Local Hero 2007 Shanaka Fernando, is a Melbourne restaurateur who believes that everyone should share their culture's assets with the community.

'Spread what you have, even if it is not something that seems commercially viable,' he said.

The local hero award is sponsored by the department to recognise the contributions of ordinary Australian citizens who do exceptional things in their local communities.

Shanaka migrated from Sri Lanka to Australia in 1989 and became an Australian citizen in 2006. He established the restaurant chain *Lentil as Anything* in 2000 to help provide community support and inclusion.

It operates four not-for-profit Melbourne restaurants where there are no prices on the menu. Customers pay what they feel their meal was worth, or what they can afford. Some customers help with washing up to pay for their meals.

Today, *Lentil as Anything* employs about 100 young people, including youth from Africa, Asia, Europe and the Middle East.

The restaurants have in the past seven years opened doors to other employment for more than 700 newly-arrived refugees and Australians. They also provide free gallery and performance space for artists and entertainers, allowing refugees to connect with mainstream society by sharing their stories, art, music and food.

Shanaka also runs a refugee mentoring programme and works with Sudanese youth. He hopes that his local hero award will inspire other migrants to find opportunities to share their culture and assets with the wider community.

'There is an unassuming, laid-back side to Australian culture which is very dynamic and progressive and generous,' Shanaka said at the launch of the 2008 Australian of the Year Awards.

'It is nice these positive stories come out – it creates a ripple of encouragement for people in the community to know that they can follow their individual inspirations and get recognised for that.'

Table 70: Promoting the benefits of cultural diversity – performance information

Measures	Results
Quantity	
<p>Number of items of policy and other advice provided to the Australian Government and other governments, international agencies and community organisations.</p>	<p>Forty-two items of advice relating to international issues. Seventeen items of briefing to overseas governments. Fifty-five items of policy and other advice to Australian Government agencies.</p> <p>More than 150 items of advice to other government agencies on community issues.</p>
<p>Council for Multicultural Australia (CMA) meets quarterly, represents the minister at functions and provides advice on multicultural policy and programmes to the minister and the department.</p>	<p>The CMA's term expired on 30 June 2006.</p>
<p>Liaison maintained with approximately 6000 community organisations and individuals nationally.</p>	<p>Contact maintained with around 6500 community organisations and individuals. Indirect contact with communities was facilitated through FECCA.</p>
<p>An estimated six <i>Living in Harmony</i> partnerships, three projects to highlight the economic benefits of cultural diversity, 18 Harmony Day partners managed and an estimated 300 local government authorities engaged through grants and Harmony Day participation.</p>	<p>Sixty-nine <i>Living in Harmony</i> funded community projects were managed in 2006-07.</p> <p>Twelve <i>Living in Harmony</i> partnerships were implemented in 2006-07. Organisations funded included: Cricket Australia, Australian Football League, Special Broadcasting Service, Surf Life Saving Australia, Sutherland Shire Council, Together for Humanity Foundation, Macquarie University, Jewish Community Council of South Australia, Murdoch University and the Australian Red Cross.</p> <p>Six <i>Living in Harmony</i> ad hoc discretionary grants were made in 2006-07. Two hundred and twenty-seven local government Harmony Day events were registered.</p>
<p>Promotional events and activities organised by the department and communities, particularly regarding Harmony Day.</p>	<p>In 2007, more than 400 000 people participated in Harmony Day events across the country. High profile organisations such as Cricket Australia, Surf Lifesaving Australia, National Rugby League, Macquarie Bank Sports, Woolworths, Guides Australia and Scouts Australia organised Harmony Day events.</p> <p>Other prominent Harmony Day events included the Macquarie Bank Sporting Clinics and the Essendon Football Club Harmony Day events 'Walk in Harmony' and 'Kicking Goals for Harmony'.</p>

Table 70: Promoting the benefits of cultural diversity – performance information *continued*

Measures	Results
Quantity	
<p>An estimated 45 projects were implemented and completed under the National Action Plan to address extremism and intolerance and encourage social cohesion.</p>	<p>In 2006-07, the department oversaw the implementation of eight projects funded by other Australian government agencies including four pilot projects.</p> <p>Twenty-four projects funded by the department were started in 2006-07. One was completed and 23 are ongoing. Thirty-five projects started in 2005-06 continued in 2006-07. Of these, 23 have been completed and 12 are ongoing.</p>
<p>Number and level of participation in consultations to address extremism and encourage social cohesion.</p>	<p>In 2006-07, the department supported various rounds of consultations under the National Action Plan.</p> <p>The Muslim Community Reference Group comprising of 14 men and women from various Islamic communities in Australia. Another 20 members of its 7 sub-groups provided recommendations to the government on countering marginalisation and isolation and promoting integration.</p> <p>Conference of Australian Imams more than 150 people, including community leaders, women, young people, imams, and international speakers participated in the Conference of Australian Imams held in September 2006.</p> <p>Youth Summits in the state and territories – five departmental Youth Summits were held in 2006-07 completing the process commenced in 2005-06. About 240 young people engaged in open discussion on issues such as employment, education, mentoring and volunteering, and suggested possible solutions.</p>
<p>Number of completed ministerial correspondence, briefs, speeches, situation reports, community update reports and other documents as required.</p>	<p>Two hundred and ninety-two submissions and briefs and 1222 ministerials. One hundred and twenty-seven speeches. Three newsletters on issues relevant to local government. Eleven community update reports and 15 situation reports.</p>
Quality	
<p>High level of satisfaction by recipients of policy and other advice.</p>	<p>The minister/parliamentary secretary/assistant minister and departmental executive expressed a high level of satisfaction with advice provided.</p>
<p>High level of satisfaction by the minister and parliamentary secretary/assistant minister with the Council for Multicultural Australia and Muslim Community Reference Group (MCRG) activities.</p>	<p>The minister/parliamentary secretary/assistant minister and departmental executive expressed a high level of satisfaction with management of the CMA and MCRG.</p>

Table 70: Promoting the benefits of cultural diversity – performance information *continued*

Measures	Results
Quality	
<p>Extent to which engagements with government agencies, community groups, organisations and individuals enhance inter-governmental and community relationships; extent to which community relations issues are well managed; extent to which advice on these is accepted by the minister and the parliamentary secretary, departmental executive and communities.</p>	<p>In its coordination role for the NAP, the department continued to enhance relationships by engaging with government agencies, stakeholders, and organisations, as well as supporting the community through NAP project initiatives.</p> <p>Inter-government and community relationships were enhanced through the community liaison officer network, supporting ministerial engagement with community representatives and contributing to a whole-of-government response to various crises affecting sections of the Australian community, including the evacuation from Lebanon in 2006.</p>
<p><i>Living in Harmony</i> partnerships and projects meet their agreed objectives within agreed periods and are completed to satisfaction of the minister, parliamentary secretary and other stakeholders.</p>	<p>All <i>Living in Harmony</i> projects and partnerships which commenced in 2006-07 met agreed objectives.</p>
<p>High level of satisfaction of the minister and the parliamentary secretary with the outcomes of projects under the National Action Plan.</p>	<p>The minister/parliamentary secretary/assistant minister and departmental executive expressed a high level of satisfaction with progress of projects.</p>
<p>High level of satisfaction expressed by participants in community forums relating to the NAP with outcomes produced.</p>	<p>The Conference of Australian Imams was praised by participants and was widely seen as a successful initiative. Attendees at the state and territory youth summits were surveyed at each event, with a majority labelling the events as valuable and beneficial. The summits were rated as excellent by 75 per cent of participants.</p>
<p>Positive impacts of promotional events and activities as assessed by media reporting and community participation.</p>	<p>Significant levels of media reporting and community participation continued in 2006-07.</p>
<p>High level of satisfaction of the minister, parliamentary secretary, departmental executive and other stakeholders with reports and documents provided.</p>	<p>The assistant minister commented favourably on the timeliness and quality of briefing and other documents provided. Regular positive feedback from ministers' offices and the departmental executive was also received.</p> <p>The July 2007 progress report on National Action Plan implementation received endorsement by the Ministerial Council on Immigration and Multicultural Affairs (MCIMA).</p>

The National Action Plan to Build on Social Cohesion, Harmony and Security

The National Action Plan is a Council of Australian Governments (COAG) initiative. The National Action Plan provides a framework for the promotion of a more tolerant and inclusive society through government action, community consultation and research. It focuses on four areas of implementation: education, employment, integrating communities, and enhancing national security.

As the lead agency, the department is responsible for implementation of the plan through:

- coordinating the whole-of-government implementation of the National Action Plan, liaising with other Australian government agencies, monitoring and reporting to COAG through the Ministerial Council on Immigration and Multicultural Affairs (MCIMA)
- funding partnerships with state and territory governments and with non-government organisations to implement community-based projects
- supporting community engagement through formal and informal consultation forums.

In 2006-07, the department hosted and provided the secretariat for two National Action Plan IDC meetings and nine pilot working group (PWG) meetings, including two with NSW government agencies. The PWG was established in July 2006 to assist with the coordinated implementation of pilot programmes in Lakemba and Macquarie Fields in Sydney.

The Australian Government coordinated implementation of the National Action Plan with all states and territories. Community outcomes were achieved in areas such as employment, training and education through community programmes which helped raise awareness of job opportunities and training options.

For example, a Royal Life Saving Society Australia programme developed links between Muslim community groups, the Society and local aquatic facilities, providing skills leading to employment in aquatic careers and trained 700 students in water safety skills.

The department funded and managed non-government organisations to implement community based-projects across Australia to:

- encourage interaction
- enable communities to build capacity and develop leadership skills
- ensure that communities have involvement and ownership of the National Action Plan objectives.

An example of this is the Young Australian Muslim of the Year Awards which recognise and encourage the contribution young Muslims make to the Australian community. It also helps encourage young Muslims to become civic minded, engage in philanthropy and achieve personal success.

The department continued to consult and connect with the community in 2006-07 through formal and informal channels. The Muslim Community Reference Group (MCRG), the Conference of Australian Imams, and Youth Summits achieved a greater understanding of the needs and concerns of Muslim Australian communities, which in turn informed the development and implementation of the National Action Plan. Commentators recognised that the voices of women and youth gained greater prominence and were influential in shaping the National Action Plan directions.

The coordinated implementation of the National Action Plan has the potential to contribute to a stronger, more cohesive and secure community for all Australians.

Research undertaken in 2006-07 has provided better knowledge of 'what works' in community cohesion and integration. The research has been taken into account in the implementation of the National Action Plan.

The department reported to MCIMA on development and implementation of the NAP in 2005-06 and 2006-07. This involved the collection, collation and analysis of data from state and territory governments and Australian Government agencies, as well as non-government organisations.

Accessible government services

A new access and equity framework, *Accessible Government Services for All*, started in January 2007. The department coordinated a report on accessibility incorporating contributions from 101 agencies (97 agencies in 2005-06).

The department consulted with a range of community representatives and organisations to gather feedback on the accessibility of government services in 2005-06, including the Federation of Ethnic Communities' Councils of Australia and the department's community liaison officers' network.

The report contains a number of examples where agencies have been innovative and resourceful in communicating information to their diverse clientele. These included the Family Court of Australia, which used playback theatre as a means of communicating information about family law to members of the Eritrean and South Sudanese communities in Tasmania and Centrelink, which has 105 multilingual publications on its website in more than 60 community languages. Many agencies have demonstrated a real commitment to tailor their services to meet the needs of their clients.

Living in Harmony

Participation in Harmony Day grew in 2007 with over 400 000 Australians taking part across the country. Harmony Day's continuing success is due to the ongoing support it receives from a wide range of community groups.

Consistent with the new focus of Harmony Day on school and youth engagement, the number of schools participating in Harmony Day activities increased by 15 per cent from 2325 in 2006 to 2681 in 2007.

All levels of government supported Harmony Day and promoted the objectives of the programme. Local government constituted 43 per cent of all government participation in Harmony Day followed by the Australian Government (29 per cent) and state government (28 per cent). Local councils were among the most frequently mentioned in media coverage for Harmony Day. Media analysis indicated that in many cases local government spokespeople played a vital role in linking community events to the wider themes and messages of Harmony Day.

Total Harmony Day media coverage totalled 1666 items, with the volume of press coverage increasing to 1095 articles in 2007 from 1068 in 2006.

Table 71: Media coverage of Harmony Day 2006-07

Measures	Results
Press articles	1 095
Radio coverage	416
Television coverage	155
Total reports	1 666
Average favourability (full transcript only)	61.4
Leading state by volume	NSW (572 mentions)

During 2006-07, the department managed 69 *Living in Harmony* funded community projects to foster community harmony by addressing community issues at the local level. An example is a community project awarded to the Wollongong City Council to explore cultural diversity and issues of intolerance faced by young people in the area through a series of workshops in 10 schools across the region.

Living in Harmony partnerships included the involvement of the Australian media, educational institutions, business, government and community organisations. Many of the partnerships focused on the enhancement of community interfaith issues, education, Indigenous Australians and new and emerging communities.

For example, the Jewish Community Council of South Australia received funding to deliver *Project Abraham* in South Australia, New South Wales and Queensland.

The project is an interfaith initiative which promotes dialogue by exploring commonalities between the three Abrahamic faiths – Judaism, Christianity and Islam. It is a travelling exhibition open to the broader Australian community.

A two-day interactive schools programme is also organised. The project has been extended to the Northern Territory, Newcastle and remote areas of South Australia.

Project Abraham has been showcased internationally as a model of enhancing understanding and acceptance among different religions.

The 2006-07, the Federal Budget committed additional funding of \$400 000 per year to the *Living in Harmony* programme for ad hoc discretionary grants to support local projects and responses to emerging issues outside the annual funding round.

For example, the City of Port Adelaide Enfield's project *Footprints*, worked with students from six local schools and used drama workshops and visual arts to explore the journey of local refugee families to Australia to promote positive attitudes towards inclusion and diversity. Six ad hoc discretionary grants were awarded in 2006-07.

The National Rugby League (NRL) Multicultural Programme has also received funding to encourage acceptance of diversity among young people in southern and western Sydney. Activities included visits to 77 schools, involving more than 70 000 students. Students received a workbook highlighting diversity among rugby league players. Parents have also been involved in the project through activities run by local NRL and junior league clubs.

Outcome 2

Administered Items

- Adult Migrant English Programme
- Assistance for former child migrants
- Grants for *Living in Harmony*
- Grants for migrant community services
- Grant to the Federation of Ethnic Communities' Councils of Australia
- National Accreditation Authority for Translators and Interpreters Ltd – Contribution
- National Action Plan to Build on Social Cohesion, Harmony and Security – community engagement
- National Action Plan to Build on Social Cohesion, Harmony and Security – state/territory partnerships
- Welfare of humanitarian minors without parents in Australia

Adult Migrant English Programme

Objective

- Maximise the participation of migrants and humanitarian entrants in the Australian community through the provision and management of a quality national English language tuition programme for adults that meets the needs of its clients.

Description

The Adult Migrant English Programme (AMEP) provides English language tuition for eligible migrants and humanitarian entrants who do not have functional English, as follows:

- refugee and humanitarian entrants under the age of 25 may be eligible for up to 910 hours of English language tuition
- refugee and humanitarian entrants aged 25 or older may be eligible for up to 610 hours of tuition
- other migrants are eligible for up to 510 hours of tuition.

The tuition is designed to provide clients with basic language skills to help them settle successfully in Australia. The programme, with administered expenses of \$155.8 million, is managed through 18 contracts for tuition and two for associated services. The two non-tuition contracts relate to research, professional development and publications provided by the AMEP Research Centre; and quality monitoring and accreditation of service providers provided by the National ELT Accreditation Scheme Limited (NEAS).

Performance

The Special Preparatory Programme (SPP) provides supplementary tuition in a tailored, supportive environment to eligible refugee and humanitarian entrants with special needs as a result of their pre-migration experiences, such as torture or trauma, or to clients who are under the age of 25 years who have low levels of formal schooling (between 0-7 years).

This tuition helps clients by preparing them for the more formal teaching environment in which the AMEP is delivered.

In 2006-07, 83 per cent of SPP participants continued on to the AMEP, compared to 85 per cent in 2005-06. Reasons given by clients for not continuing include health, family, employment and personal issues.

English language achievement measurement

The AMEP uses Certificates in Spoken and Written English (CSWE), a competency-based national curriculum and assessment framework to measure English language achievement. The CSWE consists of three levels – Level 1 (beginners), Level 2 (post-beginners) and Level 3 (intermediate) and recognises three stages of learning based on the client's previous learning experience. Clients who achieve the required competence for a particular level receive a certificate. Clients who complete modules within a CSWE certificate level receive a record of achievement.

Table 72: Adult Migrant English Programme tuition, accommodation and related expenses – performance information

Measures	Results		
	2004-05	2005-06	2006-07
Anticipated demand for tuition by eligible migrants.	38 900	38 800	39 810
Actual demand for formal tuition. ¹	36 208	39 907	45 022
Actual demand for informal tuition. ²	4 497	5 116	5 419
Total clients – formal tuition, informal tuition and Special Preparatory Programme. ³	40 705	45 141	50 218
Quality			
Clients exiting the programme are expected to have achieved an accredited award under the Certificates in Spoken and Written English (CSWE) as follows:	Results achieved against CSWE or part thereof (per cent)		
39 per cent - Certificate 1	36.5	38.8	39.7
25 per cent - Certificate 2	24.3	22.9	22.3
22 per cent - Certificate 3	19.3	18.5	20.5
14 per cent - Record of Achievement	19.9	19.8	17.5

Note: Previous annual reports have reported information on a calendar year basis. This report provides performance analysis information based on the financial year.

1. Formal tuition refers to classroom tuition and distance learning in the AMEP.

2. Informal tuition refers to clients studying with a home tutor.

3. Clients may move between the various types of tuition. This figure is the number of clients, counted only once, who participated in the programme during the year.

English language outcomes are strongly influenced by factors such as the client's English language skills on entry to the programme, the number of hours of tuition received, the client's age and the level of education the client had before coming to Australia.

Reach

Reach measures the extent to which eligible migrants and humanitarian entrants take up their AMEP entitlement. The registration rate for adult settlers who arrived in the first three quarters of 2006-07 and who self-determined a need for English tuition was 73 per cent, compared with the 2005-06 rate of 71 per cent.

Retention

Retention measures the average number of hours a client remains in the programme. Retention in 2006-07 for all exiting clients was 389 hours, compared with 384 hours in 2005-06.

Quality monitoring

NEAS is responsible for accrediting AMEP service providers and conducting ongoing quality monitoring. These processes ensure that only providers offering high standards of English instruction and administrative practice continue to be accredited providers within the AMEP.

In 2006-07, NEAS conducted accreditation and quality monitoring of all 18 AMEP service providers around Australia undertaking 68 visits. All service providers retained their accreditation.

Research

The AMEP Research Centre, a consortium of Macquarie and La Trobe Universities, provides research, professional development, publications and information services for the AMEP.

The centre hosted the seventh annual AMEP conference in 2006. The theme,

of *Cultures of Learning*, invited teachers to reflect on the connection between students' past learning experiences and the learning skills needed to engage in vocational education and training to prepare for employment in Australia. The centre's professional development services in 2006 and 2007 included two national forums and a teaching literacy and numeracy course.

New publications produced included seven titles in the *Fact Sheet* series, one title in the *Teaching with New Technology* series and three readers for learners with low literacy in the *Stay Safe* series.

Table 73: Percentage of AMEP registrations by migration stream

	2004-05	2005-06	2006-07
Humanitarian	83	88	87
Family	66	67	73
Skill	62	63	59
National	71	71	73

Table 74: AMEP retention (hours) by migration stream

	2004-05	2005-06	2006-07
Humanitarian	425	423	426
Family	361	366	376
Skill	377	377	360
National	380	384	389

Assistance for former child migrants

Objective

- Provide practical support and assistance to former child migrants who arrived in Australia post-World War II.

Description

Approximately 6000 children were sent to Australia from child-care institutions in the United Kingdom and Malta throughout the 20th century, with 3000 children arriving in the post-war period between 1945 and 1970. The children were placed in charitable and religious institutions in New South Wales, Queensland, South Australia, Tasmania, Victoria and Western Australia.

Funding was provided by the Australian Government over a number of years to help former child migrants to:

- undertake reunion visits to Britain and Malta

- trace family members and receive counselling for reunion visits
- commemorate former child migrants in the Australian community through the establishment of memorials in each state.

Performance

The travel fund ceased to operate on 30 June 2006 and all unspent funds were returned to the Australian Government on 21 September 2006.

During 2006-07, the Child Migrants Trust provided tracing and counselling services to 772 clients, 35 of which were new clients in 2006-07. A total of 386 clients received post-reunion support in 2006-07. Total expenditure for the year to 30 June 2007 was \$150 000.

All states have held their dedication ceremonies with the last memorial being unveiled in Melbourne in September 2006.

Table 75: Assistance for former child migrants – performance information

Measures	Results
Quantity	
One contract with community-based organisation administered.	One contract administered satisfactorily.
Number of former child migrant clients who were helped with tracing and counselling services in 2006-07.	772
Number of clients who received post-reunion support in 2006-07.	386
Quality	
Tracing assistance and counselling referrals provided to all eligible clients in accordance with the terms of the contract.	The suite of services provided (counselling, tracing, reunion visits and memorials) addressed the needs identified for this group.

Grants for Living in Harmony

Objective

- Provide funding to eligible community organisations to address local issues affecting community harmony.

Description

The *Living in Harmony* Funded Community Project programme is designed to provide additional resources needed by not-for-profit organisations to develop projects and to help Australians build positive community relations in a culturally diverse society.

Performance

During the year, 561 organisations applied for funding under the programme. The department funded 43 applications which reflected the priority areas of new and emerging communities, young people, interfaith and Indigenous Australians.

These projects are expected to contribute to social cohesion and integration by facilitating community participation and a sense of belonging and to continue the multiplier effect of the nearly 400 projects that have been funded since the programme began in 1998.

Table 76: Living in Harmony grants – performance information

Measures	Results		
	2004-05	2005-06	2006-07
Quantity			
Funding agreements.	115	106	92
Quality			
Funding agreements that meet agreed milestones.	95 per cent of service agreements met agreed milestones.		

Grants for migrant community services

Objective

- Ensure that funding agreements and work programmes are satisfactorily delivered for all Settlement Grants Programme (SGP) and Community Settlement Services Scheme (CSSS) grants.

Description

The Australian Government provides funding for grants to community-based organisations under the SGP and CSSS.

The settlement services target group is defined as:

- permanent residents who have arrived in the previous five years as humanitarian entrants and family stream migrants with low English proficiency
- communities that need help to develop their capacity to organise, plan, and advocate for services and are receiving significant numbers of new arrivals who are in the settlement services target group
- dependants of skilled migrants in rural and regional areas with low English proficiency.

Eligible organisations are funded to provide the following settlement services:

- provision of information, referral and casework services to new arrivals
- community capacity building
- service planning, participation and integration.

SGP-funded organisations establish links with mainstream services to facilitate access to these services for their clients.

Under the SGP, funding to organisations is made on a project basis, with funding priorities for particular regions and communities determined by an annual needs-based planning process.

This planning process identifies the priority needs of new arrivals, ensuring that the SGP delivers services that are responsive to changing settlement patterns and needs.

Payments to funded organisations are dependent on specific performance measures being met. Organisations are required to report quarterly, providing information on the progress of the work programme, financial details and statistical data on client contacts. The service delivery and reporting obligations are detailed in the funding agreement.

Performance

A total of \$30.8 million was provided for the SGP in 2006-07 to support the settlement needs of migrants. A total of 210 (SGP) grants and 99 CSSS grants were funded. Some additional funding was also provided to 21 Migrant Resource Centres and Migrant Service Agencies (MRC/MSA) to support their CSSS grants during the transition from core funding to project funding.

Funding for SGP and CSSS grants totalled \$29.5 million, additional funding of \$1.2 million was provided to MRC/MSAs and \$150 000 was allocated to training.

The SGP started on 1 July 2006.

This programme was developed following a review of settlement services, detailed in the May 2003 *Report of the Review of Settlement Services for Migrants and Humanitarian Entrants*.

The SGP combines funding previously provided to Migrant Resource Centres/ Migrant Service Agencies (MRCs/MSAs) and the Community Settlement Services Scheme (CSSS).

The funding priorities of the SGP are determined through an annual assessment of settlement needs designed to target funding to those communities and locations in greatest need of settlement assistance.

Table 77: Grants for migrant community services – performance information

Measures	Results
Quantity	
Projects funded under SGP.	309 work programmes funded for 210 SGP and 99 CSSS grants.
Quality	
Level of compliance with service agreement objectives and requirements.	Funding agreements and work programmes satisfactorily delivered for all SGP and CSSS grants.

Grant to the Federation of Ethnic Communities' Councils of Australia

Objective

- Enable the Federation of Ethnic Communities Council of Australia (FECCA) to provide advice to the government on the views and needs of ethnic communities in Australia.

Description

The government provided a grant of \$400 000 to FECCA in 2006-07 to help in meeting this objective.

Performance

FECCA's activities included promoting the value of cultural diversity to the broader community; adopting an advocacy role on behalf of its constituency; providing leadership and support to communities; and establishing a range of partnerships so it can work more closely with leading agencies to progress mutual objectives.

The performance measure of 95 per cent of agreed performance indicators met was substantially achieved by FECCA. Its major achievements included:

- development and dissemination of policy papers on citizenship, Australian values and Australian demographics
- launching the new FECCA website and publishing three editions of the magazine *Australian mosaic*
- working with the media, including issuing 28 media releases and giving around 100 media interviews
- working closely with strategic partners and other organisations to promote the benefits of cultural diversity and deliver better outcomes for communities
- supporting the Australian Partnership of Religious Organisations multi-faith forum in June 2007 which attracted 175 participants.

National Accreditation Authority for Translators and Interpreters Ltd – Contribution

Objective

- Set and maintain high national standards in translating and interpreting and support the ongoing development of a pool of accredited translators and interpreters that is responsive to the changing needs of the Australian society.

Description

The National Accreditation Authority for Translators and Interpreters Limited (NAATI) is a company limited by guarantee and is the only national accreditation authority for interpreters and translators in Australia. The Australian Government and state and territory governments contribute to NAATI funding and the members of NAATI are the nine ministers responsible for citizenship and/or multicultural affairs in each jurisdiction. In 2006-07 the Australian Government contribution was \$507 000.

Performance

NAATI continued to deliver services in accordance with its objectives and the changing needs and demography of Australian society. Results achieved in 2006-07 were positive and contributed significantly to maintaining high national standards in translating and interpreting.

A total of 2036 new translators and interpreters were accredited by NAATI in 2006-07. Translation and interpreting accreditation tests were available in 49 languages, six more than in the 2005-06.

Table 78: NAATI contribution – performance information

Measures	Results
Quantity	
Contribution paid as specified in the funding agreement between the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) and the Australian, state and territory governments.	Contribution paid.
Quality	
Fulfilment of agreement requirements or breaches addressed.	Agreement requirements fulfilled.

National Action Plan to Build on Social Cohesion, Harmony and Security – community engagement

Objective

- Fund non-government organisations to conduct community-based projects that build on social cohesion, harmony and security.

Description

The community projects funding, managed by the department under the National Action Plan for community engagement enables communities to build capacity and develop leadership skills to ensure that the communities themselves have involvement and ownership of the objectives of the plan.

Projects included leadership training for young people and women, inter-faith dialogues, conferences and forums, mentoring for young people and production of publications about Islamic culture. Projects have been funded in NSW (11), Victoria (11), Queensland (3), ACT (3), and Tasmania (2).

Performance

In 2006-07, 10 projects were funded under the National Action Plan community projects programme to encourage leadership and participation, particularly by women and young people and encourage positive relations between Muslims and non-Muslims in Australia.

Funding originally approved for one project has been re-allocated to two existing projects, bringing the total number of funding agreements to nine.

One example of a community project is the Canberra Muslim Community's youth development programme, which is building leadership, management and communication skills. It is doing this through youth camps, a religious quiz night, interactive discussion and study circles to explain Islamic principles and teachings within the context of Australian society.

Another example is the University of Newcastle project which produced printed and electronic publications to provide information to Australians about Muslim beliefs, practices and customs. The publications included frequently asked questions and ideas for relationship building. A brochure was distributed to police, academics, councils and the broader community. An information booklet was also produced for Muslims new to Newcastle to assist with their adjustment to living in a new city and country. The resources have been very well received in Newcastle and beyond, and the university has found it challenging to keep up with demand.

Table 79: National Action Plan community engagement projects – performance information

Measures	Results	
	2005-06	2006-07
Quantity		
Funding agreements for community projects.	21	9
Quality		
Project activities accord with the funding agreements.	Funding agreements signed for projects.	

Profile



Building friendships

Sporting events are building lasting friendships and increasing understanding of Muslims in communities around Australia through projects funded by the National Action Plan to Build on Social Cohesion, Harmony and Security.

Tasmania's first Sportivale event in Hobart in November 2006 brought together sports-skills sessions, expert visitors and sport participation information with a round-robin competition featuring four leading Tasmanian soccer clubs.

Sportivale was organised through the department, the Tasmanian Government and project officer Fawaz Ateem, who had previously been funded by the department to participate in the 2006 Rotary Youth Leadership Awards.

About 500 people from diverse cultural backgrounds participated in activities including sessions where they learnt how to join clubs or associations and how to register players and teams.

The information and skills sessions were conducted by groups including Basketball Tasmania, Cricket Tasmania and the Football Federation of Tasmania. Special guests included Dianne Alagich of Australia's Matildas women's soccer team.

Activities were conducted by the Active After-school Communities-Program and the Police and Citizens' Youth Club. Stalls were operated by community organisation Colony 47, the Migrant Resource Centre Southern Tasmania and the local Lions Club.

Organisers say Sportivale encouraged interaction between young people from different backgrounds, and promoted lasting friendships between culturally-diverse communities.

It showed how governments and the community can work together to involve young people in community activities. Many young people were reluctant to board buses home at the end of the event because they enjoyed it so much.

The National Action Plan recognises pressures on Australia's Muslim communities, and aims to raise awareness of Islam through sporting, cultural and other activities.

National Action Plan to Build on Social Cohesion, Harmony and Security – state/territory partnerships

Objective

- Partner state and territory governments in projects that contribute to National Action Plan implementation.

Description

During 2006-07, eight new projects were implemented with state and territory governments to address education, employment, social cohesion and national security, particularly within the Muslim community.

Performance

On 16 July 2006, the Australian Government announced a \$35 million package of initiatives to implement the National Action Plan until 2010. Included in this was an annual amount of about \$460 000 to establish new partnership projects with state and territory governments. Eight partnership projects have been negotiated, agreed through formal Memoranda of Understanding or funding agreements, and started. Four 2005-06 partnership projects were carried over into the 2006-07 financial year.

Projects in 2006-07 built on previous work, addressed at least one of the four National Action Plan focus areas (employment, education, integrating communities and enhancing national security) and achieved a balance between government support and community responsibility.

The 2006-07 state and territory partnership projects achieved the following National Action Plan outcomes:

- provision of employment and training opportunities for individuals who are disadvantaged in the labour market
- engagement of vulnerable individuals in social, cultural and sporting activities
- increased awareness of the implications of Australia's cultural and religious diversity
- engagement of members of Australia's Muslim communities with law enforcement agencies.

Examples of these partnerships are:

- the Muslim Aquatic Recreation Project established by the Royal Life Saving Society of Australia in partnership with the New South Wales and Victorian governments, which increased community access to aquatic facilities, provided employment opportunities in pool life-guarding and swim instructing and trained approximately 700 young people in water safety.
- the Muslim Employment Worker Project in partnership with the Queensland Government employed two workers of the Muslim faith to support unemployed people disadvantaged in the labour market. In its first 12 months the project had 80 registered clients with 40 participants gaining employment.

Table 80: National Action Plan state and territory partnerships – performance information

Measures	Results	
	2005-06	2006-07
Quantity		
Memoranda of Understanding for partnership projects.	7	8
Quality		
100 per cent of Memorandums of Understanding and funding agreements negotiated and signed, with projects initiated within relevant financial year.	All Memorandums of Understanding and funding agreements have been signed in the relevant financial year. All projects have been initiated within the relevant financial year and have met the objectives of project work plans.	

Welfare of humanitarian minors without parents in Australia

Objective

- Ensure that appropriate guardianship, monitoring and settlement support arrangements are in place for all unaccompanied humanitarian minors (UHMs) in the UHM Programme.

Description

Unaccompanied humanitarian minors are non-citizen children who arrive in Australia without parents to care for them. Some UHMs have a relative over the age of 21 years to provide care and are called non-wards. UHMs who do not have a suitable relative become wards of the minister under the *Immigration (Guardianship of Children) Act 1946 (IGOC Act)*. The minister's functions as guardian under the IGOC Act are delegated to officers of the child welfare agency in each state and territory.

The Australian Government and state governments work together to provide settlement services to UHMs through the UHM programme whether they arrive lawfully or unlawfully, or as part of the offshore resettlement programme.

The UHM programme seeks to ensure effective welfare supervision and settlement support is provided to minors while they live in Australia or until the year they turn 18. It is funded through cost sharing agreements between the Australian Government and state governments.

Performance

At 30 June 2007, there were 657 UHMs in the UHM programme, 641 of whom arrived under the offshore component of the Refugee and Humanitarian Programme and another 16 who were granted temporary or permanent protection visas onshore.

During the course of the 2006-07 programme year 379 UHMs entered the programme and 406 left the programme. A total of 1063 UHMs were assisted under the UHM Programme in 2006-07.

In 2006-07, total Australian Government funding for state authorities through cost-sharing agreement for the UHM Programme was \$1.9 million.

Table 81: Help for humanitarian minors – performance information

Measures	Results
Quantity	
Offshore	There were 641 offshore entrants in the Unaccompanied Humanitarian Minors (UHMs) Programme at 30 June 2007.
Onshore	There were 13 temporary protection and three permanent protection visa holders in the UHM Programme at 30 June 2007.
Quality	
Appropriate guardianship, monitoring and settlement support arrangements are in place for all unaccompanied humanitarian minors.	Guardianship arrangements are in place with appropriate state welfare authorities.



Management and accountability

Governance

Performance against the Client Service Charter

External scrutiny

Managing people

Asset management

Purchasing

Consultants and consultancy services

Commonwealth Disability Strategy

Financial statements

Appendices

Governance

The core elements of the department's governance system are leadership, strategic direction, accountability, performance, controls and assurance. These elements come together in a holistic governance approach to support the department's strategic themes of openness and accountability, fair and reasonable dealings with clients and well trained and supported staff.

All departmental staff must have a good understanding of the department's governance system in order for them to carry out their roles effectively. People in leadership roles have the further responsibility of ensuring that those in their teams are clear about the policies, procedures and business rules that govern their work and that all staff participate fully in departmental performance management, planning, accountability and assurance processes.

Figure 23: The departmental governance system



Review of governance

The department commissioned an independent review of its governance arrangements in January 2007. The review found that 'substantial improvements have been made since July 2005 to the department's governance systems, processes and structures', indicating that the importance placed on cultural reform, behaviours and standards, accountability and stakeholder engagement in the department is paying off. During 2006-07 there was also an expanded emphasis on the department's governance system, including induction and executive leadership programmes.

Further improvement in our governance arrangements will occur in 2007-08 as recommendations from the review are progressively implemented, including better education of staff on governance, clearer lines of accountability and a more strategic focus on departmental priorities.

In July 2006 the department implemented a comprehensive strategic business planning framework as a key element of its governance arrangements.

The department's planning process aligns its business at the operational level with its strategic goals, through a cascading series of plans from the high-level DIAC Plan through to branch and section level plans. This strategic planning framework has enabled the department to work on a business and cultural transformation programme while continuing to deliver its day-to-day business.

The DIAC Plan

The DIAC Plan clearly defines the department's business direction, including its purpose, strategic themes and priorities, outcomes and outputs. The department assesses its progress in advancing its strategic priorities through key actions and related performance measures that are reviewed each year.

On 22 June 2007 the secretary launched the *DIAC Plan 2007-08*. The plan was finalised after consultations with staff and key stakeholders to increase its accessibility in content and language.

The DIAC Plan also addresses important cultural issues, such as 'what we value' and a leadership model which describes expected behaviours that all staff understand and put into practice.

Accountability and performance reporting

The department plans at every level of the organisation – divisional, service delivery network, branch and section. The department maintains accountability through bi-annual reporting to the Executive Management Committee on progress against the department's plans.

In January 2007, the department conducted its first performance reviews, with the Executive Management Committee noting consistently good mid-cycle progress on the delivery of planning outcomes across all divisions and the service delivery network.

The department's planning framework integrates key governance and accountability measures. These include budget, risk management, workforce planning and stakeholder analysis. In the coming year the department will continue to work to strengthen the integration of these elements. It will consider how they drive and support our business and integrate them more effectively throughout our planning process.

Fraud measures

The effectiveness of risk management, including fraud risk management, within the department depends to a significant degree on establishing processes to identify, analyse and manage risk. A key outcome for the year included undertaking a high level assessment of the department's activities and finalising the *DIAC Fraud Control Plan 2006-08*.

This plan was endorsed by the Fraud, Integrity and Security Committee (FISC) in November 2006. It was subsequently endorsed by the department's Audit and Evaluation Committee and the Executive Management Committee. Copies have been provided to the minister, the assistant minister and the Australian Federal Police.

The Fraud Control Plan complements a chief executive instruction on fraud control which was re-issued on 26 March 2007 to incorporate departmental structural changes. The plan presents recommendations and action items to address fraud risks and to ensure compliance with the Fraud Control Guidelines of the Australian Government.

Key actions identified in the Fraud Control Plan that have been addressed include:

- implementing a programme of rolling fraud risk assessments to look at potential departmental exposures in greater detail – this programme has been closely monitored by the FISC
- linking fraud management with business planning, risk management and financial management – the department has started work to ensure that these links are made
- developing a fraud control framework to be made available to all staff through the intranet to ensure that staff at all levels know of their responsibilities and have correct information about fraud reporting mechanisms
- reviewing and revising departmental training packages to incorporate fraud and to raise fraud awareness among our staff.

The department conducted the first of the rolling risk assessments in the final quarter of 2006-07 focusing on financial and payroll processing and associated interaction with the information system.

A report summarising the analysis and mitigating strategies identified in that assessment was tabled at the FISC on 22 May 2007. A number of risks were identified, with ratings from low to moderate. A register of these risks and their respective owners is being maintained and mitigation actions monitored. Reporting against these will be provided regularly to relevant governance committees.

Governance and leadership

The Governance and Leadership Prominent Speaker Programme, established by the secretary for senior executives, continued in 2006-07 with a broad range of speakers.

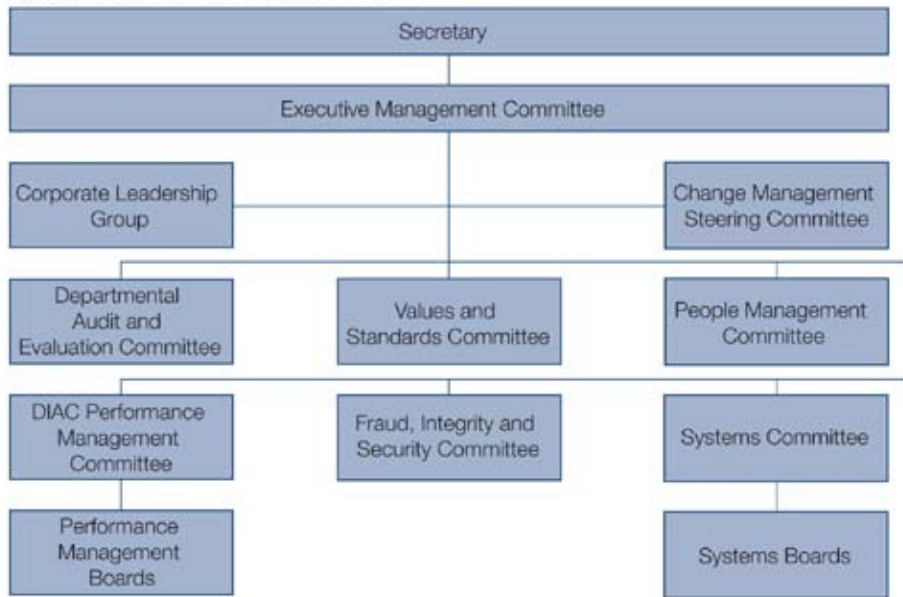
The programme included presentations by: the Australian Public Service Commissioner, Ms Lynelle Briggs; the Auditor-General, Mr Ian McPhee; the Commonwealth and Immigration Ombudsman, Professor John McMillan; and the President of the Human Rights and Equal Opportunity Commission, the Honourable John von Doussa, QC. Major-General Mike Smith, CEO of Austcare, gave the leadership group some important insights into the complexities of governance and leadership in a large non-government organisation.

The impact of global and national trends on the work of the department was also highlighted with a presentation on the *Intergenerational Report 2007* by Mr David Tune, Treasury Executive Director, Fiscal and Corporate. During 2006-07, approximately 60 SES officers attended each presentation.

Senior management committees

Following the review of governance, the secretary decided that a number of adjustments should be made to the department's senior management committees, to streamline their operation and improve their focus on strategic issues. These changes will come into operation on 1 July 2007.

Figure 24: Governance committee framework



The arrangements in place during 2006-07 are reflected in figure 24.

The EMC is the key senior management committee and assists the secretary to set the strategic direction of the department in consultation with the minister and is responsible for ensuring that risks are properly identified and managed. The EMC is responsible for internal allocation of the department's budget and makes all key decisions regarding financial management.

Membership of the EMC in 2006-07 consisted of the secretary, deputy secretaries, chief financial officer, chief lawyer, the national communications manager and manager, strategic policy group.

There were 50 EMC meetings scheduled between 1 July 2006 and 30 June 2007. Of the 50 meetings, six were deemed as special meetings convened at the request of the secretary.

Following the recommendations of a review of the department's governance by Mr Paul Hickey, the membership and structure of the department's governance committees was amended. The changes came into effect on 1 July 2007. The EMC was renamed the 'Executive Committee' (EC). The EC membership will comprise the secretary, deputy secretaries, the chief financial officer and chief lawyer, with other senior executives co-opted from time to time as required.

The Change Management Steering Committee was wound up, with change management now falling under the EC responsibility. The Fraud, Integrity and Security Committee was also wound up at the same time.

Corporate Leadership Group

The Corporate Leadership Group (CLG) is a forum where senior leaders across the department meet to share information about business risk and change, to discuss the broader strategic environment in which the department operates, and to negotiate agreements on joint operational responsibilities.

Each of the remaining committees is directly responsible for:

- monitoring the areas of risk of which they have ownership
- determining broad directions and providing support to the managers charged with dealing with those identified risks
- reporting to the secretary, and any relevant management committee that assists him, on strategic issues of greatest significance.

In 2006-07, there were 11 CLG meetings, of which one was a special meeting held at the request of the secretary. Agenda items considered by CLG have included policy proposals, research findings, whole-of-government approaches and commonwealth public service initiatives.

The DIAC Performance Management Committee (DPMC) brings together senior representatives from each of the department's policy and programme delivery divisions within the National Office, the state and territory offices and the overseas network. The DPMC has particular responsibility for ensuring client needs are met effectively and efficiently while assuring programme performance in line with the government's expectations.

In 2006-07, the DPMC met on six occasions. It has focused on translation of the department's strategic priorities into operational plans and priorities for service delivery staff. It has also overseen the establishment of performance management

boards within each policy and programme division to provide assurance of programme integrity and practice management groups with key programme areas which are tasked with identifying opportunities for business improvement across the department's service delivery network.

Internal audit

Internal audit is a fundamental element of the department's governance framework. It operates primarily to provide the secretary with independent assurance that a robust internal control framework is in place and departmental outputs and activities are operating effectively, efficiently and lawfully.

The internal audit function is managed by the Governance and Assurance Branch (which reports directly to the secretary) and operates under the authority of the Internal Audit Charter. The Internal Audit Programme (IAP) is primarily delivered by an external provider, Ernst & Young. The department also manages a supplementary panel of external providers with expertise in audit, risk management, fraud control and business continuity management services.

The department works cooperatively with the Australian National Audit Office (ANAO) to coordinate overall audit activity within the department, and to ensure there is no duplication of the audit effort.

The ANAO is invited to the Departmental Audit and Evaluation Committee (DAEC) meetings and is regularly offered the opportunity to meet privately with the DAEC to discuss issues of mutual interest. The ANAO also attends DAEC's Financial Statements Sub-Committee meetings.

The annual IAP is one of the department's principal risk mitigation tools and an integral element of our assurance and risk management arrangements. The IAP is designed to closely align internal audit activity with the key risks the department faces.

The IAP for 2006-07 was developed following a rigorous analysis of our risk profile that was created after extensive consultation with our senior managers. The initial IAP was approved by the DAEC and endorsed by the EMC.

Quality assurance

In the post-Palmer and Comrie inquiries environment, the department has made a priority of addressing quality assurance.

In consultation with a wide range of stakeholders, the Governance and Assurance Branch developed a principles-based National Quality Assurance Framework. This promoted the basic principles of quality assurance and provided guidance on the design and review of quality assurance processes. The framework ensures that quality assurance methods and principles are applied consistently, enabling programme managers and the DAEC to identify trends and emerging portfolio-wide risks.

The department has had quality assurance processes in place for some time in different areas of the department. These 'control self-assessment' tools monitor performance and compliance using internally-developed checklists. Periodic reports are made to the DAEC on the level of compliance with controls and on remedial action proposed or undertaken to address identified shortcomings.

Risk management

During 2006-07, the department continued to integrate formal risk management practices into a range of governance activities, including business planning, contract management and internal audit planning. All divisions, state/territory offices and overseas regions had risk management plans in place in 2006-07. The department has drawn on this information in compiling risk profiles that were reviewed by the audit committee and endorsed by the EMC.

The department provided training and distributed promotional material to help raise awareness among staff of risk management principles and to promote an understanding and knowledge of our risk management framework. A network of risk management contacts in the department met regularly to discuss risk management issues and a Helpdesk was available to assist staff to develop risk management plans.

Performance against the Client Service Charter

All agencies delivering services directly to the public have been required to have a Client Service Charter in line with the government's Client Service Charter principles since 2000.

In 2005-06, as part of broader organisational change, the department undertook a major project to create a new Client Service Charter, focused on building a culture of client service excellence. After an extended period of consultation, the *DIAC Client Service Charter* was launched on 2 June 2006. At the same time the department launched its Client Service Improvement Programme (CSIP).

The launch of the CSIP and the Client Service Charter marked the start of a series of ongoing initiatives to develop and implement service improvements across the department – a process which started as part of the department's response to the Palmer and Comrie reports.

Client Service Improvement Programme

During 2006-07 the department undertook a number of activities in order to understand the needs of its clients better.

Roy Morgan Research conducted the department's first client satisfaction survey in early 2007 and found 80 per cent of clients to be satisfied with the service provided. Clients also provided suggestions on where services could improve and a programme of regular client surveying has been developed. This will be continued and expanded to include the department's offshore network in 2007.

The department held regular value creation workshops and client reference groups to listen to the views of clients and stakeholders. Client suggestions have been addressed through better complaints resolution, analysis and reporting in the department's centralised Global Feedback Unit (GFU) and the development of

a comprehensive Compliments and Complaints Policy.

The client experience has been mapped end-to-end and this has led to the re-engineering of a number of core business processes to better target services.

Client service standards clearly articulate what clients and stakeholders can expect and a comprehensive consultation process with stakeholders on external service standards in early 2007-08 will form the basis of ongoing organisational reporting on client service.

Increased understanding of departmental clients has informed and driven a number of positive changes across the department's service network, including:

- monthly Awards for Client Service Excellence, where the secretary recognises a person or team whose conduct embodies '**people** our business'
- a new email management system – implemented in several locations both on-shore and offshore – increasing efficiency, accountability and responsiveness
- improvements in the department's overseas contact centres – which have enhanced the timeliness and quality of our responses to clients
- the establishment of a programme to ensure consistency and quality in departmental letters to clients
- the refit of departmental offices to make them more welcoming and client-friendly – the Sydney CBD, Parramatta and Melbourne CBD offices have been refitted and others will follow as refurbishments are due or new leases are entered upon.

Profile



Model makeovers

Model and makeover are not words usually associated with building refurbishments but that's just what is happening across the department's client service areas.

As part of its Client Services Improvement Programme, the department is progressively making over its public areas using a model office concept which will eventually see all public areas sporting similar colour palates and seating arrangements and improved natural lighting.

The new look is designed to create a consistent feel in all client service areas and reflect the business and cultural transformations that the department has been undergoing over the last two years.

But the model is adaptive. 'We are learning more with each one we do, so there are slight variations,' said Steve Dollimore, Director Property Services.

The refurbishments are designed to make the public areas more welcoming, client-friendly and help streamline work processes.

'The whole philosophy was if we make it really, really good for clients, we'll make it good for staff as well,' said Gavin McCairns, NSW State Director.

The Melbourne, Parramatta and Sydney offices are already up and running with others to follow as new leases are due.

Minister for Immigration and Citizenship Kevin Andrews launched the new look Melbourne office when he visited in 2007.

In two working days between Christmas 2006 and New Year, Melbourne counter staff served 770 clients. The contact centre took almost 5000 calls and around 3000 calls were answered by the Translating and Interpreting Service.

- enhanced caseload management in our overseas network through the development and distribution of training material and information on caseload management, pre-posting training and additional resources for short periods to address backlogs and workload peaks
- every state and territory office and overseas region has developed and implemented Client Service Action Plans that incorporate department-wide initiatives and commitments, as well as local actions to improve client service
- a contact centre summit, in response to low levels of satisfaction with departmental phone services in the first departmental client satisfaction survey
- a detailed analysis of service channels by Booz, Allen and Hamilton resulting in the development of a comprehensive channel management strategy to ensure that services match client attributes, needs and expectations.

Performance against the client service standards

In 2006-07, the department focused on embedding the Client Service Charter and developing a series of significantly expanded internal and external service standards and associated performance indicators and methodology.

The internal service standards were developed in discussion with staff. These were approved by the secretary in May 2007 and promulgated to all staff shortly afterwards. External standards have also been developed in workshops with staff across the department and will be finalised after a comprehensive stakeholder consultation process in early 2007-08.

The new standards give a clear description of the level of service that clients can expect when they deal with the department and provide a robust framework for measuring, reporting and improving the performance of the department's service delivery network.

Sample groups of clients responded favourably to proposed service standards in a series of value creation workshops in June 2007.

The completion of the department's first client satisfaction survey, which included nearly 4000 respondents, provided a baseline of client satisfaction levels by service channel, service delivery location and measured organisational performance against draft service standards.

Eighty per cent of respondents expressed satisfaction with the department's client service; 85 per cent reported being treated courteously by staff; 93 per cent said staff were neatly dressed and well presented; and 83 per cent said staff listened well at the departmental counters.

However, only 67 per cent of respondents reported staff to be wearing their name badges; 40 per cent were not aware they could provide feedback to the department and only 60 per cent expressed satisfaction with the phone service.

The department has responded to the findings of the survey in a number of ways, including:

- holding a contact centre summit to look at ways of quickly improving its phone services
- increasing the prominence of its feedback mechanisms – this has been achieved by moving the Compliments and Complaints link to the home page of our website, producing feedback posters and brochures detailing how clients can provide the department with their compliments and complaints and developing a comprehensive departmental Compliments and Complaints Policy
- inserting key actions – for example, staff will identify themselves – in the draft service standards for the Service Delivery Network and Client Service Action Plans.

Client feedback

The departmental Compliments and Complaints Policy is to be launched in July 2007 to support and expand on the commitments made to clients in the Client Service Charter.

It sets out the principles that the department has adopted to handle client feedback quickly and appropriately and importantly it details how the department will act when services have not met the client's expectations. The policy will be supported by a detailed set of business guidelines on procedures to resolve client feedback appropriately.

The department also participated in a complaints culture survey (in conjunction with the Society of Consumer Affairs Professionals and TMI Australia Pty Ltd) to assess the level of staff and client satisfaction with the department's complaint handling system. Results from this survey, and a benchmarking study are being used in the development of complaints handling policies and processes that meet client needs.

The Global Feedback Unit (GFU), established in 2005, continues to provide valuable support to clients through the client feedback line (133 177), web feedback form and GFU mailing address and fax line. Feedback includes complaints, compliments and suggestions. The centralised client feedback system has enabled better tracking and management of client feedback.

Work was also undertaken on reporting and analysis processes to help identify trends and systemic issues. The first reports were released in June 2007 and will ensure that client feedback is used by the department to improve its services.

The level of client feedback received by the department has increased substantially over the past 12 months with 9085 cases recorded compared to 2379 in 2005-06. Included in the 9085 cases are:

- 1222 compliments
- 4996 complaints
- 278 suggestions
- 1888 general enquiries
- 98 dob-ins
- 50 out of jurisdictions
- 426 undetermined at the time of reporting
- 122 other
- 5 duplicate cases.

Such an increase in all types of feedback is expected as the department continues to seek out feedback and promote a commitment to listening to clients.

By actively seeking, measuring and analysing client feedback, the department can continue to enhance its services and increase community confidence in its operations.

External scrutiny

Judicial decisions and decisions of administrative tribunals

As in past years, significant numbers of decisions relating to refusal to grant visas and decisions to cancel visas were challenged in the courts. Most court proceedings occur in the Federal Magistrates Court. Appeals can be brought from the Federal Magistrates Court to the Federal Court and from the Federal Court to the High Court (but only with the 'special leave' of the High Court).

The overwhelming majority of the court proceedings relate to decisions of the Refugee Review Tribunal (RRT) or Migration Review Tribunal (MRT). These tribunals provide merits review of most visa decisions made in Australia. As a consequence, there is generally no occasion for the direct challenge, in a court, of a primary decision (that is, a decision made by a delegate of the minister). Primary decisions are not reviewable by the Federal Magistrates Court or Federal Court, but can be reviewed by the High Court.

Some decisions, made by the minister personally, on character grounds (under Part 9 of the *Migration Act 1958*), are not subject to merits review and can only be reviewed by the Federal Court or High Court. The majority of primary decisions made on character grounds are reviewable by the Administrative Appeals Tribunal (AAT). The AAT also has jurisdiction under the *Migration Act 1958* to review a range of other decisions, such as certain business visa cancellation decisions (made under s134 of the *Migration Act 1958*) and decisions relating to the regulation of migration agents (under part 3 of the *Migration Act 1958*). The AAT also has jurisdiction to review decisions made under the *Australian Citizenship Act 2007*.

The *Migration Act 1958* provides the framework for visa decision-making, merits review, and judicial review. The framework seeks to balance fairness with the need to ensure that cases are dealt with in a timely fashion. To this end, strict time limits apply to the making of applications to the tribunals and courts. The current time limits for applications to the courts, inserted by the *Migration Litigation Reform Act 2005*, have received close scrutiny in 2006-07. Of most significance, the High Court, in *Bodrudazza v MIMA* (18.4.07), ruled that the time limit for applying to the High Court (s486A of the *Migration Act*) was invalid. The court noted that the time limit (28 days from notification, with the possibility of a 56 day extension) did not allow for exceptional cases that were lodged outside that 84 day period. It was held that this restriction on the High Court was not permitted by the Constitution.

There were a number of significant court decisions in 2006-07 dealing with aspects of the detailed decision-making and notification requirements in the *Migration Act 1958* and *Migration Regulations 1994*.

For example, the High Court held in *Szbel v MIMIA* (15.12.06) that the RRT must, in the course of an oral hearing conducted pursuant to s425 of the *Migration Act 1958*, ensure that the applicant has an opportunity to address all relevant issues. This may require the RRT to tell the applicant what issues need to be addressed.

Further, the obligation may require the RRT, in particular circumstances, to tell the applicant the reasons why his or her claims are not believed. This High Court decision also applies to the MRT which has a similar statutory obligation under s360. Compliance with these obligations involves questions of degree, having regard to the facts of the particular case.

The challenges presented by statutory codification of decision-making are apparent in the High Court decision in *Szbyr v MIAC* (13.6.07). The decision concerns s424A of the *Migration Act 1958*, a section which has been a major focus of litigation over recent years. The section codifies an important element of procedural fairness, by requiring the RRT to provide an opportunity for an applicant to respond to information which could be used to make an unfavourable decision.

The High Court noted that there have been conflicting judicial opinions about s424A (including differences of opinion within the High Court) and that some issues remain to be resolved. The High Court did, however, confirm that a failure to comply with s424A does not require the RRT decision to be set aside by a court if the RRT decision is based on reasoning which is not affected by the failure to comply with s424A.

Important reforms to s424A (and the equivalent provision applicable to the MRT – s359A) came into effect on 29 June 2007, pursuant to the *Migration Amendment (Review Provisions) Act 2007*.

Other notable High Court decisions during 2006-07 were:

- *MIMIA v Nystrom* (8 November 2006) – the High Court upheld the minister’s appeal. The High Court confirmed that a non-citizen’s lengthy residence in Australia as a permanent resident (over 30 years in this case) does not preclude cancellation of the non-citizen’s visa on character grounds (s501). The court also held that the minister had not failed to have regard to any relevant matter arising from that lengthy residence in Australia.
- *MIMIA v QAAH* (15 November 2006) – the High Court upheld the minister’s appeal. This case resolved a dispute about whether a person who is recognised as a refugee in Australia, by the grant of a temporary protection visa,

must continue to have a “well-founded fear of persecution” (the formulation in the Refugee Convention) in order to be granted a further protection visa. The court accepted the minister’s submission that this is the required approach under the *Migration Act 1958*, and that the approach is consistent with the proper interpretation of the Refugee Convention.

The department is currently involved in the Queensland Coronial inquest into the loss of the immigration response vessel *Malu Sara*. The vessel disappeared, resulting in the death of five persons, on 15 October 2005. The inquest is ongoing.

Reports by the Auditor-General

The ANAO conducted a number of performance audits in the department during 2006.

Audit Report No 7 2006-2007: Visa Management: Working Holiday Makers (WHM)

The objective of the audit was to assess whether the WHM programme is administered effectively and in accordance with relevant laws and policies. In particular, the ANAO focused on four key areas:

- the implementation of the WHM visa
- authority for the WHM programme
- decision-making for the WHM visas
- programme performance information.

Overall the ANAO considered that the department had developed a sound framework for the effective administration of the WHM visa programme in accordance with relevant laws and policies. The eWHM mechanism provides a robust, effective mechanism for handling WHM visas in an environment where the number of applications continues to rise. The implementation of the eWHM project has been largely in accordance with sound administrative practice for Internet delivery.

The ANAO found that the eWHM decision-making processes are generally accurate, reliable and in accordance with the rules set out in law and policy.

Audit analysis also highlighted several areas where programme administration needed to be improved, including the processing of paper applications at some overseas posts and the authorisation of computer-based decision-making. The department has advised the ANAO that it has taken action to address these issues. The ANAO also considered there are opportunities for the department to improve its programme performance information.

[Audit Report No 35 2006-2007: Preparations for the re-tendering of the department's Detention and Health Services Contracts](#)

The audit objective was to assess whether the early stages of our preparations for the re-tendering of the detention and health services contracts were consistent with sound practice. The audit focused on governance arrangements, in particular the record keeping arrangements, roles and responsibilities of personnel, expert advisers and the probity auditor – matters raised in the previous audit report. The audit did not examine the Request for Tender, which was not due to be issued until April 2007.

Overall, the ANAO concluded that the early stages of our preparations for the re-tendering project were sound, demonstrating a significant improvement in the practices identified by the earlier audit. Detailed record keeping policies and systems had been established for the re-tendering project, but implementation of policies in respect of recording and timely reporting of some decisions and security classification of documents was not consistent.

In addition, during the early stages of the project, the department developed an adequate project management framework.

However, the department is yet to develop a whole-of-life budget for the project that would assist in strengthening management assurance about the cost-effectiveness of the re-tendering project.

The department welcomed the ANAO audit and agrees with the recommendations. The department is taking steps to ensure that the recommendations are addressed by:

- considering the budget for 2007-08
- conducting 'lessons learned' workshops at the end of key phases of the project for the purposes of collecting information to inform the project and for the project report
- undertaking further recordkeeping training to ensure project staff understand the functionality of TRIM
- documenting key decisions to act upon them in a timely manner.

[Audit Report No 37 2006-2007: Administration of the Health Requirement of the Migration Act 1958](#)

The audit objective was to assess the effectiveness of the department's administration of the health requirement of the *Migration Act 1958*. To achieve this objective, the ANAO examined whether the department was setting and implementing the health requirement in accordance with the Migration Act, the *Migration Regulations 1994*, and the department's own guidelines.

The audit report found that:

- there were several limitations and gaps in the department's administrative processes underpinning its implementation of the Public Interest Criteria (PIC)
- the department could strengthen its arrangements to reduce the health risks associated with tuberculosis, in particular, the health risk matrix

- the department could improve the effectiveness of health undertakings by establishing arrangements with the states and territories to enable better monitoring and reporting of compliance
- the department should follow a systematic process for incorporating new or emerging health risks into its guidelines and risk management framework
- stronger cross-agency arrangements between the department and the Department of Health and Ageing (DoHA) would be beneficial in helping us to implement the PIC
- data management for the purposes of the internal management of the health requirement and external reporting are areas that require strengthening in terms of IT system capability and use of data. (Under the department's *Systems for People* initiative, the department has outlined preliminary costings and proprieties for the redesign of its IT systems for health processing)
- the department performance framework provides little scope for performance monitoring and reporting of the health requirement.

Overall the ANAO concluded that the department was able to provide only minimal information on the performance of the health requirement and had little capacity to gauge its own achievements. Essentially, the extent to which public health and safety is protected through immigration screening was not fully measured or reported.

The department noted and accepted the ANAO suggestions for reviewing the current health policies and planning for emerging issues.

The department made substantial progress in addressing some of the findings of the report.

Contractual arrangements have been finalised for the completion of notes for guidance papers and the health services project has started work on implementing an IT solution to address the processing and reporting issues identified by the ANAO.

DoHA acknowledges the need for cross agency cooperation and supports the ANAO's recommendation to formalise consultative arrangements and roles and responsibilities between the two departments.

DoHA understands that under the Administrative Arrangements Order (AAO), the department is responsible for administering the health requirements under the *Migration Act 1958*, with a range of agencies contributing technical advice in accordance with their expertise.

DoHA also understands that its role in relation to the health requirement is to provide broad public health advice and help to the department to access appropriate technical input to their development of policy on administering the health requirement under the Migration Act.

Audits in progress

Introduction of Biometric Technologies (Design and Planning)

The ANAO started an audit into the department's Introduction of Biometric Technologies (Design and Planning) in April 2007. The objective of the audit is to determine whether the department's planning for the introduction of biometric technologies was sound, in particular the business review and business case processes, governance arrangements, legislative and policy framework and planning for IT and data security and the quality and privacy of biometric information. The ANAO started fieldwork in June 2007 and expects to table the report in parliament around March-April 2008.

Electronic Travel Authority (ETA)

The objective of this audit was to examine the department's implementation of the nine recommendations made in an earlier 1999 audit report. The audit has had regard to issues underlying the recommendations. It has also taken into account changed circumstances and administrative arrangements since the original audit.

New considerations include a heightened security environment after 11 September 2001 and the findings and recommendations of other ANAO audit and financial statement work relevant to the administration of the ETA. The department commented on a related series of issues papers provided during the audit. The ANAO found that all nine earlier recommendations had been implemented and made two new recommendations to which the department agreed on 14 June 2007. The report is expected to be tabled by the Auditor-General in July 2007.

Other ANAO audit activity

The department participated in the following ANAO cross-agency audits during the year:

- Interim Phase of the Audit of Financial Statements of the General Government Sector Agencies for the year ending 30 June 2007
- Audits of Financial Statements of Australian Government Entities for the period ended 30 June 2006.

These reports are available through the ANAO Website: www.anao.gov.au/director/publication/auditreports.cfm

Joint Committee of Public Accounts and Audit (JCPAA)

The JCPAA is required by the *Public Accounts and Audit Act 1951* to examine all reports of the Auditor-General tabled in parliament. The JCPAA's review procedures are built around a series of public hearings held each quarter. During 2006-07, no JCPAA reports related to the department's operations.

Table 82: Complaints and closures 2006-07 – Commonwealth Ombudsman

New complaints received	New complaints resolved	Complaints from previous years resolved	Total complaints resolved	New complaints not closed
516	396 ¹	157 ²	553	120 ³

1. This represents 75 per cent of complaints received.
2. 11 complaints from 2004-05 and 146 complaints from 2005-06.
3. carried over into 2007-08.

Table 83: Complaints and closures 2006-07 – HREOC

New complaints received	New complaints resolved	Complaints from previous years resolved in 2006-07	Total complaints resolved	New complaints not closed
16	3	6 ¹	9	13

1. Three complaints from 2004-05 and three from 2005-06.

Commonwealth Ombudsman

The department received a total of 516 complaints from the Commonwealth Ombudsman in 2006-07. This is an increase of 6.6 per cent from the previous year.

Of the 516 new complaints investigated by the ombudsman in 2006-07, 396 were resolved. Of all new complaints, administrative deficiency was identified in 2.7 per cent of complaints (14 cases).

A total of 37 complaints were brought to resolution and reported as administratively deficient, of which 23 had been carried over from previous years and 14 from this financial year.

Human Rights and Equal Opportunity Commission (HREOC)

A total of 16 new complaints were received by the department in 2006-07. This is a reduction of 33 per cent over the previous year.

Of the nine complaints closed in 2006-07, one report, *Breach of Ms CD's Human Rights at the Curtin Immigration Reception and Processing Centre (August 2006)*, in which the department was a respondent was tabled in parliament by HREOC.

Reports by external bodies - referred immigration cases

In 2005, the Palmer and Comrie reports were released detailing the circumstances surrounding the detention of Ms Cornelia Rau and the removal of Ms Vivian Alvarez Solon. The government subsequently referred the cases of 247 people who had been released from immigration detention as 'not unlawful' to the Commonwealth Ombudsman for investigation.

In 2006 and 2007, the ombudsman published eight reports on his investigation of these cases. The first two reports related to two individuals - Mr T (published in March 2006), and Mr G (published in December 2006).

Both reinforced the importance of responding appropriately to people with mental illness.

The ombudsman categorised the remaining cases into thematic groups, publishing reports on two of these groups in December 2006 (Mental Health and Incapacity, and Children in Detention), and the remaining groups in July 2007 (Data Problems; Detention Process Issues; Other Legal Issues; and Notification Issues Including cases affected by the Federal Court Decision in Srey). In its published responses to each of the reports, the department agreed with nearly all of the ombudsman's recommendations.

The ombudsman has also provided the department with an individual analysis of each of the 247 cases investigated. The department has established a project team which is considering appropriated remedial action for the 247 individuals involved.

During the last two years, the department has established a major reform and improvement programme to ensure that clients continue to be dealt with lawfully, fairly and reasonably. As part of its organisational transformation, the department has implemented reforms to governance, training, data management, compliance activity, client services, health services and identity verification. This reform process has established measures and initiatives to address the systemic issues noted by the ombudsman. The department's ongoing and dynamic reform agenda will continue to guard against the mistakes of the past occurring again.

Reports by parliamentary committees

There has been one report by a parliamentary committee relating to the department during 2006-07.

Joint Standing Committee on Migration - September 2006: Negotiating the Maze: Review of arrangements for overseas skills recognition, upgrading and licensing

In July 2005 the department provided a submission to this inquiry outlining policy objectives, arrangements for overseas skills recognition and associated issues for licensing and registration and areas where Australia's recognition procedures for migrants could be improved.

The department also appeared before the committee in September 2005 and March 2006 to expand on the submission and address specific issues arising out of the inquiry.

The committee's report, which was tabled in parliament on 11 September 2006, contained 55 recommendations. Of these, 40 have been accepted entirely or in part and of these 14 have already been put into effect. None of the accepted recommendations significantly alter government policy.

A government response is under consideration.

Table 84: Handling of ministerial, parliamentary and cabinet business

Type of statistical material	2004-05	2005-06	2006-07
Ministerial Correspondence, submissions, and briefs			
Correspondence	52 753	38 049	25 459 ¹
Submissions	3 009	3 150	4 989
Function and meeting briefs	486	464	464
Parliamentary			
Possible questions	744	988	862
Estimates questions on notice	651	722	548
Parliamentary questions on notice	184	149	131
Cabinet documents			
Exposure drafts	60	90	72
Drafts for coordination comment	61	63	64
Corrigenda to drafts	14	16	14
Final submissions/memoranda (non-DIAC)	36	57	53
Minutes	123	138	108
Departmental submissions	12	11	15

1. From January 2007, proforma correspondence not included

Managing people

Continuing to invest in the department's people has been a key focus during 2006-07. The department has continued to respond to the findings of the Palmer and Comrie report and improve capability through training and development, improving leadership and changing culture. In addition, the department has undertaken a range of activities to improve infrastructure, practices and outcomes in the areas of people management, training and development and embedding the APS values and Code of Conduct.

Capability development framework and work level standards

In July 2007, the department finalised its new capability development framework and work level standards for APS 1 – EL2 employees and equivalents. The capability development framework replaces the department's previous Core Capabilities and is in line with the Australian Public Service Commission's Integrated Leadership System.

The capability development framework and work level standards are useful tools for both employees and managers in assessing what behaviours, work requirements and duties are expected at each APS level. 'Differences documents' were also produced to further clarify the key differences in capability requirements and work level standards at different classification levels. Additionally, a classification guide, which is a checklist for managers to assist in the review of the classification level of new and existing positions, was produced. These tools will enable consistency in the department's approach to critical management policies and practices of selection and recruitment, performance management and learning and development.

A representative sample of the department's workforce participated in validating these documents.

Departmental staff survey

In May 2007 the department conducted a staff survey to seek the views of all ongoing, non-ongoing, Australian-based and locally engaged staff. The survey was conducted for the department by Hinds Workforce Research following a competitive tender process. Supporting the department's strategic themes of well trained and supported staff, an open and accountable organisation and fair and reasonable dealing with clients, the survey enabled staff to express their opinions and provide input on their work environment.

The major aims of the staff survey were to:

- identify and report the level of staff motivation and performance using the Employee Motivation and Performance Index (EMPI) methodology
- map and report on the department's culture
- benchmark the department's employee motivation and performance against other Australian public sector organisations.

The EMPI results of the survey will be distributed to staff during July and August 2007.

Workforce composition

At 30 June 2007, the department had 7687 employees (including locally engaged staff who are administered by the Department of Foreign Affairs and Trade on our behalf) representing an increase of 7.7 per cent over 2005-06 figures. Details of our staffing profile are shown in table 87.

Table 85: Staffing levels by location (headcount)

Location	At 30 June 2006	At 30 June 2007
National Office	2649	2881
New South Wales	1348	1329
Victoria	792	917
Queensland	401	410
South Australia	360	415
Western Australia	354	429
Tasmania	114	128
Northern Territory	50	55
ACT and Regional Offices	100	91
Overseas ¹ (A-based staff)	177	163
Australia Total	6 345	6 818
Overseas ² (locally engaged employees)	792	869
Total	7 137	7 687

1. This figure includes staff in the transit pool awaiting placement

2. Overseas staff administered by the Department of Foreign Affairs and Trade on our behalf

Table 86: Staffing levels by classification at 30 June 2007 (headcount)

Classification	Ongoing						Non-ongoing ¹						Overall result
	Full time			Part time			Full time			Part time			
	Male	Female	Result	Male	Female	Result	Male	Female	Result	Male	Female	Result	
APS1	2	2	4				5	7	12	10	9	19	35
APS2	4	4	8		1	1	6	9	15	8	4	12	36
APS3	248	469	717	10	68	78	58	122	180	1	7	8	983
APS4	438	802	1 240	9	122	131	10	40	50	1	1	2	1 423
APS5	399	618	1 017	9	133	142	6	12	18	1		1	1 178
APS6	517	660	1 177	16	137	153	6	9	15	1	1	2	1 347
CADST	1		1										1
EXEC1	488	523	1 011	8	93	101	3	7	10	5	4	9	1 131
EXEC2	189	155	344		13	13	1		1	4	1	5	363
GRADUATE	20	58	78										78
LEGAL	9	19	28		1	1							29
MO2	3		3	2	2	4							7
MO3		1	1	1		1							2
MO4	1	1	2										2
PAO2	6	5	11						2	2			13

Table 86: Staffing levels by classification at 30 June 2007 (headcount) *continued*

Classification	Ongoing						Non-ongoing						Overall result
	Full time			Part time			Full time			Part time			
	Male	Female	Result	Male	Female	Result	Male	Female	Result	Male	Female	Result	
PAO3	7	8	15										15
PRLEG	6	10	16		1	1							17
SEC	1		1										1
SEB1	45	37	82		2	2							84
SEB2	14	7	21										21
SEB3	2	1	3										3
SNLEG	11	24	35	1	8	9							44
SPAOA	1	2	3										3
PAO1		2	2										2
Total	2 412	3 408	5 820	56	581	637	95	208	303	31	27	58	6 818

1. Non-ongoing number also includes irregular/intermittent staff numbers.

Note: includes people acting on the above date.

Table 87: Senior executive service (includes people acting)

At 30 June 2006				At 30 June 2007			
Actual Classification	Male	Female	Total	Actual Classification	Male	Female	Total
SEB1	54	28	82	SEB1	45	39	84
SEB2	10	4	14	SEB2	14	7	21
SEB3	2	1	3	SEB3	2	1	3
Total	66	33	99	Total	61	47	108

Of the department's ongoing workforce, 90.1 per cent of staff are full-time and 9.9 per cent are part-time employees. The ongoing, full-time rate for employees has decreased by 1.1 per cent from 2005-06 (based on headcount). Non-ongoing staff at 30 June 2007 comprised 5.4 per cent of our workforce. This figure represents a decrease of 2.6 per cent in the proportion of non-ongoing employees employed by the department in 2005-06.

Workforce planning

During the year the department continued to implement the Workforce Planning Strategy 2006-08. For the first time, divisions and state and territory offices will be required to complete a workforce plan as a component of their 2007-08 business plans. The aim of this process is to ensure that workforce planning trends and issues are factored into the development of plans and budgets at all levels of the department. A three-year planning horizon was adopted to enable a more strategic outlook.

Various other activities have been undertaken to ensure workforce planning is implemented systematically across the department. These include:

- implementing the reporting tool developed by InfoHRM to enable more detailed and effective workforce reporting

- creating a network of identified workforce planning analysts, drawn from each state and territory offices and divisions
- developing a comprehensive scan of external factors impacting on the department's workforce as part of the departmental environmental scan
- determining workforce strategies/priorities to manage the workforce risks identified during the workforce planning process.

Employee separation

The department's voluntary separations (for ongoing employees) increased from 7 per cent during 2005-06 to 7.5 per cent in 2006-07. Of the 455 ongoing employees who voluntarily separated from the department during the 2006-07 period, there were 8 SES, 23 EL 2s, 102 EL 1s, 101 APS 6s, 75 APS 5s, 62 APS 4s, 76 APS 3s, five APS 2s and three APS 1s. A large proportion of the ongoing voluntary separations were due to transfers/promotions to other agencies (42.9 per cent) an increase from 41 per cent in 2005-06.

Collective Agreement 2007-2010

The DIMA Certified Agreement 2004-2007 expired in January 2007 and the department completed negotiations for a new Collective Agreement in the first half of 2007.

The new DIAC Collective Agreement 2007-2010, which supports *The DIAC Plan 2007-08*, was lodged with the Office of Employment Advocate on 28 March 2007.

Key reforms in the new agreement include increased workforce flexibility, the introduction of an improved performance management system and simplification of the old Certified Agreement in line with *Australian Workplace Relations Act 1996*; the *Workplace Relations amendment (Workchoices) Act 2005* and the government's APS Workplace Relations Policy Parameters.

The DIAC Collective Agreement 2007-2010 also offers staff a conditional three year salary increase, equivalent to 4.3 per cent per annum in return for productivity improvements and workplace relations reforms.

Table 88: Classifications and salary rates

APS classification	Salary points prior to lodgement with the OEA	Salary at date of lodgement (after 4.3 per cent pay rise)	Salary at 13/12/2007 (4.2 per cent)	Salary at 11/12/2008 (4 per cent)	Salary at 19/03/2009 (0.4 per cent)
Aboriginal Cadets' pay rates during full time study. 60% of full time APS1 junior rates	\$11 742	\$12 247	\$12 761	\$13 272	\$13 325
	\$13 699	\$14 288	\$14 888	\$15 484	\$15 546
	\$15 852	\$16 534	\$17 228	\$17 917	\$17 989
	\$17 808	\$18 574	\$19 354	\$20 128	\$20 209
	\$19 570	\$20 412	\$21 269	\$22 120	\$22 208
APS 1 and Aboriginal Cadets during practical training	\$19 570 ¹	\$20 412	\$21 269	\$22 120	\$22 208
	\$22 831 ²	\$23 813	\$24 813	\$25 805	\$25 909
	\$26 420 ³	\$27 556	\$28 713	\$29 862	\$29 981
	\$29 682 ⁴	\$30 958	\$32 259	\$33 549	\$33 683
	\$32 617	\$34 020	\$35 448	\$36 866	\$37 014
	\$33 928	\$35 387	\$36 873	\$38 348	\$38 501
	\$35 052	\$36 559	\$38 095	\$39 619	\$39 777
	\$36 175	\$37 731	\$39 315	\$40 888	\$41 051
Graduate APS	\$42 044	\$43 852	\$45 694	\$47 521	\$47 712
	\$43 138	\$44 993	\$46 883	\$48 758	\$48 953
	\$44 432	\$46 343	\$48 289	\$50 221	\$50 421
	\$45 695	\$47 660	\$49 662	\$51 648	\$51 855

1. Under 18 years old (60%)

2. 18 years (70%)

3. 19 years (81%)

4. 20 years (91%)

Table 89: APS Level and executive level employees

APS classification	Salary points prior to lodgement with the OEA	Salary at date of lodgement (after 4.3 per cent pay rise)	Salary at 13/12/2007 (4.2 per cent)	Salary at 11/12/2008 (4 per cent)	Salary at 19/03/2009 (0.4 per cent)
APS Level 1	\$19 570 ¹	\$20 412	\$21 269	\$22 120	\$22 208
	\$22 831 ²	\$23 813	\$24 813	\$25 805	\$25 909
	\$26 420 ³	\$27 556	\$28 713	\$29 862	\$29 981
	\$29 682 ⁴	\$30 958	\$32 259	\$33 549	\$33 683
	\$32 617 ⁵	\$34 020	\$35 448	\$36 866	\$37 014
	\$33 928	\$35 387	\$36 873	\$38 348	\$38 501
	\$35 052	\$36 559	\$38 095	\$39 619	\$39 777
	\$36 175	\$37 731	\$39 315	\$40 888	\$41 051
APS Level 2	\$36 914	\$38 501	\$40 118	\$41 723	\$41 890
	\$37 929	\$39 560	\$41 221	\$42 870	\$43 042
	\$38 924	\$40 598	\$42 303	\$43 995	\$44 171
	\$39 938	\$41 655	\$43 405	\$45 141	\$45 322
	\$41 062	\$42 828	\$44 626	\$46 411	\$46 597
APS Level 3	\$42 044	\$43 852	\$45 694	\$47 521	\$47 712
	\$43 138	\$44 993	\$46 883	\$48 758	\$48 953
	\$44 432	\$46 343	\$48 289	\$50 221	\$50 421
	\$45 695	\$47 660	\$49 662	\$51 648	\$51 855
APS Level 4	\$46 860	\$48 875	\$50 928	\$52 965	\$53 177
	\$48 350	\$50 429	\$52 547	\$54 649	\$54 868
	\$49 610	\$51 743	\$53 916	\$56 073	\$56 297
	\$51 010	\$53 203	\$55 438	\$57 655	\$57 886
APS Level 5	\$52 268	\$54 516	\$56 805	\$59 077	\$59 314
	\$53 906	\$56 224	\$58 585	\$60 929	\$61 172
	\$55 548	\$57 937	\$60 370	\$62 785	\$63 036

Table 89: APS Level and executive level employees *continued*

APS classification	Salary points prior to lodgement with the OEA	Salary at date of lodgement (after 4.3 per cent pay rise)	Salary at 13/12/2007 (4.2 per cent)	Salary at 11/12/2008 (4 per cent)	Salary at 19/03/2009 (0.4 per cent)
APS level 6	\$56 452	\$60 346	\$62 880	\$65 396	\$65 657
	\$57 858	\$61 998	\$64 602	\$67 186	\$67 455
	\$59 442	\$65 113	\$67 848	\$70 562	\$70 844
	\$62 429	\$67 834	\$70 683	\$73 510	\$73 804
	\$65 037				
EXEC level 1	\$72 298	\$75 407	\$78 574	\$81 717	\$82 044
	\$74 222	\$77 414	\$80 665	\$83 892	\$84 227
	\$76 048	\$79 318	\$82 649	\$85 955	\$86 299
	\$78 831	\$82 221	\$85 674	\$89 101	\$89 457
EXEC level 2	\$83 360	\$86 944	\$90 596	\$94 220	\$94 597
	\$87 946	\$91 728	\$95 580	\$99 403	\$99 801
	\$91 233	\$95 156	\$99 153	\$103 119	\$103 531
	\$94 520	\$98 584	\$102 725	\$106 834	\$107 261
	\$97 684	\$101 884	\$106 164	\$110 410	\$110 852

1. Under 18 years old (60%)
2. 18 years (70%)
3. 19 years (81%)
4. 20 years (91%)
5. Bottom salary point for adult salary

Table 90: Legal officers

APS classification	Local title	Salary points prior to lodgement with the OEA	Salary at date of lodgement (after 4.3 per cent pay rise)	Salary at 13/12/2007 (4.2 per cent)	Salary at 11/12/2008 (4 per cent)	Salary at 19/03/2009 (0.4 per cent)
APS Level 4	Legal officer	\$49 610	\$51 743	\$53 916	\$56 073	\$56 297
APS Level 5		\$53 906	\$56 224	\$58 585	\$60 929	\$61 172
APS Level 6		\$56 452	\$60 346 ¹	\$62 880	\$65 396	\$65 657
		\$59 442	\$61 998	\$64 602	\$67 186	\$67 455
		\$62 429	\$65 113	\$67 848	\$70 562	\$70 844
		\$65 037	\$67 834	\$70 683	\$73 510	\$73 804
EXEC Level 1		Senior legal Officer	\$72 298	\$75 407	\$78 574	\$81 717
	\$78 831		\$82 221	\$85 674	\$89 101	\$89 457
	\$85 534		\$89 212	\$92 959	\$96 677	\$97 064
	\$88 318		\$92 116	\$95 985	\$99 824	\$100 223
EXEC Level 2	Principal Legal Officer	\$97 175	\$101 354	\$105 610	\$109 835	\$110 274
		\$100 338	\$104 653	\$109 048	\$113 410	\$113 863

1. Matches new bottom salary point for APS 6.

Table 91: Public affairs officers

APS classification	Local title	Salary points prior to lodgement with the OEA	Salary at date of lodgement (after 4.3 per cent pay rise)	Salary at 13/12/2007 (4.2 per cent)	Salary at 11/12/2008 (4 per cent)	Salary at 19/03/2009 (0.4 per cent)
APS level 4	Public affairs officer 1	\$48 350	\$50 429	\$52 547	\$54 649	\$54 868
		\$50 882	\$53 070	\$55 299	\$57 511	\$57 741
APS level 5		\$53 906	\$56 224	\$58 585	\$60 929	\$61 172
		\$55 548	\$57 937	\$60 370	\$62 785	\$63 036
APS level 6	Public affairs officer 2	\$59 442	\$61 998	\$64 602	\$67 186	\$67 455
		\$60 935	\$63 555	\$66 225	\$68 874	\$69 149
		\$62 429	\$65 113	\$67 848	\$70 562	\$70 844
		\$64 338	\$67 105	\$69 923	\$72 720	\$73 011
		\$66 947	\$69 826	\$72 758	\$75 669	\$75 971
EXEC level 1	Public affairs officer 3	\$78 831	\$82 221	\$85 674	\$89 101	\$89 457
		\$83 819	\$87 423	\$91 095	\$94 739	\$95 118
		\$85 534	\$89 212	\$92 959	\$96 677	\$97 064
		\$88 318	\$92 116	\$95 985	\$99 824	\$100 223
EXEC level 2	Senior public affairs officer B	\$91 734	\$95 679	\$99 697	\$103 685	\$104 100
		\$94 896	\$98 977	\$103 134	\$107 259	\$107 688
	Senior public affairs officer A	\$96 794	\$100 956	\$105 196	\$109 404	\$109 842
		\$99 958	\$104 256	\$108 635	\$112 980	\$113 432

Table 92: Medical officers

APS classification	Salary points prior to lodgement with the OEA	Salary at date of lodgement (after 4.3 per cent pay rise)	Salary at 13/12/2007 (4.2 per cent)	Salary at 11/12/2008 (4 per cent)	Salary at 19/03/2009 (0.4 per cent)
Medical officer class 2	\$93 241	\$97 250	\$101 335	\$105 388	\$105 810
	\$96 922	\$101 090	\$105 335	\$109 549	\$109 987
Medical officer class 3	\$104 223	\$108 705	\$113 270	\$117 801	\$118 272
	\$107 676	\$112 306	\$117 023	\$121 704	\$122 191
Medical officer class 4	\$113 667	\$118 555	\$123 534	\$128 475	\$128 989
	\$118 102	\$123 180	\$128 354	\$133 488	\$134 022
	\$120 330	\$125 504	\$130 775	\$136 006	\$136 550
	\$123 492	\$128 802	\$134 212	\$139 580	\$140 139

National Staff Consultative Forum

The department has a National Staff Consultative Forum (NSCF) constituted under the terms of the *DIAC Collective Agreement 2007-10*. The NSCF is the national consultative body for matters involving employees' conditions of employment. It also provides an opportunity for senior management, employees and their representatives to consult on the implications of legislative, funding, organisational, technological and procedural changes for employees. The NSCF meets at least three times a year with additional meetings convened when necessary.

Senior Executive Service remuneration

SES remuneration is set by the secretary under section 24 of the *Public Service Act 1999*. Other SES conditions of employment are contained in individual AWAs. All SES employees are required to have an AWA, which typically provides for salary, superannuation, performance pay, access to a motor vehicle or equivalent cash out and other applicable allowances.

The SES is required to promote strong leadership and direction.

This includes upholding and promoting the APS Values and the APS Code of Conduct as contained in the *Public Service Act 1999*.

Australian Workplace Agreements

Australian Workplace Agreements (AWAs) are available to all ongoing employees in the department. AWAs are used as a method to encourage and recognise excellent performance in departmental employees and attract and retain high quality employees (including those with specialist skills), employees who perform their duties in remote localities or employees who have additional responsibilities. AWAs can also be used to tailor employment conditions to achieve a balance between the specific needs or circumstances of individual employees and the department's operational requirements.

AWAs are not a condition of engagement for non-SES employees in the department. Non-SES employees who do not have an AWA are covered by the department's Collective Agreement 2007-2010. All SES employees are covered by AWAs. A breakdown of staff on AWA's is shown at tables 93 and 94.

Table 93: Number of staff on AWAs at 30 June 2007

Classification	Active	Under Offer	Total
SES AWAs	89	0	89
Non-SES AWAs:			
EL2 AWAs	175	6	181
EL1 AWAs	119	7	126
APS6 AWAs	15	0	15
APS5 AWAs	8	2	10
APS4 AWAs	8	0	8
APS3 AWAs	49	0	49
Total AWAs	463	15	478

Note: Above numbers under column 'Active' are based on AWAs that have been lodged with the Workplace Authority.

Table 94: Departmental staff on AWAs at 30 June 2007

Classification	Total DIAC staff	On an AWA	Percentage on AWA
SES	89	89	100
Non-SES AWAs			
EL2	343	175	51.02
EL1	1 065	119	11.17
APS6	1 268	15	1.18
APS5	1 116	8	0.72
APS4	1 311	8	0.61
APS3	1 539	49	3.18

Note: The numbers in the above table represents substantive classifications as at 30 June 2007

Of the 463 employees on AWAs, 392 had access to performance based-pay which includes 89 SES and 49 graduates. The tables below provide a breakdown of

employees by classification, the average payment and range of payment, and the aggregated amount of performance payments.

Table 95: Employees by classification who received performance pay

Classification Level	Number who received Performance pay
APS4	7
APS5	6
APS6	8
Executive Level 1	53
Executive Level 2	106
SES B1	64
SES B2/B3	16
Total	260

Table 96: Average bonus payment and range of payments by classification level

Classification Level	Average Bonus Payment	Range of payments
APS4	\$905	\$70 – \$3 865
APS5	\$4 622	\$1 286 – \$13 000
APS6	\$3 618	\$641 – \$6 946
Executive Level 1	\$5 535	\$414 – \$15 000
Executive Level 2	\$7 574	\$629 – \$23 556
SES B1	\$11 488	\$4 541 – \$23 400
SES B2/SES B3	\$17 784	\$4 043 – \$20 312

Table 97: Aggregated amount of performance payments by classification level

Classification Level	Aggregated amount of performance pay
APS4	\$6 336
APS5	\$27 733
APS6	\$28 949
Executive Level 1	\$293 369
Executive Level 2	\$802 934
SES B1	\$735 265
SES B2/SES B3	\$252 491
Total	\$2 147 077

Profile



SMH picture by Kate Geraghty

Evacuation from Lebanon

Departmental staff reported for duty as bombs exploded around their homes in the southern suburbs of Beirut heralding Australia's largest overseas evacuation.

'They displayed an unselfish dedication to assisting clients when all had significant concerns for their own safety and that of their families,' said Beirut Principal Migration Officer, Greg Wallis.

Staff found themselves at the frontline in the few weeks after bombs fell on Beirut Airport on 13 July 2006. In the six days after the evacuations were announced, departmental staff dealt with more than 2000 face-to-face inquiries. About 5000 people passed through the visa office between July 20 and 25 and departmental officers worked late into the night and at weekends.

And help came from well beyond Beirut. Those involved included Australian and locally-engaged staff from the Middle East, New Delhi and Europe. They worked closely with other Australian departments including Foreign Affairs and Trade and Defence to help with the evacuation and immigration processing for Australian citizens and their immediate families.

Staff from Amman, Ankara, Dubai, Tehran, New Delhi and Berlin were deployed to Turkey, Syria and Cyprus to help with arrivals by overland routes and chartered ferries from Lebanon.

More than 4000 Australians were evacuated in the first two weeks of the crisis. The Beirut office remained open except in the first two days of the war, including a weekend to fast-track priority visa applications for people eligible for evacuation. Citizenship by grant was provided on the spot to ensure eligible clients could be evacuated on the same day.

Middle East Regional Director Joan Foster said a large number of evacuees suffered sea-sickness and dehydration on the ferries due to rough sea conditions. More than a month later, evacuees were still being helped to leave Turkey for Australia.

Staff involved showed the commitment, teamwork and excellence in client service that the department values.

Learning and development

It has been two years since the adoption and implementation of the National Training Strategy in response to the Palmer inquiry. Significant achievements have been made towards ensuring departmental staff are 'well trained and supported' with expanded induction training, client contact training and support for decision-makers and leaders.

In conjunction with Citizenship, Settlement and Multicultural Affairs and the Migration and Temporary Entry Division, the National Training Branch has worked to design, develop and deliver training that prepares staff for their roles in delivering on key government initiatives, including the implementation of:

- new arrangements for citizenship testing
- subclass 457 monitoring officers.

The College of Immigration

The College of Immigration was established in 2006 to deliver on a number of recommendations made in the Palmer and Comrie reports for improved training of departmental officers.

The reports recommended that specific training be provided for compliance and border management roles and that training be accredited, included in departmental courses, and subject to external scrutiny. At the end of June 2007 the college had developed three full compliance courses, four detention courses and two pilot investigation training programmes.

A two-stage procurement process is underway to form an alliance between the college and an education organisation to deliver on the remainder of the Palmer and Comrie training recommendations.

In June 2007, following an open market expression of interest, a select tender was released to six education organisations with the required capability, capacity and experience to deliver. The alliance is expected to be operational from

November 2007 with early activity focusing on development of an integrated and accredited training curriculum.

National training suites

Some departmental courses are now being delivered in the newly refurbished training suites which were opened in April 2007. This is the first time the department has been able to deliver training on a large scale and in a central location. Programmes conducted in the training suites include participants from all state and territory offices and from overseas posts.

Staff achievements

Recognition of staff in the form of positive feedback and celebration of achievement is an important part of the department's culture and business practice. The department's Rewards and Recognitions Scheme provides a framework to recognise staff contributions to the achievement of corporate goals. Individual and team achievements are recognised through a number of internal and external awards. These awards include the secretary's citations, Australia Day Awards, Award for Client Service Excellence (ACSE), cash and non-cash awards and external awards such as the Order of Australia and the Public Service Medal. Australia Day Awards within the department recognise outstanding achievements of departmental officers in the improvement of the quality of departmental services, working environment and management. The monthly secretary's ACSE recognises a member of staff or a team for service excellence on the basis of positive client feedback.

People Management Committee

The People Management Committee (PMC) contributes to organisational effectiveness by strengthening the department's understanding of strategic human resource management. The committee's membership comprises senior line managers, human resources and training professionals and two external members. The committee meets six times a year.

PMC has responsibility for recommending priorities to the secretary to ensure that planning and policies on human resources issues are consistent with government objectives and the department's business directions and providing advice to the executive on:

- leading the change agenda with focus on people support, capability and training, leadership and culture
- ensuring a consistent approach to people management and workforce planning across the department
- setting and overseeing the department's strategic people management as an integral part of regular business and departmental planning processes.

The primary achievement of the PMC in the past 12 months has been the development and implementation of the HR Guiding Framework and Key Priorities 2006-07.

This document provided the strategic framework and priorities that guided HR activity and the work of the People Management Committee during 2006-07.

PMC has also contributed to: the development and negotiation of the new Collective Agreement; the development of an AWA strategy and policies; the development of the DIAC Injury Prevention Management Plan; endorsement of the revised Work Level Standards and Capability Framework; the implementation of the National Training Strategy and the College of Immigration; and the implementation of the department's Workforce Planning Strategy.

Values and Standards Committee

The Values and Standards Committee was established in December 2005 and to date has conducted ten meetings. Membership of the committee comprises first assistant secretaries from departmental business areas and four external members

who provide a whole-of-government and community perspective. As an advisory committee, its role is to assist the department to ensure that APS values are considered, particularly in leadership, client services and training.

Over the past 12 months the Committee has taken an interest in a number of business initiatives that have been developed or implemented in the department. Included are: the continuing review of training programmes conducted by the DIAC College of Immigration; review of the policies and procedures governing client service, complaint handling, client feedback and performance management; a review of the interdepartmental whistleblower project; an examination of the departmental governance review; a review of the 2005 Employee Opinion Survey and follow-on action planning and ongoing monitoring of the progress of the Palmer and DIMA National Projects.

Immigration Dilemmas: Ethics, APS Values and Leadership

The *Immigration Dilemmas: Ethics, APS Values and Leadership* (IDEAL) programme is an initiative of the Values and Standards Committee and was developed by the Values and Standards Branch. Implemented across the department in November 2006, IDEAL is a tool that requires leaders to facilitate discussions between leaders and their teams to develop appropriate responses to ethical dilemmas. The programme promotes an understanding of the APS Values and how they apply to day-to-day work in the department. It supports the DIAC Leadership Model and demonstrates the department's intention to be an open and accountable organisation with well trained and supported staff.

The IDEAL programme was evaluated by independent consultants. The survey results showed that the majority of staff who had participated in an IDEAL dialogue rated the experience as positive and believed it

provided a good opportunity to discuss ethical and difficult issues in the workplace. The evaluation confirmed that IDEAL directly supports structured and regular communication between leaders and their teams.

Values and conduct

In accordance with the Commonwealth Fraud Control Guidelines, the Values and Conduct Section (VCS) investigates all allegations of suspected criminal conduct by the department's employees as well as allegations of serious misconduct contrary to the DIAC and APS Code of Conduct. The section also works collaboratively with the Australian Federal Police to achieve appropriate investigative outcomes.

During 2006-07, the section received 227 allegations relating to the conduct of employees.

Final outcomes included allegations being unsubstantiated; referred to other agencies; terminated due to the resignation of the officer being investigated; the imposition of sanctions ranging from formal reprimand to termination of employment; and other local management action such as counselling.

During 2006-07 Code of Conduct and refresher training was delivered to approximately 2800 staff and a new Code of Conduct training package for Locally Engaged Employees (LEE) in our overseas missions was developed and is now being rolled out across the department's overseas posts. The package was designed to facilitate consistent training of staff in conduct matters at overseas posts and encourages participants to discuss, understand and comply with the APS Values and the Code of Conduct.

Occupational health and safety

The department is committed to providing a safe and healthy work environment for staff, contractors and visitors. This commitment is reflected in the new *DIAC Occupational Health and Safety Agreement 2007-2009* which was endorsed by the secretary on 9 April 2007.

This agreement was developed in consultation with staff and their representatives as required under section 16 of the *Occupational Health and Safety Act 1991*.

Health and safety management arrangements

On 15 March 2007, amendments made to the OHS Act came into effect. These amendments require employers to develop, in consultation with their employees, health and safety management arrangements that will apply at their workplace.

Employers have been allowed an 18-month transitional period (from the date of effect of amendments) to develop and implement arrangements. The department in conjunction with the state and territory OHS network, will undertake the continued development of the department's health and safety management arrangements in consultation with staff and other stakeholders.

Injury Prevention and Management Plan

In line with its commitment to reducing work related injury and illness and promoting health and safety, the department has adopted a three-year planning cycle for strategically managing health and safety in the workplace. The *Injury Prevention and Management Plan 2006 – 2009* adopts OHS performance targets issued by the Safety Rehabilitation and Compensation Commission and supported by all Australian governments, the ACTU and employer associations.

The plan received executive endorsement in 2007 and work is underway to achieve its broad range of targets.

Health and safety committees

In line with legislative requirements to consult with staff and their representatives on OHS issues, the department convenes health and safety committees in all national, state and territory offices, on a quarterly basis.

Key OHS issues are referred to the National OHS Committee, which met three times during 2006–07.

Health and safety representatives

In consultation with the Community and Public Sector Union, the department conducted nomination and appointment processes for vacant health and safety representatives and deputies as vacancies occurred throughout 2006–07.

Where the department has expanded into new office locations, Designated Work Groups have been established or, are in the process of being established in accordance with section 24 of the OHS Act.

The health and safety representative nomination and selection process and designated work group arrangements will be reviewed as part of the overall health and safety management arrangements development process.

Training

OHS training was provided as part of induction training for all staff in state and territory offices and National Office with an OHS module review in early 2007. Specialised OHS and rehabilitation training was also provided to the following business areas:

- compliance officer training (three separate pilot OHS modules — two days each in duration)
- investigation officer training (two pilot OHS modules)
- detention officer training
- Unisys contractor's induction training (six sessions delivered in 12 months)
- fundamentals of supervision (two modules delivered)
- principal migration officer induction module.

Health, safety and wellbeing

To promote health, safety and wellbeing, the department provided employees and contractors with a range of services and activities, including:

- two Comcare workshops, *Occupational Overuse Syndrome* and *Improving Staff Wellbeing*
- local lunchtime health promotion seminars: *Maintaining Motivation and Morale During Change*; *Managing Upwards*; *Building Effective Workplace Relationships*; *Communicating Clearly for Results*; *Dealing with Conflict*; *Building Resilience*; *Heart Health*; *Diabetes Awareness*; *Women/Men's Health Issues*; *Cancer and Depression Awareness*
- rehabilitation services with the aim of reducing the human and financial costs of work related and non-work related injury and illness
- annual Health Fair (Victoria)
- eyesight testing for screen based activities
- Employee Assistance Programme and counselling services
- ergonomic workstation assessments and ergonomic office furniture
- a national influenza vaccination programme (more than 1300 staff vaccinated)
- first aid kit refreshers and training
- fitness programs, gymnasium and equipment, yoga and aerobic classes (national office)
- sponsorship to attend health promotion events such as the ABS fun run and the Organ Donation Walk.

Section 29 Notices (Provisional Improvement Notices)

There were no Provisional Improvement Notices issued under section 29 of the OHS Act.

Section 45 Directions (Workplace Not Be Disturbed)

There were no Directions issued under section 45 of the OHS Act.

Section 46 Notices (Prohibition Notices)

There were no Prohibition Notices issued under section 46 of the OHS Act.

Section 47 Notices (Improvement Notices)

There were no Improvement Notices issued under section 47 of the OHS Act.

Section 68 Occurrences (Notification and reporting of accidents and dangerous occurrences)

Notifiable fatality refers to any work related death of any employee, contractor or member of the public. In 2006–07 year the department had one notifiable fatality.

Dangerous occurrence is an incident with the potential to cause serious personal injury (injury requiring emergency medical treatment) or death. The department reported 410 dangerous occurrences to Comcare during 2006–07. It is the department's view that the increase in reported dangerous occurrences can be attributed to an increased awareness among staff of the need to report occurrences and the availability of the on-line incident register which has provided a more direct means of reporting such occurrences.

An *incapacity* is an incident resulting in the inability to engage in work and/or an inability to work at the same level as undertaken immediately before the injury.

Lost time injuries represent the number of incidents resulting in one or more working days incapacity within each financial year.

Prescribed incapacity represents the number incidents resulting in 30 or more successive working days incapacity within each financial year.

Weeks lost represent the total number of weeks of incapacities within the financial year.

The department experienced an increase in *lost time injuries* and *prescribed incapacity* during 2006–07. However early intervention and rehabilitation strategies continued to be successful in constraining increases in 30-day incapacities, thereby limiting the increase in total number of weeks lost as indicated by a drop in the ratio between 'weeks lost' and 'total number of staff at 30 June, see table 99.

Incident reporting system

During the year, departmental employees recorded accidents, incidents and near misses on the easySAP incident reporting register. Data from this register was generated electronically and analysed on a quarterly basis. Data from the register was also tabled at the National OHS Committee meeting and other OHS forums. Improved capturing of incident data has assisted with analysing incident trends, identifying prevention strategies to reduce hazards and incident occurrences and improving OHS processes.

The incident register also captures lodgement data necessary to monitor whether the OHS reporting performance target in the *DIAC Certified Agreement 2007–10* is being achieved.

Mechanism of injury

The department, in consultation with Comcare, identifies actions, events and exposure that cause serious injury and disease. The mechanism of injury descriptors are based on the national type of occurrence classification system and assist with identifying injury trends and setting injury prevention performance targets.

Workers' compensation premiums

The primary 'drivers' of our compensation premium are the frequency of claims and time lost. Time lost is the biggest driver in total costs. During 2006–07 the department's premium increased both in dollar terms and as a percentage of payroll.

Table 98: Three-year summary of occurrences

	2004-05	2005-06	2006-07
Notifiable fatality	2	6	1
Dangerous occurrences	88	304	410

Table 99: Three-year summary of incapacity

	2004-05	2005-06	2006-07
Lost time injuries	66	109	123
Prescribed incapacity	22	28	23.35
Weeks lost	1 408 (24.45 ¹)	1 577 (24.85 ¹)	1 592 (23.33 ¹)
Total number of staff	5 758	6 345	6 818

1. Weeks lost / total number of staff at 30 June x 100.

Table 100: Three-year summary of mechanism of injury

Accepted claims	2004-05	2005-06	2006-07
Falls, trips and slips	27	36	33
Hitting objects	6	7	4
Being hit by moving objects	8	6	10
Sound and pressure	0	1	0
Body stressing	37	63	46
Heat, electricity and other environmental factors	0	1	0
Biological factors	2	0	0
Mental stress	5	5	8
Other and unspecified	15	26	21
Totals	100	145	122
Total number of staff	5 758	6 345	6 818

Table 101: Three-year summary of Comcare premiums

	2004-05	2005-06	2006-07
Premium	\$5 641 147	\$4 728 063	\$5 525 030
Per cent payroll	1.46	1.39	1.93
All agencies per cent of payroll	1.67	1.77	1.77

Note: No new incident investigations were started by Comcare during 2006-07.

Asset management

The department manages more than 9400 non-financial assets with a gross book value of \$640 million. The gross book value of assets increased from the 2005-06 financial year as a result of a revaluation of infrastructure, plant and equipment, land and buildings and significant progress on intangible assets under the *Systems for People* initiative.

Major asset categories are infrastructure, plant and equipment, land and buildings, and intangible assets (software). These assets are managed by line areas to meet their business needs. Under accrual budgeting and accounting requirements, capital purchases are made in line with our capital plans. Accrual-based monthly reports on the progress of purchases against capital plans and depreciation against the budget allow line managers

to make informed asset acquisition and replacement decisions and ensure on-going capital budget management and accuracy of reporting.

All assets owned by the department are subject to an annual stock-take, which is used to update and verify the accuracy of asset records. Assets are depreciated at rates applicable for each asset class, as verified by the Australian National Audit Office.

Assets are maintained through specified maintenance programmes, including contracted services. Additional information on the department's assets can be found in the Financial Statements in this report.

Purchasing

The department's procurement policies are consistent with the provisions of the *Financial Management and Accountability Act 1997* and the Commonwealth Procurement Guidelines (CPGs). The Contracts and Procurement Advice Section (CPAS), Legal Division provides specialist advice and assistance to all areas of the department engaged in procurement, through:

- a dedicated helpdesk for all procurement requests for advice
- in-house legal advice and the management of external legal advice in relation to procurement
- the management of a panel for Competitive Tendering and Contracting advice
- the development and maintenance of policy documentation including procurement and contracting templates
- the coordination of the department's procurement reporting responsibilities
- the provision of internal and external procurement and contracting training throughout the department.

The department makes use of AusTender in its procurement activities. To help in the effective monitoring and reporting of its contracting activities, the department maintains a national contracts register. It also publishes an annual procurement plan on AusTender, in accordance with the requirements of the CPGs and the relevant guidelines.

As part of its commitment to ensuring that the department has well trained and supported staff, CPAS delivered a series of government procurement and contract management education and training courses, ranging from fundamentals to more advanced topics for officers regularly engaged in purchasing and contract management. Of particular note was the successful training of the 2006-07 graduate

intake in government procurement. In addition, CPAS also coordinated the delivery of accredited training in Certificate IV in Government (Procurement) and the Diploma in Government (Contract Management).

Purchaser provider arrangements – DIAC and DFAT/AUSTRADE service level agreements

The department has purchaser arrangements with the Department of Foreign Affairs and Trade (DFAT) and Austrade for the purchase of management services at overseas posts.

The Service Level Agreements (SLAs) remove duplication of administrative services supporting an efficient, whole-of-government use of resources overseas. They detail the provision of management services, agency responsibilities, performance indicators and cost recovery arrangements for the term of the agreement. Management services include personnel, office, property and financial services. Each SLA also includes a dispute resolution mechanism and a provision for reduced fees if services are not provided to the agreed standard, based on the performance indicators.

Control arrangements

The DFAT SLA applies from 1 September 2004 to 31 August 2007. The department is currently negotiating with DFAT for a new SLA to commence from 1 September 2007. It signed a purchaser agreement with Austrade, effective from 1 April 2006 to 30 June 2009, which may be extended annually.

Resourcing

The department pays global service fees to cover the costs to DFAT and Austrade for delivering the services.

The fees are calculated on the basis of locally engaged staff salaries, the time spent by those staff delivering management services for the department and the number of departmental A-based and/or locally engaged employees at post. The total SLA fees for 2006-07 were \$5 363 863 (DFAT) and \$373 926 (Austrade).

Performance

The SLAs contribute to the department's outcomes by delivering the efficient management services at overseas posts.

Consultants and consultancy services

The department's policy on selection and engaging consultants is in accordance with the Commonwealth Procurement Guidelines, based on the core principle of value for money.

During 2006-07, the department entered into 176 new consultancy contracts, involving total actual expenditure of \$20.37 million. In total, 250 ongoing consultancy contracts were active during 2006-07, involving total actual expenditure of \$72.202 million.

Table 102 shows consultancy services of \$10 000 or more in value, entered into during 2006-07.

Selection processes

Open tender a procurement procedure in which a request for tender is published inviting all businesses that satisfy the conditions for participation to submit tenders.

Select tender a procurement procedure in which the procuring agency selects potential suppliers to submit tenders in accordance with the CPGs.

Direct sourcing a procurement process in which an agency may contract a single potential supplier or suppliers of its choice. Where procurement is valued above the thresholds set out in the Commonwealth Procurement Guidelines, direct sourcing is available only under certain defined circumstances. Conditions for direct sourcing apply under the mandatory procurement procedures.

Justification for decisions

- A. specialist professional knowledge and/or expertise not currently available in-house
- B. need for independent research or assessment.
- C. one-off task, or irregular tasks, making employment of permanent staff impractical or undesirable.

Competitive tendering and contracting

The department's standard contract templates include provisions allowing the Australian National Audit Office (ANAO) to access a contractor's premises. There are, however, a limited number of contracts that do not contain the ANAO access provisions. These include, for example, cases where specific industry-based standard contracts have been used rather than the department's standard contract template or where there is an international contract see table 103.

Exempt contracts

Details of all contracts that have a value of \$10 000 or more have been published in AusTender in accordance with the reporting requirements of the Commonwealth Procurement Guidelines. The department did not let any contracts in excess of \$10 000 which are exempt from being published in AusTender during the year.

Table 102: Consultants and consultancy services

Consultant name	Description	Contract price \$	Selection process	Justification
Acumen Alliance (ACT) Pty Limited	Training Development	\$32 080	Direct Sourcing	A
Acumen Alliance (ACT) Pty Limited	Fraud Risk Assessment	\$30 000	Open Tender	A
Acumen Alliance (ACT) Pty Limited	Fraud Risk Assessment	\$23 606	Open Tender	A
Acumen Alliance (ACT) Pty Limited	Probity Audit Services	\$12 128	Open Tender	A
Acumen Alliance (ACT) Pty Ltd	The review of the Values and Conduct Section (VCS) and its function within the department	\$33 000	Select Tender	A
AdHealth Pty Ltd	Research and writing of the Notes for Guidance for Medical Officers of the Commonwealth	\$53 100	Direct Sourcing	A
Adhealth Pty Ltd	Research and writing of the Notes for Guidance for Medical Officers of the Commonwealth	\$808 000	Open Tender	A
APIS Consulting Group Pty Limited	Communication and Consulting Services	\$699 050	Select Tender	A

Table 102: Consultants and consultancy services *continued*

Consultant name	Description	Contract price	Selection process	Justification
Ascent Governance Pty Ltd	A Review of the Department of Immigration and Citizenship's Chief Executive Instructions	\$100 980	Open Tender	C
Asian Law Group Pty Ltd	Research Project	\$54 296	Direct Sourcing	A
Asian Law Group Pty Ltd	Research Project	\$35 200	Direct Sourcing	A
Asian Law Group Pty Ltd	Research Project	\$31 959	Direct Sourcing	A
Asian Law Group Pty Ltd	Research Project	\$135 740	Direct Sourcing	C
Asian Law Group Pty Ltd	The Civil and Social Participation of Muslim Women in Australian Community Life	\$88 000	Direct Sourcing	C
Asset Technologies Pacific Pty Ltd	Risk Management Advisers for the Detention Services Tender Project	\$155 000	Open Tender	B
Australian Catholic University Limited	Attitudes of School-Age Muslims Australians towards Australia	\$40 700	Direct Sourcing	B
Australian Catholic University Limited	Research Project	\$16 280	Direct Sourcing	A
Australian Federal Police	Security Vetting Services	\$18 950	Open Tender	A
Australian Federal Police	Security Vetting Services	\$13 750	Open Tender	A
Australian Federal Police	Security Vetting Services	\$13 800	Open Tender	A
Australian Federal Police	Security Vetting Services	\$17 500	Open Tender	A
Australian Federal Police	Security Vetting Services	\$11 050	Open Tender	A

Table 102: Consultants and consultancy services *continued*

Consultant Name	Description	Contract price	Selection process	Justification
Australian Federal Police	Security Vetting Services	\$11 550	Open Tender	B
Australian Government Solicitor	Legal Advice	\$12 457	Direct Sourcing	A
Australian Government Solicitor	Legal Advice	\$12 457	Direct Sourcing	A
Australian Government Solicitor	Legal Advice	\$12 457	Direct Sourcing	A
Australian Government Solicitor	Legal Advice	\$12 457	Direct Sourcing	A
Australian Government Solicitor	Legal Advice	\$11 499	Open Tender	A
Australian Public Service Commission	Recruitment Services	\$100 000	Direct Sourcing	B
Ball Solutions Group Pty Ltd	Assistance with the Preparation of DIAC Engagement Strategy Papers on Countries, Regions or Issues	\$33 000	Direct Sourcing	B
Blake Dawson Waldron	Legal Advisers for the Detention Services Tender Project	\$2 000 000	Open Tender	A
Blue Moon Research & Planning Pty Ltd	Market Research for the Citizenship Test Communication Campaign	\$109 670	Select Tender	B
Blue Moon Research & Planning Pty Ltd	Quantative Research for Life in Australia Booklet	\$109 670	Select Tender	B
Booz Allen Hamilton (Australia) Ltd	Advisers for the Detention Services Tender Project	\$5 660 325	Open Tender	B
Booz Allen Hamilton (Australia) Ltd	Business Process Mapping	\$31 196	Select Tender	A

Table 102: Consultants and consultancy services *continued*

Consultant Name	Description	Contract price	Selection process	Justification
Bridget Margaret Piper	Evaluation of the Shepparton Regional Settlement Pilot	\$24 860	Select Tender	B
Business Objects Australia Pty Ltd	Implementation of Business Objects Software	\$269 500	Direct Sourcing	A
CA (Pacific) Pty Ltd	Consultancy Services for the Portfolio Management System	\$1 234 400	Open Tender	A
Chandler Macleod Group Pty Ltd	Consultancy Services	\$34 000	Direct Sourcing	A
Codarra Advanced Systems Pty Ltd	Project Management Services	\$14 960	Open Tender	B
Codarra Advanced Systems Pty Ltd	Project Management Services	\$39 600	Open Tender	B
Cogent Business Solutions Pty. Ltd.	Financial Advice	\$35 000	Open Tender	A
Cogent Business Solutions Pty. Ltd.	Financial Advice	\$65 000	Direct Sourcing	A
Cogent Business Solutions Pty. Ltd.	Consultancy Services	\$57 677	Open Tender	A
Cogent Business Solutions Pty. Ltd.	Consultancy Services	\$57 677	Open Tender	A
Cogent Business Solutions Pty. Ltd.	Consultancy Services	\$34 318	Open Tender	A
Cogent Business Solutions Pty. Ltd.	Consultancy Services for the College Partner Expression of Interest	\$15 807	Open Tender	B
Cogent Business Solutions Pty. Ltd.	Consultancy Services	\$12 154	Open Tender	B
Cogent Business Solutions Pty. Ltd.	Financial Advice	\$15 160	Open Tender	

Table 102: Consultants and consultancy services *continued*

Consultant name	Description	Contract price	Selection process	Justification
Cogent Business Solutions Pty Ltd	Financial Adviser for IHSS Contract management	\$21 000	Direct Sourcing	A
Colleen Wilson Health Strategies Pty Ltd	Detention Health Framework	\$16 720	Open Tender	A
CSC Australia Pty. Ltd	Detention Services Portal	\$5 916 706	Open Tender	A
Culture Resource Centre Pty Ltd	Training Design and Facilitation	\$12 212	Select Tender	A
David George Wheen	Membership of the DIAC Values and Standards Committee	\$11 000	Direct Sourcing	A
Effective People Pty Ltd	Contract for services for the recruitment of Centre Management Positions	\$35 000	Direct Sourcing	A
Ernst and Young	SGP Audit	\$62 615	Select Tender	A
Ernst and Young	Fraud Control Plan 2006-08	\$43 274	Select Tender	A
F1 Solutions Pty Ltd	Approved Destination Status Database Improvements Contract	\$38 000	Direct Sourcing	C
Faye Daikos	Corporate Branding Concept Testing	\$41 633	Select Tender	B
Freebody Cogent Pty Ltd	Consultancy Services	\$40 000	Direct Sourcing	A
Gartner Australasia Pty Ltd	Contract for Services Relating to DIAC Business Architecture Review	\$65 450	Direct Sourcing	A
GHD Pty Ltd	Detention Centre Surveys	\$10 147	Open Tender	A

Table 102: Consultants and consultancy services *continued*

Consultant name	Description	Contract price	Selection process	Justification
Greg Seberry & Associates Pty Ltd	Contract for Occupational Health & Safety Consultancy Services for the Maritime Environment	\$49 720	Direct Sourcing	A
Guymer Bailey Architects Pty Ltd	Architectural Consultancy Services	\$443 895	Open Tender	A
Health Outcomes International Pty Ltd	Evaluation of Short Term Torture and Trauma Counselling Services	\$44 000	Direct Sourcing	A
Hinds Workforce Research Pty Ltd	The design, development, implementation, analysis and reporting of the department staff survey 2007-08	\$324 885	Open Tender	A
Human Synergistics Australia Pty Ltd	Consultancy Services	\$73 000	Select Tender	A
Human Synergistics Australia Pty Ltd	Services for cultural mapping within the Department of Immigration and Citizenship	\$80 300	Select Tender	A
IBM Australia Ltd	Consultancy Services	\$39 180	Open Tender	A
Identity Systems Pty Ltd	Consultancy Services	\$12 988	Direct Sourcing	A
Accountants InfoFocus Australia Pty Ltd	Web Publishing Panel	\$33 345	Open Tender	A
Infohrm Pty Ltd	Travel & Accommodation Information	\$11 000	Direct Sourcing	A
Irene Ross	Settlement Grants Programme Community capacity evaluation	\$27 080	Select Tender	A

Table 102: Consultants and consultancy services *continued*

Consultant name	Description	Contract price	Selection process	Justification
Jakeman Business Solutions Pty Ltd	Assessment of Border Management and Control in the Asia-Pacific Region	\$32 000	Open Tender	A
Jakeman Business Solutions Pty Ltd	Assistance with the Preparation of DIAC Engagement Strategy Papers on Countries, Regions or Issues	\$197 000	Direct Sourcing	A
Knowledge Consulting Pty. Ltd.	Consultancy Services	\$15 000	Select Tender	A
Laurence Whistler Street	Probity Auditor for the Detention Services Tender Project	\$120 000	Direct Sourcing	B
AMEP Research Centre	Citizenship Test Resource Book - June 2007	\$16 841	Direct Sourcing	A
Macquarie University	Muslim Australian Communities and Local Government	\$87 886	Direct Sourcing	C
Maine Street Marketing Pty Ltd	Media and Development Services for the Living in Harmony Public Information Strategy, incorporating Harmony Day 2007	\$77 550	Select Tender	A
Monash University	Review of the Suicide and Self Harm Instrument and Protocol	\$69 392	Select Tender	A
Monash University	Research Project	\$41 800	Direct Sourcing	A
Monash University	Research Project	\$11 000	Direct Sourcing	A
Monash University	Mapping Employment and Education Among Muslim Australians	\$104 500	Direct Sourcing	C

Table 102: Consultants and consultancy services *continued*

Consultant name	Description	Contract price	Selection process	Justification
Monash University	Hopes and Aspirations of Muslim Australians	\$27 500	Direct Sourcing	C
Nous Group Pty. Ltd.	360 degree feedback programme for Senior Executive Service	\$96 580	Open Tender	A
ORIMA Research Pty Ltd	Client Service Research Services	\$29 893	Open Tender	A
Parsons Brinckerhoff Australia Pty Ltd	Project Manager	\$429 000	Open Tender	A
Pat Faget Consulting Pty Ltd	Consultancy Services	\$11 990	Direct Sourcing	A
Pat Faget Consulting Pty Ltd	Consultancy Services	\$11 770	Direct Sourcing	A
Pat Faget Consulting Pty Ltd	Consultancy Services	\$10 010	Direct Sourcing	A
Pat Faget Consulting Pty Ltd	Consultancy Services	\$10 010	Direct Sourcing	A
Performance and Governance Pty Ltd	Investigation Services	\$45 000	Direct Sourcing	C
Performance and Governance Pty Ltd	Consultancy Services	\$20 226	Direct Sourcing	B
Performance and Governance Pty Ltd	Consultancy Services	\$11 413	Direct Sourcing	B
Performance and Governance Pty Ltd	Consultancy Services	\$10 588	Direct Sourcing	B
Perocin Pty Ltd	Services for Tender Evaluation Adviser for the Detention Services Tender Project	\$200 860	Open Tender	A

Table 102: Consultants and consultancy services *continued*

Consultant name	Description	Contract price	Selection process	Justification
Persec Solutions Pty Ltd	Security Vetting Services	\$15 299	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$16 589	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$12 831	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$22 383	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$14 325	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$16 280	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$17 242	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$18 223	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$12 209	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$10 117	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$10 121	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$12 454	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$14 799	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$10 877	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$10 372	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$16 131	Open Tender	A

Table 102: Consultants and consultancy services *continued*

Consultant name	Description	Contract price	Selection process	Justification
Persec Solutions Pty Ltd	Security Vetting Services	\$18 921	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$19 039	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$16 761	Open Tender	B
Persec Solutions Pty Ltd	Security Vetting Services	\$10 816	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$14 167	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$14 358	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$19 288	Open Tender	A
Persec Solutions Pty Ltd	Security Vetting Services	\$11 769	Open Tender	A
Peter Baran & Associates Pty Ltd	Settlement Grants programme client satisfaction survey	\$26 118	Select Tender	A
Peter Ford Consultancy Pty Ltd	Obstacles to information and intelligence sharing within DIAC legislation	\$50 000	Direct Sourcing	A
Peter Kennedy	Membership of the DIAC Values and Standards Committee	\$11 000	Direct Sourcing	A
Phillips Fox	Probity Advisers for the Detention Services Tender Project	\$275 000	Open Tender	B
Phillips Fox	Legal Advice - Procurement	\$14 698	Direct Sourcing	A
Preston Rowe Paterson NSW Pty Ltd	Revaluation Services of the Departments non-current Assets	\$50 000	Select Tender	A

Table 102: Consultants and consultancy services *continued*

Consultant name	Description	Contract price	Selection process	Justification
Pricewaterhouse Coopers	Contract Risk Management	\$36 000	Open Tender	A
Protiviti Pty Ltd	Visa Granting Review	\$18 795	Direct Sourcing	B
Quality Management Solutions Pty Ltd	Consultant for Code of Conduct	\$131 901	Select Tender	A
Quality Management Solutions Pty Ltd	Consultant for Code of Conduct	\$21 780	Direct Sourcing	B
Refugee Council of Australia Inc	In relation to Services for the preparation of a submission representing the Refugee Council of Australia's views on the size and composition of the 2007-08 Humanitarian Programme	\$49 500	Direct Sourcing	B
Resolution Consulting Services Pty Ltd	Consultancy Services	\$160 000	Open Tender	A
Resolution Consulting Services Pty Ltd	Consultancy Services	\$128 040	Open Tender	B
Roy Morgan Research Pty. Ltd.	Client Satisfaction Survey	\$100 000	Open Tender	A
S Bey & D.T Biddle	User Testing	\$16 176	Select Tender	B
SAP Australia Pty Ltd	SAP Related Technical Advisory Service	\$55 000	Direct Sourcing	A
SAP Australia Pty Ltd	SAP Upgrade Blueprint	\$796 950	Direct Sourcing	A
Staff Check Pty Ltd	Security Vetting Services	\$12 592	Open Tender	A
Staff Check Pty Ltd	Security Vetting Services	\$10 211	Open Tender	A

Table 102: Consultants and consultancy services *continued*

Consultant name	Description	Contract price	Selection process	Justification
Staff Check Pty Ltd	Security Vetting Services	\$12 332	Open Tender	A
Staff Check Pty Ltd	Security Vetting Services	\$14 997	Open Tender	A
Staff Check Pty Ltd	Security Vetting Services	\$23 700	Open Tender	A
Stamford Interactive Pty Ltd	Provision of User Centric Design related technical advice	\$79 670	Direct Sourcing	A
Stephen Harry Lister	Services Contract	\$29 069	Select Tender	A
Technology Partners International Inc	Business Consultant - Electronic Travel Authority	\$120 000	Open Tender	A
The New South Wales Institute of Psychiatry	Training Design and Facilitation	\$32 000	Direct Sourcing	A
The New South Wales Institute of Psychiatry	Training Design and Facilitation	\$24 819	Direct Sourcing	A
The Royal Australian College of General Practitioners	Development of health standards for use in immigration detention centres	\$78 540	Direct Sourcing	B
The Trustee For Performgroup Unit Trust	'Implementation of a new Performance Management Framework'	\$80 000	Open Tender	A
The Trustee for the Shanahan Family Trust	Qualitative Research into the effectiveness of the Living in Harmony programme	\$69 300	Direct Sourcing	A
The Trustee for the Shanahan Family Trust	Developmental Research into the Living in Harmony Programme and Harmony Day	\$55 000	Direct Sourcing	A

Table 102: Consultants and consultancy services *continued*

Consultant name	Description	Contract price	Selection process	Justification
The Trustee For The Value Creation Group Unit Trust	Business Plan Consultancy	\$90 741	Direct Sourcing	A
The Trustee For The Value Creation Group Unit Trust	Contract for development of the DIAC Business Plan	\$23 980	Select Tender	A
The University of Wollongong	Coding and analysis of detention health data	\$306 917	Open Tender	A
ThinkPlace Pty Ltd	Development of NSW Business Plan	\$23 407	Select Tender	A
ThinkPlace Pty Ltd	Consultancy Services	\$22 500	Direct Sourcing	A
ThinkPlace Pty Ltd	Consultancy Services	\$10 000	Direct Sourcing	A
University of Sydney	Inequality, Discrimination and Social Cohesion: Socio-economic mobility and incorporation of Australian-born Lebanese and Turkish background youth	\$129 547	Direct Sourcing	C
University of Technology Sydney	Research Project	\$39 600	Direct Sourcing	A
University of Technology Sydney	Tapping the Pulse of Youth in Cosmopolitan South Western and Western Sydney: A pilot study 2007	\$66 000	Direct Sourcing	C
University of Western Australia	Understanding Muslim Identities	\$138 600	Direct Sourcing	B
Walterturnbull Pty Ltd	Development of an Integrated Humanitarian Settlement Strategy (IHSS) Quality Assurance Program	\$110 054	Open Tender	B
Walterturnbull Pty Ltd	Ministerial Intervention (MI) – Business Process Redesign	\$48 500	Direct Sourcing	A

Table 102: Consultants and consultancy services *continued*

Consultant name	Description	Contract price	Selection process	Justification
Walterturnbull Pty Ltd	Continued Development of an Integrated Humanitarian Settlement Strategy Programme	\$49 000	Open Tender	A
Walterturnbull Pty Ltd	National protective Security Risk review	\$61 955	Open Tender	A
Workplace Research Associates Pty Ltd	Developing Work Level Standards	\$46 200	Direct Sourcing	A
Workplace Research Associates Pty Ltd	Developing Work Level Standards	\$49 115	Open Tender	A
Workplace Research Associates Pty Ltd	Developing Work Level Standards	\$46 200	Direct Sourcing	A
Workplace Research Associates Pty Ltd	Evaluation of survey methodology, experience and technical capacity to conduct the department's 2007 Staff Survey	\$24 400	Direct Sourcing	B
Workplace Research Associates Pty Ltd	Services for Professional Organisational Psychology Services	\$17 600	Select Tender	A
Yellow Edge Pty Ltd	NSW Coaching of Managers and Supervisors	\$33 600	Select Tender	A
Yellow Edge Pty Ltd	Literature Research & develop guidelines	\$20 000	Open Tender	A

Table 103: Contracts in excess of \$100 000 that do not contain the ANAO access provisions

Name of contractor	Purpose of contract	Value of contract
Alamanah College Incorporated	Australian Muslims Education and Mentoring Project	\$212 506
Ambit Group Pty Ltd	IT Specialist Services	\$207 350
American Express Australia International	Provision of American Express Merchant Services – Onshore	\$4 820 476
American Express Travel Related	Provision of Merchant Services – Washington DC, USA	\$142 615
AMP Asset Management Australia Ltd	Lease of Office Space	\$9 333 000
Australand Corporation Pty Ltd	Lease of Office Space	\$39 890 920
Australian Multicultural Foundation Ltd	Contract for the Provision of Conference Organisation and Event Management Services	\$189 858
Australia Post	Agency Services for Citizenship Interviews and Related Citizenship Services	\$1 827 770
B+S Card Service	Provision of Credit Card Facilities – Berlin	\$763 510
B+S Card Service	Provision of Merchant Services-Vienna	\$267 750
Barclays Bank PLC (UK)	Provision of Merchant Services for Visa - London	\$998 4789
Beethoven Computer Services Pty Ltd	Software Licence Agreement	\$287 418
JP & AD Katheklakis & EM Sarris	Lease of Office Space	\$142 968
Bellala Pty Ltd	Lease of Office Space	\$724 588
Benjamin Nominees (ACT) Pty Ltd	Lease of Office Space	\$2 542 434
Benjamin Nominees (ACT) Pty Ltd	Lease of Office Space	\$1 502 400
Central Meridian Inc	Construction Agreement Between Commonwealth of Australia & Central Meridian Inc	\$566,829
Central Park Cairns Pty Ltd	Lease of Office Space	\$152,595

Table 103: Contracts in excess of \$100 000 that do not contain the ANAO access provisions *continued*

Name of contractor	Purpose of contract	Value of contract
Roman Catholic Church for the Archdiocese of Canberra and Goulburn Consortium as Trustee for Centacare	Services for Integrated Humanitarian Settlement Strategy	\$3 000 000
Central Meridian Inc.	Republic of Nauru Hospital – Refurbishment of the Accident and Emergency Department	\$132,000
Challenger Property Nominees Pty Ltd	Lease of Office Space	\$148 710 300
Citibank, NA (Hong Kong)	Provision of Merchant Services for Visa and MasterCard – HK	\$595 102
Civium Property Pty Ltd	Lease of Office Space	\$19 931 243
Coles Myer Properties Pty Ltd	Lease of Office Space	\$915 000
Cromwell Planned Investment	Lease of Office Space	\$4 188 171
CSC Australia Pty Ltd	Australian Migrant English Program Reporting Management Section Redevelopment Project	\$15 220 367
Dominant Property Services Pty Ltd	Provision of Cleaning Services	\$132 204
F.A. Pidgeon and Son Pty Ltd	Lease of Office Space	\$10 564 788
Lindsay Parsons Pty Ltd	Supply of User Licences for NXT Publishing and Folio Authoring Software.	\$1 000 000
Forum on Australia's Islamic Relations	Youth Fusion	\$151 906
Giusida	Lease of Office Space	\$732 643
Hermes Precisa Pty Ltd	Laser Over-printing of Australian Citizenship Material	\$268 350
Investa Properties Ltd	Lease of Office Space	\$2 551 492
ISPT Pty Ltd	Lease of Office Space	\$634 400

Table 103: Contracts in excess of \$100 000 that do not contain the ANAO access provisions *continued*

Name of contractor	Purpose of contract	Value of contract
United Group Services Pty Ltd	Lease of office Space	\$3 734 000
Jewish Community Council of South Australia Incorporated	Living in Harmony Partnership	\$143 770
JLLS Perth	Lease of Office Space	\$221 490
Linex International Ltd	Lease of Office Space	\$709 335
Melaleuca Refugee Centre Torture and Trauma Survivors of the Northern Territory Inc	Services for Integrated Humanitarian Settlement Strategy	\$6 000 000
Metropolitan Migrant Resource Centre Inc	Services for Integrated Humanitarian Settlement Strategy	\$12 000 000
MTAA Superannuation Fund Property Pty Ltd	Lease of Office Space	\$1 756 618
Murdoch University	Living in Harmony Partnership	\$118 813
SAP Australia Pty Ltd	MYSAP Software	\$1 101 000
Saracen Properties Trust	Lease of Office Space	\$10 998 385
Shanghai Pty Ltd	Lease of Office Space	\$2 465 000
Migrant Resources Centre of SA Inc	Services for Integrated Humanitarian Settlement Strategy	\$14 000 000
Migrant Resources Centre of SA Inc	Services for Integrated Humanitarian Settlement Strategy	\$13 000 000
Surf Life Saving Australia Ltd	Living in Harmony Partnership	\$660 000
Sutherland Shire Council	Living in Harmony Partnership	\$286 000
Centacare Inc	Services for Integrated Humanitarian Settlement Strategy	\$13 000 000

Table 103: Contracts in excess of \$100 000 that do not contain the ANAO access provisions *continued*

Name of contractor	Purpose of contract	Value of contract
The International Organization for Migration	Provision of Cultural Orientation Services Aimed at Offshore Refugee and Special Humanitarian Programme (RSHP) Entrants for Settlement in Australia from 2006-09.	\$5 500 000
The Riggs National Bank (USA)	Provision of Merchant Services for Visa, MasterCard, Bankcard and Debit Cards and Provision of Terminals and of Internet Payment Facilities – Washington	\$837 301
The Trustees of the Society of St Vincent de Paul (NSW)	Services for Integrated Humanitarian Settlement Strategy	\$4 920 000
Tubarao Investment Pty Ltd	Lease of Office Space	\$179 810
TurboSoft Pty Ltd	TTWin Software Maintenance Agreement	\$194 000
The University of Wollongong	Coding and Analysis of Detention Health Data	\$306 917
Vynfar Pty Ltd	Lease of Office space	\$231 952
Walter Turnbull	Development of an Integrated Humanitarian Settlement Strategy (IHSS) Quality Assurance Program	\$110 054
Westralia Airport Corporation Pty Ltd	Sub-Lease (Ground Lease) - DIAC, Perth Airport	\$262 400

Commonwealth Disability Strategy

In the context of the reporting framework for the Commonwealth Disability Strategy, this assessment examines the department's roles of policy adviser, purchaser, provider and employer.

Policy adviser role

The department started preliminary research on developing a Disability Action Plan in accordance with the *Disability Discrimination Act 1992*. The plan, to be developed and implemented in the next financial year, will demonstrate commitment to the elimination of disability discrimination. In particular, the plan will address ways in which the department can attract, recruit and retain people with disability.

Provider role

The department's Client Service Charter addresses the broad principles of the revised Commonwealth Disability Strategy by informing clients that the department will take into account any special needs they identify.

A review of the Client Service Charter was undertaken in 2005. The revised charter was launched in June 2006 in a number of formats to cater for the needs of clients, including those with a print disability.

Detention services contracts in operation during 2006-07 required the detention services provider to ensure appropriately qualified personnel identified, responded to and addressed the special needs of people in immigration detention with a disability. Initial health screening helps in the early detection of people with a disability so the department can provide them with appropriate support.

All people in immigration detention with a disability have an individual care plan and access to appropriate equipment and facilities.

They are also provided with accommodation to suit their needs.

The development plans for new detention centres, and upgrades and improvements to existing centres, incorporate these considerations in line with relevant national building codes.

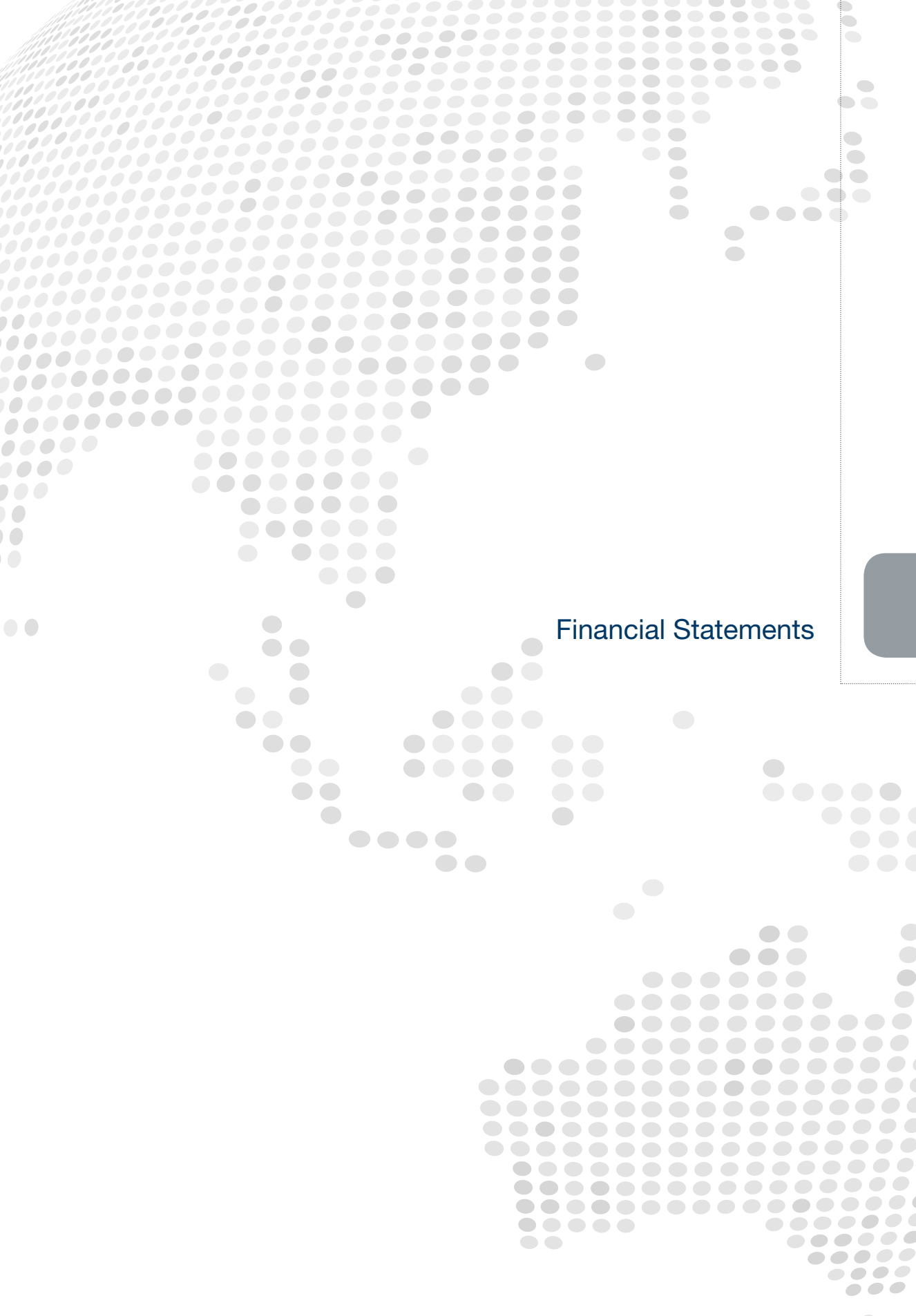
The department considers alternative detention arrangements for people in detention with special needs on a case-by-case basis. If the department receives professional advice that a person cannot be adequately cared for within detention facilities, it considers the option of release from detention on a bridging visa. The *Migration Amendment (Detention Arrangements) Act 2005*, which came into effect on 29 June 2005, provides for more flexible detention arrangements for people in immigration detention, including for minors, families and those with special needs such as a disability.

Employer role

The department ensures its workplace environment complies with occupational health and safety (OHS) legislation and provides for additional services beyond those requirements. Following are some of the specific OHS initiatives for people with disabilities:

- all buildings are wheelchair-accessible
- disabled toilets are available in every office
- disabled shower facilities are also available in the National Office
- adjustments to the workplace include custom made height-adjustable workstations, ergonomic equipment and aides

- emergency procedures specifically address requirements of people with mobility impairments
- maintaining a register of technologies available to assist staff with disabilities or injuries. Technologies currently in use include voice-activated software, Zoomtext vision assistance software, specialised phones for hearing-impaired people or for use with hearing aids and a variety of adapted keyboards
- facilitating contact between staff members with intellectual and/ or psychological disabilities and a workplace support person through appropriate agencies
- providing access to a rehabilitation case manager for any staff member who is experiencing health issues that impact on their ability to function at optimal capacity in the work environment – the case manager works with the staff member, managers and appropriate support agencies to help the officer's ongoing participation and contribution in the workforce
- features in the department's National Office building help sight and hearing-impaired people in elevators as well as facilities for hearing-impaired people in conference rooms. All services have passed independent evaluation and certification
- option to work flexible hours.



Financial Statements





INDEPENDENT AUDITOR'S REPORT

To the Minister for Immigration and Citizenship

Scope

I have audited the accompanying financial statements of the Department of Immigration and Citizenship for the year ended 30 June 2007, which comprise: a statement by the Chief Executive and Chief Financial Officer; Income Statement; Balance Sheet; Statement of Changes in Equity; Cash Flow Statement; Schedules of Commitments, Contingencies and Administered Items; a summary of significant accounting policies; and other explanatory notes.

The Responsibility of the Chief Executive for the Financial Statements

The Department of Immigration and Citizenship's Chief Executive is responsible for the preparation and fair presentation of the financial statements in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997* and the Australian Accounting Standards (including the Australian Accounting Interpretations). This responsibility includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. My audit has been conducted in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Department of Immigration and Citizenship's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Department of Immigration and Citizenship's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Department of Immigration and

Citizenship's Chief Executive, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

In conducting the audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the ethical requirements of the Australian accounting profession.

Auditor's Opinion

In my opinion, the financial statements of the Department of Immigration and Citizenship:

- (a) have been prepared in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, Australian Accounting Standards (including the Australian Accounting Interpretations); and
- (b) give a true and fair view of the matters required by the Finance Minister's Orders including the Department of Immigration and Citizenship's financial position as at 30 June 2007 and of its financial performance and its cash flows for the year then ended.

Australian National Audit Office



Jocelyn Ashford
Executive Director

Delegate of the Auditor-General

Canberra
7 September 2007

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP
Statement by the Chief Executive and Chief Financial Officer

In our opinion, the attached financial statements for the year ended 30 June 2007 have been prepared based on properly maintained financial records, and give a true and fair view of the matters required by the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, as amended.


Signed
Andrew Metcalfe
Chief Executive

7 September 2007


Signed
Marilyn Prothero
Acting Chief Financial Officer

7 September 2007

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP

Income Statement

for the period ended 30 June 2007

	Notes	2006-07 S'000	2005-06 S'000
INCOME			
Revenue			
Revenue from government	3A	1,184,563	1,021,182
Goods and services	3B	32,810	46,436
Other revenue	3C	18,619	14,467
Total revenue		<u>1,233,992</u>	<u>1,082,085</u>
Gains			
Reversal of previous asset write-downs	3D	1,258	3,830
Foreign exchange gains		197	32
Other gains	3F	1,103	1,108
Total gains		<u>2,558</u>	<u>4,970</u>
TOTAL INCOME		<u>1,236,550</u>	<u>1,087,055</u>
EXPENSES			
Employee benefits	4A	492,386	457,824
Suppliers	4B	716,838	612,176
Depreciation and amortisation	4C	57,528	49,538
Finance costs	4D	685	1,070
Write-down and impairment of assets	4E	9,075	15,780
Losses from sale of assets	3E	31	76
Foreign exchange losses		14	30
TOTAL EXPENSES		<u>1,276,567</u>	<u>1,136,504</u>
SURPLUS / (DEFICIT)		<u>(40,017)</u>	<u>(38,538)</u>

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP

Balance Sheet

as at 30 June 2007

	Notes	2006-07 \$'000	2005-06 \$'000
ASSETS			
<i>Financial assets</i>			
Cash	5A	7,116	12,190
Receivables	5B	140,633	114,859
Accrued revenue		1,307	1,587
Total financial assets		149,056	128,636
<i>Non-financial assets</i>			
Land and buildings	6A,6D	256,380	208,639
Infrastructure, plant and equipment	6B,6D	79,325	67,666
Intangibles	6C,6D	174,735	62,182
Other non-financial assets	6E	17,512	16,481
Total non-financial assets		527,952	354,928
TOTAL ASSETS		677,008	483,573
LIABILITIES			
<i>Interest bearing liabilities</i>			
Lease incentives	7A	9,912	9,181
Leases	7B	40,264	27,367
Total interest bearing liabilities		50,176	37,178
<i>Payables</i>			
Suppliers	8	142,336	89,107
Total payables		142,336	89,107
<i>Provisions</i>			
Employee provisions	9A	129,324	119,716
Other provisions	9B	17,926	12,636
Total provisions		147,250	132,352
TOTAL LIABILITIES		339,762	258,637
NET ASSETS		337,246	224,936
EQUITY			
Contributed equity		306,451	175,593
Retained surpluses or (accumulated deficits)		(34,639)	5,478
Asset revaluation reserve		65,334	43,925
TOTAL EQUITY		337,246	224,936
Current assets		165,454	145,066
Non-current assets		511,554	338,477
Current liabilities		263,625	203,510
Non-current liabilities		76,137	55,124

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP

Statement of Changes in Equity

as at 30 June 2007

	Accumulated results		Asset revaluation reserve		Contributed equity		Total equity	
	2006-07 \$'000	2005-06 \$'000	2006-07 \$'000	2005-06 \$'000	2006-07 \$'000	2005-06 \$'000	2006-07 \$'000	2005-06 \$'000
Opening balance	5,478	45,017	43,925	43,925	175,533	230,012	224,936	295,554
Balance carried forward from previous period	-	-	-	-	-	-	-	-
Adjustment for errors	-	-	-	-	-	-	-	-
Adjustment for changes in accounting policies (Note 1)	-	-	-	-	-	-	-	-
Adjusted opening balance	5,478	45,017	43,925	43,925	175,533	230,012	224,936	295,554
Income and expenses	-	-	-	-	-	-	-	-
Revaluation adjustment	-	-	21,409	-	-	-	21,409	-
Sub-total income and expenses recognised directly in equity	-	-	21,409	-	-	-	21,409	-
Surplus / (Deficit) for the period	(40,017)	(39,536)	-	-	-	-	(40,017)	(39,536)
Total income and expenses recognised directly in equity	(40,017)	(39,536)	21,409	-	-	-	(40,017)	(39,536)
Transactions with owners	-	-	-	-	-	-	-	-
<i>Distributions to owners</i>	-	-	-	-	-	-	-	-
Returns on capital	-	-	-	-	(1,275)	(61,708)	(1,275)	(61,708)
Restructuring (Note 1C)	-	-	-	-	-	(7,459)	-	(7,459)
Returns of contributed equity	-	-	-	-	-	-	-	-
<i>Contributions by owners</i>	-	-	-	-	132,193	35,983	132,193	35,983
Appropriation (equity injection)	-	-	-	-	-	2,310	-	2,310
Restructuring (Note 1C)	-	-	-	-	-	(205)	-	(205)
Other	-	-	-	-	-	-	-	-
Sub-total transactions with owners	-	-	-	-	130,918	(31,079)	130,918	(31,079)
Transfers between equity components	-	-	-	-	-	-	-	-
Closing balance at 30 June	(34,539)	5,478	65,334	43,925	306,451	175,533	337,246	224,936

The above schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP
Cash Flow Statement

for the period ended 30 June 2007

	Notes	2006-07 \$'000	2005-06 \$'000
OPERATING ACTIVITIES			
Cash received			
Appropriations		1,294,469	1,179,422
Goods and services		25,925	38,938
GST input credit receipts (ATC)		72,379	61,858
Other		26,668	11,503
Total cash received		1,418,441	1,291,731
Cash used			
Employees		492,744	444,827
Suppliers		756,300	660,770
GST paid to ATC		2,274	3,365
Cash transferred to the OPA		119,865	113,113
Financing costs		885	785
Refunds paid		44	34
Total cash used		1,373,912	1,222,874
Net cash from / (used by) operating activities	11	44,528	68,857
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		57	88
Total cash received		57	88
Cash used			
Purchase of property, plant and equipment		49,372	48,970
Purchase of intangibles		108,327	29,831
Total cash used		157,699	78,901
Net cash from / (used by) investing activities		(157,642)	(78,813)
FINANCING ACTIVITIES			
Cash received			
Appropriations - contributed equity		123,197	28,966
Transfer from related entities		-	2,687
Total cash received		123,197	31,653
Cash used			
Cash transferred to the OPA		-	20,828
Repayment of borrowings		15,166	4,086
Total cash used		15,166	25,814
Net cash from / (used by) financing activities		108,031	5,849
Net increase / (decrease) in cash held		(5,083)	(4,107)
Cash at beginning of the reporting period		12,199	16,306
Cash at the end of the reporting period	5A	7,116	12,199

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP

Schedule of Commitments

as at 30 June 2007

	2006-07 \$'000	2005-06 \$'000
BY TYPE		
Capital commitments		
Land and buildings ¹	20,442	16,184
Infrastructure, plant and equipment ²	1,996	920
Intangibles ³	48,155	24,721
Total capital commitments	<u>70,593</u>	<u>41,825</u>
Other commitments		
Operating leases ⁴	420,678	388,621
IT services ⁵	313,044	189,260
Detention ⁶	101,382	138,794
IHSS ⁷	153,888	202,484
Other commitments ⁸	104,889	54,052
Total other commitments	<u>1,093,881</u>	<u>951,211</u>
Commitments receivable⁹	<u>(99,898)</u>	<u>(83,842)</u>
Net commitments by type	<u>1,064,576</u>	<u>909,194</u>
BY MATURITY		
Capital commitments		
One year or less	58,060	37,725
From one to five years	5,556	728
Over five years	677	
Total capital commitments	<u>64,193</u>	<u>38,453</u>
Operating lease commitments		
One year or less	56,551	56,214
From one to five years	181,758	148,266
Over five years	138,760	135,083
Total operating lease commitments	<u>387,069</u>	<u>339,563</u>
Other commitments		
One year or less	335,790	329,668
From one to five years	277,239	207,273
Over five years	285	219
Total other commitments	<u>613,314</u>	<u>537,160</u>
Net commitments by maturity	<u>1,064,576</u>	<u>909,194</u>

N.B. All commitments are GST inclusive where relevant.

The above schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP**Schedule of Commitments continued**

as at 30 June 2007

1. Land and buildings commitments represent amounts attributable to office fitouts and development work at immigration detention and reception facilities.
2. Infrastructure, plant and equipment commitments relate primarily to refurbishment.
3. Intangible commitments relate to commitments for IT contractors to implement budget funded Systems for People initiatives.
4. Operating lease commitments include leases for onshore and offshore accommodation, SES vehicles and photocopiers. A substantial portion of the commitments are in relation to rent for the Chan Street offices in Belmont (Canberra) and the Adelaide Street building in Brisbane.
5. IT service commitments include costs for the Electronic Travel Authority System, CSC, Unisys, IBM and Opus.
6. Detention commitments represent amounts related to detention contracts.
7. Integrated Humanitarian Settlement Scheme (IHSS) commitments relate to services provided to refugees for settlement. A new contract was signed in 2005-06.
8. Other commitments include costs for passenger card processing, Service Level Agreements with the Department of Foreign Affairs and Trade and Austrade, security and business process outsourcing services.
9. Commitments receivable represents the gross GST component in commitment totals for both capital and other commitments.

Nature of lease	General description of leasing arrangement
Leases for office accommodation	Lease payments are subject to fixed annual increases or annual increases in accordance with upward movements in the Consumer Price Index. The initial periods of office accommodation leases are still current and each may be renewed for up to five years at the department's option, following a one-off adjustment of rentals to current market level.
Agreements for the provision of motor vehicles to senior executive officers	No contingent rentals exist. There are no renewal or purchase options available to the department.
Leases in relation to support costs for computer equipment, software and telecommunications.	The department has three leases relating to support costs. The telecommunications support lease has two years remaining with no further options available. The remaining leases have a two and five year term respectively, with the latter having an additional two year option.

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP
Schedule of Contingencies
as at 30 June 2007

Contingent liabilities	Claims for damages or costs		Offshore contingencies		Total	
	2006-07	2005-06	2006-07	2005-06	2006-07	2005-06
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance from previous period	802	1,011	5,439	5,085	6,041	6,099
New	1,795	552	84	38	1,879	590
Re-measurement	6	-	(123)	327	(118)	327
Liabilities crystallised	(144)	(60)	(207)	-	(351)	(50)
Obligations expired	(53)	(901)	(807)	(11)	(860)	(912)
Total contingent liabilities	2,205	602	4,386	5,439	6,591	6,041
Contingent assets	Claims for damages or costs		Offshore contingencies		Total	
	2006-07	2005-06	2006-07	2005-06	2006-07	2005-06
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance from previous period	-	685	-	-	-	685
New	-	-	-	-	-	-
Re-measurement	-	-	-	-	-	-
Assets crystallised	-	-	-	-	-	-
Expired	-	(685)	-	-	-	(685)
Total contingent assets	-	-	-	-	-	-
Net contingent liabilities					6,591	6,041

Details of each class of contingent liabilities and assets, including those not included above because they cannot be quantified, are disclosed in Note 12: Contingent liabilities and assets.

The above schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP
Schedule of Administered Items

	Notes	2006-07 \$'000	2005-06 \$'000
Income administered on behalf of government for the period ended 30 June 2007			
Revenue			
Fees and charges	17A	584,268	488,057
Immigration fines		4,046	4,488
Goods and services	17D	17,230	14,863
Recovery of detention costs		25,006	35,793
Interest	17C	-	55,391
Other		3,019	4,340
Total revenues administered on behalf of government		633,649	802,900
Gains			
Net gains from sale of assets	17D	-	1,720
Net gain on revaluation		-	20,062
Total gains administered on behalf of government		-	21,782
Total income administered on behalf of government		633,649	824,682
Expenses administered on behalf of government for the period ended 30 June 2007			
Grants	18A	33,997	104,254
Subsidies	18B	7,434	7,244
Personal benefits	18C	6,847	5,414
Employees	18D	-	409
Suppliers	18E	201,393	187,835
Write-down and impairment of assets	18F	23,864	34,587
Total expenses administered on behalf of government		273,535	339,743
Total expenses administered on behalf of government		273,535	339,743

This schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP
Schedule of Administered Items

Assets administered on behalf of government as at 30 June 2007	Notes	2006-07 \$'000	2005-06 \$'000
Financial assets			
Cash	19A	8,146	6,302
Receivables	19B	6,085	7,227
Accrued revenues	19C	7,562	12,392
Total financial assets		21,393	25,921
Non-financial assets			
Prepayments		-	651
Total non-financial assets		-	651
Total assets administered on behalf of government		21,393	26,572
Liabilities administered on behalf of government as at 30 June 2007			
Payables			
Suppliers	20A	24,991	26,945
GST accrued payable		1,563	2,198
Unearned income		-	7,833
Total payables		36,574	36,976
Total liabilities administered on behalf of government		36,574	36,976

This schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP
Schedule of Administered Items

Administered cash flows for the period ended 30 June 2007	Notes	2006-07 \$'000	2005-06 \$'000
Operating activities			
Cash received			
Immigration fees and charges		582,615	496,813
Sales of goods and services		18,383	19,421
GST refunds from ATO		13,833	19,668
Interest		-	2,586
Other		9,223	9,040
Total cash received		<u>624,054</u>	<u>548,128</u>
Cash used			
Personal benefits		6,847	5,414
Suppliers		207,428	196,498
Employees		-	100
Grant payments		33,347	112,639
Refunds paid		2,278	2,920
Subsidies paid		7,424	7,244
Total cash used		<u>257,324</u>	<u>324,815</u>
Net cash from / (used by) operating activities		<u>366,730</u>	<u>223,293</u>
Investing activities			
Cash received			
Proceeds from sales of investments		-	1,272,700
Interest on investments		-	23,261
Total cash received		<u>-</u>	<u>1,295,961</u>
Cash used			
Purchase of investments		-	1,303,084
Total cash used		<u>-</u>	<u>1,303,084</u>
Net cash from / (used by) investing activities		<u>-</u>	<u>(7,123)</u>
Financing activities			
Cash received			
Restructuring		-	-
Total cash received		<u>-</u>	<u>-</u>
Cash used			
Restructuring		-	44,568
Total cash used		<u>-</u>	<u>44,568</u>
Net cash from / (used by) financing activities		<u>-</u>	<u>(44,568)</u>
Net increase / (decrease) in cash held		366,730	171,602
Cash at beginning of reporting period		6,302	51,885
Cash from the Official Public Account for:			
- Appropriations		254,362	320,607
Cash to the Official Public Account for:			
- Appropriations		(619,248)	(537,792)
Cash at end of reporting period	19A	<u>8,146</u>	<u>6,302</u>

This schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP
Schedule of Administered Items

Administered commitments as at 30 June 2007	Notes	2006-07 \$'000	2005-06 \$'000
BY TYPE			
Other commitments			
Grants ¹		54,934	51,974
Suppliers ²		183,367	353,085
Other commitments ³		<u>8,978</u>	<u>10,614</u>
Total other commitments		<u>247,279</u>	<u>415,673</u>
Commitments receivable ⁴		<u>(14,813)</u>	<u>(23,539)</u>
Net administered commitments by type		<u>232,466</u>	<u>392,134</u>
BY MATURITY			
Other commitments			
One year or less		209,375	207,589
From one to five years		23,091	184,535
Over five years		-	-
Total other commitments		<u>232,466</u>	<u>392,134</u>
Net administered commitments by maturity		<u>232,466</u>	<u>392,134</u>

N.B. All commitments are GST inclusive where relevant.

This schedule should be read in conjunction with the accompanying notes.

1. Grant commitments relate primarily to the delivery of the Migrant Community Services and Living in Harmony programmes.
2. Supplier commitments relate primarily to contracts for the Adult Migrant English Programme.
3. Other commitments relate mainly to asylum seeker assistance.
4. Commitments receivable represent the gross GST component in commitment totals.

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP
Schedule of Administered Items
Administered Contingencies
as at 30 June 2007

Administered contingent liabilities	Claims for damages or costs		Grant programme funding		Land councils		Total	
	2006-07	2005-06	2006-07	2005-06	2006-07	2005-06	2006-07	2005-06
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance from previous period	-	500	-	50,000	-	1,575	-	52,075
New	-	-	-	-	-	-	-	-
Re-measurement	-	-	-	-	-	-	-	-
Liabilities crystallised	-	-	-	-	-	-	-	-
Obligations expired	-	(500)	-	(50,000)	-	(1,575)	-	(52,075)
Total administered contingent liabilities	-	-	-	-	-	-	-	-
Administered contingent assets	Claims for damages or costs		Grant programme funding		Land councils		Total	
	2006-07	2005-06	2006-07	2005-06	2006-07	2005-06	2006-07	2005-06
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance from previous period	-	-	-	-	-	-	-	-
New	-	-	-	-	-	-	-	-
Re-measurement	-	-	-	-	-	-	-	-
Assets crystallised	-	-	-	-	-	-	-	-
Expired	-	-	-	-	-	-	-	-
Total administered contingent assets	-	-	-	-	-	-	-	-
Net administered contingent liabilities	-	-	-	-	-	-	-	-

This schedule should be read in conjunction with the accompanying notes.

Prior year contingencies related to the Indigenous activities of the department. The Administrative Arrangements Order of 27 January 2006 transferred Indigenous activities to the Families, Community Services and Indigenous Affairs Portfolio.

Details of each class of contingent assets and contingent liabilities, including those not included above because they cannot be quantified, are shown on Note 23.

Statement of activities administered on behalf of government

The major administered activities of the department for the year were directed towards achieving the two outcomes described in Note 1 to the financial statements. The department's major financial activity is the collection of visa application fees and fines under the Migration Act 1958. The department also administers a number of grant programmes to teach migrants English, assist with their integration into Australian society and promote harmony and multiculturalism in the community.

Details of planned activities for the year can be found in the department's Portfolio Budget Statements and Portfolio Additional Estimates Statements for 2006-07, which have been tabled in Parliament.

DEPARTMENT OF IMMIGRATION AND CITIZENSHIP
Notes to and Forming Part of the Financial Statements

Note	Description
1	Summary of significant accounting policies
2	Events after the balance sheet date
3	Income
4	Expenses
5	Financial assets
3	Non-financial assets
7	Interest bearing liabilities
8	Suppliers payable
9	Provisions
10	Departmental restructure
11	Cash flow reconciliation
12	Contingent liabilities and assets
13	Executive remuneration
14	Remuneration of auditors
15	Average staffing levels
16	Financial instruments
17	Income administered on behalf of government
18	Expenses administered on behalf of government
19	Assets administered on behalf of government
20	Liabilities administered on behalf of government
21	Administered reconciliation table
22	Administered restructure
23	Administered contingent liabilities and assets
24	Administered financial instruments
25	Appropriations
26	Special Accounts
27	Compensation and debt relief
28	Reporting of outcomes

Note 1 - Summary of significant accounting policies

1.1 Objectives of the department

The Department of Immigration and Citizenship (the department) is an Australian Public Service organisation. The objective of the department is to manage the permanent and temporary entry of people to Australia, enforce immigration law, settle migrants and refugees, manage the acquisition of Australian citizenship and promote the benefits of citizenship and the balance between rights, responsibilities, unity and diversity.

Outcome 1: Contributing to Australia's society and its economic advancement through the lawful and orderly entry and stay of people.

- Output Group 1.1: Migration and temporary entry
- Output Group 1.2: Refugee and humanitarian entry and stay
- Output Group 1.3: Enforcement of immigration law
- Output Group 1.4: Safe haven
- Output Group 1.5: Offshore asylum seeker management

- Output Group 2.1: Settlement services
- Output Group 2.2: Translating and interpreting services
- Output Group 2.3: Australian citizenship
- Output Group 2.4: Promoting the benefits of cultural diversity

In the 2005-06 financial year, the department's former Outcome 3 - Innovative whole-of-government policy on Indigenous Affairs - was transferred by the Administrative Arrangements Order (AAO) of 27 January 2006 to the Families, Community Services and Indigenous Affairs Portfolio.

Activities contributing to these outcomes are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, revenues and expenses controlled or incurred by the department in its own right. Administered activities involve management or oversight by the department, on behalf of the Government, of items controlled or incurred by the Government.

The continued existence of the department in its present form and with its present programmes is dependent on government policy and on continuing appropriations by Parliament for the department's administration and programmes.

1.2 Basis of preparation of the financial report

The financial statements and notes are required by section 49 of Schedule 1 to the *Financial Management and Accountability Act 1997* and are a general purpose financial report.

The financial statements and notes have been prepared in accordance with:

- Finance Ministers Orders (FMOs) for reporting periods ending on or after 1 July 2005; and
- Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial report has been prepared on an accrual basis and is in accordance with the historical cost convention, except for certain assets and liabilities, which, as noted, are at valuation. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position.

The financial report is presented in Australian dollars and values are rounded to the nearest thousand dollars unless disclosure of the full amount is specifically required.

Unless alternative treatment is specifically required by an accounting standard or the FMOs, assets and liabilities are recognised in the Balance Sheet when and only when it is probable that future economic benefits will flow and the amounts of the assets or liabilities can be reliably measured. However, assets and liabilities arising under agreements equally proportionately unperformed are not recognised unless required by an accounting standard. Liabilities and assets that are unrealised are reported in the Schedule of Commitments and the Schedule of Contingencies (other than unquantifiable contingencies, which are reported at Note 12).

Unless alternative treatment is specifically required by an accounting standard, revenues and expenses are recognised in the Income Statement when and only when the flow, consumption or loss of economic benefits has occurred and can be reliably measured.

Administered revenues, expenses, assets, liabilities and cash flows reported in the Schedule of Administered Items and related notes, are accounted for on the same basis and using the same policies as for departmental items, except where otherwise stated at Note 1.23.

1.3 Significant accounting judgements and estimates

Where significant accounting judgements or estimates were used in the preparation of the financial statements, these have been disclosed in the relevant note.

Improvements at Broadmeadows and Meeandah detention sites which are not in use have been valued at nominal value awaiting residential conversion.

1.4 Statement of compliance

Australian Accounting Standards require a statement of compliance with International Financial Reporting Standards (IFRSs) to be made where the financial report complies with those standards. Some Australian equivalents to IFRSs and other Australian Accounting Standards contain requirements specific to not-for-profit entities that are inconsistent with IFRS requirements. The department is a not-for-profit entity and has applied these requirements, so while this financial report complies with Australian Accounting Standards including Australian Equivalents to International Financial Reporting Standards (AEIFRSs) it cannot make this statement.

Effective Requirement Changes

No accounting standard has been adopted earlier than the effective date in the reporting period.

The following amendments, revised standards or interpretations have become effective but have had no financial impact or do not apply to the operations of the department.

Amendments:

- 2004-3 Amendments to Australian Accounting Standards [AASDs 1, 101, 124]
- 2005-1 Amendments to Australian Accounting Standards [AASB 139]
- 2005-2 Amendments to Australian Accounting Standards [AASB 119]
- 2005-4 Amendments to Australian Accounting Standards [AASBs 1, 132, 139, 1023, 1038]
- 2005-5 Amendments to Australian Accounting Standards [AASBs 1, 139]
- 2005-6 Amendments to Australian Accounting Standards [AASB 3]
- 2005-9 Amendments to Australian Accounting Standards [AASBs 4, 132, 139, 1023]
- 2006-1 Amendments to Australian Accounting Standards [AASB 121]
- 2006-3 Amendments to Australian Accounting Standards [AASB 1045]
- 2006-4 Amendments to Australian Accounting Standards [AASB 134]
- 2007-2 Amendments to Australian Accounting Standards [AASBs 1, 117, 118, 120, 121, 127, 131, 134, 136]

Interpretations:

- UIG 4 Determining whether an Arrangement contains a Lease
- UIG 5 Rights to Interests arising from Decommissioning, Restoration and Environmental Rehabilitation Funds
- UIG 7 Applying the Restatement Approach under AASB 129 Financial Reporting in Hyperinflationary Economies
- UIG 8 Scope of AASB 2
- UIG 9 Reassessment of Embedded Derivatives

UIG 4 and UIG 9 may have impacts in future periods, subject to existing contracts being renegotiated.

Future Australian Accounting Standard requirements

The following new standards, amendments to standards or interpretations have been issued by the Australian Accounting Standards Board but are effective for future reporting periods. It is estimated that the impact of adopting these pronouncements when effective will have no material financial impact on future reporting periods.

Financial Instrument Disclosure

AASB 7 *Financial Instruments: Disclosures* is effective for reporting periods beginning on or after 1 January 2007 (the 2007-08 financial year) and amends the disclosure requirements for financial instruments. In general AASB 7 requires greater disclosure than presently made. Associated with the introduction of AASB 7 a number of accounting standards were amended to reference the new standard or remove the present disclosure requirements through 2005-10 Amendments to Australian Accounting Standards [AASB 132, 101, 114, 117, 133, 139, 1, 4, 1023 & 1038]. These changes have no financial impact but will effect the disclosure presented in future reports.

Amendments:

- 2005-10 Amendments to Australian Accounting Standards [AASBs 1, 4, 101, 114, 117, 132, 133, 139, 1023, 1038]
- 2007-1 Amendments to Australian Accounting Standards [AASB 2]
- 2007-2 Amendments to Australian Accounting Standards [AASB 1]
- 2007-3 Amendments to Australian Accounting Standards [AASBs 1, 5, 6, 102, 107, 119, 127, 134, 135, 1023, 1038]
- 2007-4 Amendments to Australian Accounting Standards [AASBs 1, 2, 3, 4, 5, 6, 7, 102, 107, 108, 110, 112, 114, 116, 117, 118, 119, 120, 121, 127, 128, 129, 130, 131, 132, 133, 134, 136, 137, 138, 139, 141, 1023, 1038]

Other

The following standards and interpretations have been issued but are not applicable to the operations of the department.

- AASB 8 Operating Segments
- AASB 1043 Financial Reporting of General Government Sectors by Governments
- UIG 10 Interim Financial Reporting and Impairment

1.5 Revenue

Revenue from government

Amounts appropriated for departmental outputs/appropriations for the year (adjusted for any formal additions and reductions) are recognised as revenue, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned.

Appropriations receivable are recognised at their nominal amounts.

Other revenue

Revenue from the sale of goods is recognised when:

- the risks and rewards of ownership have been transferred to the buyer;
- the seller retains no managerial involvement nor effective control over the goods;
- the revenue and costs incurred for the transaction can be reliably measured; and
- it is probable that the economic benefits associated with the transaction will flow to the entity.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. The

revenue is recognised when:

- the amount of revenue, stage of completion and transaction costs incurred can be reliably measured; and
- the probable economic benefits with the transaction will flow to the entity.

The stage of completion of contracts at the reporting date is determined by reference to the proportion of costs incurred to date bear to the estimated total costs of the transaction.

Receivables for goods and services are recognised at the nominal amounts due, less any allowance for bad and doubtful debts. Collectability of debts is reviewed at balance date. Allowance is made when collectability of the debt is no longer probable.

1.6 Gains

Resources received free of charge

Resources received free of charge are recognised as gains when and only when a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of these resources is recognised as an expense.

Contributions of assets at no cost of acquisition or for nominal consideration are recognised as gains at their fair value when the asset qualifies for recognition, unless received from another government department as a consequence of a restructuring of administrative arrangements (refer to Note 10).

Resources received free of charge are recorded as gains as they are not generated in the course of the ordinary activities of the department.

Sale of assets

Gains from disposal of non-current assets are recognised when control of the asset has passed to the buyer.

1.7 Transactions with the Government as owner

Equity injections

Amounts appropriated which are designated as 'equity injections' for a year (less any formal reductions) are recognised directly in contributed equity in that year.

Restructuring of administrative arrangements

Net assets received from or relinquished to another Australian Commonwealth agency or authority under a restructuring of administrative arrangements are adjusted at their book value directly against contributed equity.

Lapsing appropriations

Departmental and non-operating appropriations do not lapse at financial year end. However, the responsible Minister may decide that part or all of a departmental or non-operating appropriation is not required and request the Finance Minister to reduce that appropriation. This reduction in the appropriation is effected by the Finance Minister's determination and is disallowable by Parliament. On 25 June 2007, the Finance Minister determined reduction in departmental outputs appropriations following a request by the Minister for Immigration and Citizenship. The amount determined is disclosed at Note 29A.

1.8 Employee benefits

Liabilities for services rendered by employees are recognised at the reporting date to the extent that they have not been settled.

Liabilities for 'short-term employee benefits' (as defined in AASB 119) and termination benefits due within twelve months of balance date are measured at their nominal amounts.

The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

All other employee benefit liabilities are measured at the present value of the estimated future cash outflows to be made in respect of services provided by employees up to the reporting date.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. Long service leave does not accrue for overseas posts' locally engaged employees who commenced after 12 December 1976. No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees of the department is estimated to be less than the annual entitlement for sick leave.

The leave liabilities are calculated on the basis of employees' remuneration, including the department's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave and recreation leave has been determined by reference to the work of an actuary as at 21 February 2007. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Locally engaged employees at post

Locally engaged employees (LEE) are covered by individual employment contracts which are negotiated between the employee and the Department of Foreign Affairs and Trade on behalf of the department. These contracts are negotiated at post level in order to ensure compliance with local labour laws and regulations. The individual contracts are supported and expanded upon by the LEE Conditions of Service Handbook which is specific to each post. Where there is conflict between the two documents the individual contract takes precedence.

Separation and redundancy

Provision is made for separation and redundancy benefit payments in circumstances where the department has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the terminations.

Superannuation

Staff of the department are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS) or the PSS accumulation plan (PSSap).

The CSS and PSS are defined benefit schemes for the Commonwealth of Australia entities. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Commonwealth of Australia and is settled by the Commonwealth of Australia in due course.

The department makes employer contributions to the Employee Superannuation Scheme at rates determined by an actuary to be sufficient to meet the cost to the Commonwealth of Australia of the superannuation entitlements of the department's employees. The department accounts for the contributions as if they were contributions to defined contribution plans.

From 1 July 2005, new employees are eligible to join the PSSap scheme.

The liability for superannuation recognised as at 30 June represents outstanding contributions for the final fortnight of the year.

The department makes contributions to pension schemes for locally engaged staff at posts in London, Dublin and New Delhi. These schemes are disclosed in the administered accounts of the Department of Foreign Affairs and Trade.

1.9 Leases

A distinction is made between finance leases and operating leases. Finance leases effectively transfer from the lessor to the lessee substantially all the risks and rewards incidental to ownership of leased non-current assets. An operating lease is a lease that is not a finance lease. In operating leases, the lessor effectively retains substantially all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is capitalised at either the fair value of the leased property or, if lower, the present value of minimum lease payments at the inception of the lease and a liability recognised at the same time and for the same amount. The discount rate used is the interest rate implicit in the lease. Leased assets are amortised over the period of the lease. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are expensed on a straight line basis which is representative of the pattern of benefits derived from the leased assets.

Finance leases exist in relation to IT and communications equipment, and are non-cancellable. The department guarantees the residual values of all assets leased. There are no contingent rentals.

Lease incentives taking the form of 'free' leasehold improvements and rent holidays are recognised as liabilities. These liabilities are reduced by allocating lease payments between rental expense and reduction of the liability.

1.10 Borrowing costs

All borrowing costs are expensed as incurred.

1.11 Cash

Cash means notes and coins held and any deposits held at call with a bank or financial institution. Cash is recognised at its nominal amount.

1.12 Financial risk management

The department's activities expose it to normal commercial financial risk. As a result of the nature of the department's business and internal and Commonwealth of Australia governmental policies, dealing with the management of financial risk, the department's exposure to market, credit, liquidity and cash flow and fair value interest rate risk is considered to be low.

1.13 Derecognition of financial assets and liabilities

Financial assets are derecognised when the contractual rights to the cash flows from the financial assets expire, or the asset is transferred to another entity. In the case of a transfer to another entity, it is necessary that the risks and rewards of ownership are also transferred.

Financial liabilities are derecognised when the obligation under the contract is discharged, cancelled or expires.

1.14 Impairment of financial assets

Financial assets are assessed for impairment at each balance date.

1.15 Supplier and other payables

Supplier and other payables are recognised at their nominal amounts due, being the amounts at which the liabilities will be settled. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

1.16 Contingent liabilities and contingent assets

Contingent liabilities and contingent assets are not recognised in the balance sheet but are reported in the relevant schedules and notes. They may arise from uncertainty as to the existence of a liability or asset, or represent an existing liability or asset in respect of which settlement is not probable or the amount cannot be reliably measured. Contingent assets are reported when settlement is probable, and contingent liabilities are recognised when settlement is greater than remote.

1.17 Acquisition of assets

Assets are recorded at cost on acquisition, except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners of the amounts at which they were recognised in the transferor agency's accounts immediately prior to the restructuring.

1.18 Property, plant and equipment

Asset recognition threshold

Purchases of property, plant and equipment are recognised initially at cost in the balance sheet, except for purchases costing less than \$2,000, which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located. This is particularly relevant to 'makegood' provisions in property leases recognised by the department where there exists an obligation to restore the property to its original condition. These costs are included in the value of the department's leasehold improvements with a corresponding provision for the 'makegood' recognised.

Revaluations

Fair values for each class of asset are determined as shown below.

Asset Class	Fair value measured at:
Land	Market selling price
Buildings	Market selling price
Leasehold improvements	Depreciated replacement cost
Plant and Equipment	Market selling price

Following initial recognition at cost, property, plant and equipment are carried at fair value less accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets are not materially different to the assets' fair values as at reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised through the operating result. Revaluation decrements for a class of assets are recognised directly through the operating result except to the extent that they reverse a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

Depreciation and amortisation

Depreciable property, plant and equipment assets are written-off to their estimated residual value over their estimated useful lives to the department using, in all cases, the straight-line method of depreciation. Leasehold improvements are depreciated on a straight-line basis over the lesser of the estimated useful life of the improvements or the unexpired period of the lease.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future, reporting periods as appropriate.

Depreciation and amortisation rates applying to each class of depreciable asset are based on the following useful lives:

	2006-07	2005-06
Buildings on freehold land	40 to 50 years	40 to 50 years
Leasehold improvements	Lease term or 10 years	Lease term or 10 years
Plant and equipment	3 to 10 years	3 to 10 years

Impairment

All assets were assessed for impairment at 30 June 2007. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs to sell and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the department were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

No indicators of impairment were found for assets at fair value.

1.19 Intangibles

The department's intangibles comprise internally developed software and purchased software for internal use. This software is carried at cost. The recognition threshold for internally developed software is \$100,000 and for purchased software \$10,000 per licence.

Software is amortised on a straight-line basis over its anticipated useful life. The useful lives of the department's software are 3 to 10 years (2005-06: 3 to 10 years).

All software assets were assessed for indications of impairment at 30 June 2007.

1.20 Taxation

The department is exempt from all forms of taxation except fringe benefits tax (FBT) and the goods and services tax (GST).

Revenues, expenses, assets and liabilities are recognised net of GST:

- except where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
- except for receivables and payables.

1.21 Foreign currency

Transactions denominated in a foreign currency are converted at the exchange rate at the date of the transaction. Foreign currency receivables and payables are translated at the exchange rates current as at balance date. Associated currency gains and losses are not material.

1.22 Going concern

The department is part of the legal Entity that is the Commonwealth of Australia, which is ultimately responsible for all the department's debts. Consequently, the existence of total departmental current liabilities in excess of total departmental current assets does not have a bearing on the continuation of the department as a going concern.

1.23 Reporting of administered activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the Schedule of Administered Items and related notes.

Except where otherwise stated below, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

Administered cash transfers to and from the Official Public Account

Revenue collected by the department for use by the Government rather than the department is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance and Administration. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by the department on behalf of the Government and reported as such in the Statement of Cash Flows and in the Administered Reconciliation Table in Note 21. Thus, the Schedule of Administered Items largely reflects the Government's transactions, through the department, with parties outside the Government.

Revenue

All administered revenues are revenues relating to the course of ordinary activities performed by the department on behalf of the Commonwealth of Australia.

Fees are charged for visa applications and migration applications under the *Migration Act 1958* and in accordance with the *Migration (Visa Application) Charge Act 1997*. Fines are charged for non-compliance with the *Migration Act 1958*. Administered fees are recognised when collected by the department. Administered fines are recognised in the period in which the breach occurs. Revenue is recognised at its nominal amount due, less any allowance for bad or doubtful debts. Collectability of debts is reviewed at balance date. Allowance is made when collection of the debt is judged to be less rather than more likely.

Grants and subsidies

The department administers a number of grant and subsidy schemes on behalf of the Government.

Grant and subsidy liabilities are recognised to the extent that (i) the services required to be performed by the grantee have been performed or (ii) the grant eligibility criteria have been satisfied, but payments due have not been made. A commitment is recorded when the Government enters into an agreement to make these grants but services have not been performed or criteria satisfied.

1.24 Prior period errors

An error related to the 2005-06 financial year figures was discovered in 2006-07. This error related to the recognition of detention debts and associated items.

In accordance with AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors*, the department has now restated the affected comparative figures for the 2005-06 financial statements.

The following changes were required to be made:

	2005-06 original \$'000	2005-06 restated \$'000	Movement \$'000
<u>Profit and Loss</u>			
Recovery of detention costs	34,204	35,753	1,556
Write-down and impairment of assets	(32,564)	(34,587)	(2,023)
Net effect			<u>(494)</u>
<u>Balance Sheet</u>			
Accrued Revenue - detainee debts	48,030	24,191	(21,839)
Provision for unrecoverable accrued revenue	(44,954)	(23,825)	21,329
GST accrued receivable	5,300	3,361	(1,939)
GST accrued payable	(4,185)	(2,198)	1,985
Net effect			<u>(494)</u>

Note 2 - Events after the balance sheet date

The department recognises leased desktop computers, laptops, servers, multi-function devices and printers as a finance lease in the financial statements. The charges for these items are currently being renegotiated with the provider and may affect the value of assets and liabilities on the department's balance sheet.

The Minister for Immigration and Citizenship announced on 17 August 2007 the closure of the Baxter Immigration Detention Centre and return of the facility to the Department of Defence. In addition to the Department of Defence using the facility, the Department of Families, Community Services and Indigenous Affairs will utilise the demountable buildings, which will be relocated to identified Indigenous communities to support the government's emergency response for the protection of Aboriginal children in the Northern Territory. The department is currently identifying the value of assets that will transfer to these agencies.

No other events have occurred after reporting date that would have a significant effect on the 2006-07 financial statements.

	2006-07 \$'000	2005-06 \$'000
Note 3 - Income		
Revenue		
Note 3A - Revenue from government		
Appropriations for output	1,184,563	1,031,192
Total revenue from government	1,184,563	1,031,192
Note 3B - Goods and services		
Provision of goods - external entities	2,312	2,432
Rendering of services - related entities	2,412	15,831
Rendering of services - external entities	28,086	28,173
Total goods and services	32,810	48,436
Note 3C - Other revenue		
Recovery of costs	7,884	8,725
Online fees revenue	7,224	4,772
Comcover	577	1,907
Other	934	1,063
Total other revenue	16,619	14,467
Gains		
Note 3D - Reversal of previous asset write-downs		
Write back of debtors	1,182	1,062
Write back of non-current assets	76	2,778
Total reversal of previous asset write-downs	1,258	3,840
Note 3E - Sale of assets		
Land and buildings:		
Proceeds from sale of assets	4	-
Net book value of assets disposed	(16)	(1)
Selling expenses	-	-
Infrastructure, plant and equipment:		
Proceeds from sale of assets	63	88
Net book value of assets disposed	(72)	(163)
Selling expenses	-	-
Net gain / (loss) from sale of assets	(31)	(76)
Note 3F - Other gains		
Resources received free of charge	1,103	1,108
Total other gains	1,103	1,108

The following resources received free of charge were not included in the aggregate amounts in relation to revenue shown in the Income Statement as they could not be reliably measured:

- *Australian Customs Service* - provision of services for immigration checks on crew and passengers entering Australia, and the provision of flight services within the Torres Strait region;
- *Office of Parliamentary Counsel* - legal services for legislative drafting; and
- *Local Government Bodies* - facilitation and conduct of Australian Citizenship ceremonies.

	2006-07	2005-08
Note 4 - Expenses	\$'000	\$'000
Note 4A - Employee benefits		
Wages and salaries	345,897	317,780
Superannuation	65,021	58,319
Leave and other entitlements	60,063	57,081
Separation and redundancies	908	3,814
Other employee expenses	20,517	20,912
Total employee benefits	492,396	457,924
Note 4B - Suppliers		
Provision of goods - external entities	18,136	17,046
Rendering of services - related entities	34,214	38,682
Rendering of services - external entities	584,682	460,413
Operating lease rentals - minimum lease payments	72,570	72,465
Workers' compensation premiums	7,036	4,670
Total supplier expenses	716,638	612,176
Note 4C - Depreciation and amortisation		
<i>Depreciation</i>		
Buildings	2,830	1,475
Leasehold improvements	20,695	20,237
Infrastructure, plant and equipment	8,404	10,411
Total depreciation	31,929	32,123
<i>Amortisation</i>		
Assets held under finance lease	9,847	9,347
Intangibles - computer software	15,752	11,068
Total amortisation	25,599	17,415
Total depreciation and amortisation	57,528	49,538
Note 4D - Finance costs		
Finance leases	531	762
Unwinding of discount	154	308
Total finance costs	685	1,070
Note 4E - Write-down and impairment of assets		
Financial assets		
Bad and doubtful debts expense	8,470	13,759
Non-financial assets		
Land and buildings	233	338
Infrastructure, plant and equipment	347	560
Intangibles	25	1,127
Total write-down and impairment of assets	9,075	15,780

- Living in Harmony database software became obsolete in 2007. The recoverable amount of the software was determined at its net selling price which was nil, as there is no active market for the software.

- Settlement Reporting Facility software became impaired in 2006, but was still in use with defects to be repaired in 2007. The carrying amount of the software exceeded the recoverable amount and the carrying amount was adjusted down to reflect the impairment to the assets.

- The impairment write-off relating to software where the carrying amount exceeded the recoverable amount of the assets was \$26,224 in 2006-07.

	2006-07 S'000	2005-06 S'000
Note 5 - Financial assets		
Note 5A - Cash		
Cash at bank and on hand	7,116	12,199
Total cash	7,116	12,199
Note 5B - Receivables		
Goods and services	17,578	18,781
Appropriations receivable:		
Appropriations	114,056	95,100
GST accrued receivable	9,333	5,510
GST receivable from the Australian Tax Office	8,616	6,266
Total trade and other receivables (gross)	149,583	125,667
Less: Allowance for doubtful debts:		
Goods and services	(8,950)	(10,808)
Total trade and other receivables (net)	140,633	114,859
Receivables are aged as follows:		
Not overdue	137,917	111,269
Overdue by:		
Less than 30 days	2,576	2,225
30 to 90 days	1,379	1,084
91 to 90 days	1,036	965
More than 90 days	6,677	10,124
Total receivables (gross)	149,583	125,667
The allowance for doubtful debts is aged as follows:		
Not overdue	445	1,515
Overdue by:		
less than 30 days	779	1,367
30 to 90 days	779	960
91 to 90 days	688	875
more than 90 days	6,258	6,481
Total allowance for doubtful debts	8,950	10,908
Receivables are represented by:		
Current	140,633	114,859
Non-current	-	-
Total trade and other receivables (net)	140,633	114,859
Note 6 - Non-financial assets		
Note 6A - Land and buildings		
Freehold land		
Freehold land at fair value	53,931	42,546
Total land	53,931	42,546
Buildings on freehold land		
Buildings at fair value	54,478	37,458
Less: accumulated depreciation	(3,035)	(3,423)
Total buildings on freehold land	51,443	34,035

	2006-07	2005-06
	\$'000	\$'000
Leasehold improvements		
Leasehold improvements at fair value	148,078	142,863
Less: accumulated depreciation	<u>(29,314)</u>	<u>(52,781)</u>
	118,764	90,212
Work in progress	<u>32,242</u>	<u>41,846</u>
Total leasehold improvements	<u>151,006</u>	<u>132,058</u>
Total land and buildings	<u>256,380</u>	<u>208,639</u>
No indicators of impairment were found for land and buildings.		
Note 6B - Infrastructure, plant and equipment		
Infrastructure, plant and equipment at fair value	110,675	104,628
Less: accumulated depreciation	<u>(33,251)</u>	<u>(37,265)</u>
	77,424	67,423
Work in progress	<u>1,901</u>	<u>233</u>
Total infrastructure, plant and equipment	<u>79,325</u>	<u>67,656</u>
All valuations are independent and are conducted in accordance with the revaluation policy stated at Note 1.18. Revaluations of all asset classes excluding intangibles were conducted during 2005-07.		
A revaluation increment of \$21,406,346 was made to the asset revaluation reserve in 2006-07 for the revaluation of land, buildings, infrastructure, plant and equipment. This valuation was carried out by Mr Gregory Rowe on behalf of IPRP Valuers and Consultants as at 1 July 2006.		
No indicators of impairment were found for infrastructure, plant and equipment		
Note 6C - Intangibles		
Computer software at cost		
Internally developed - in progress	104,885	25,551
Internally developed - in use	94,996	75,545
Purchased software - at cost	<u>40,161</u>	<u>9,242</u>
	240,022	111,739
Less: accumulated amortisation - internally developed	<u>(57,281)</u>	<u>(42,224)</u>
Less: accumulated amortisation - purchased	<u>(8,006)</u>	<u>(7,333)</u>
	(65,287)	(49,557)
Total intangibles (non-current)	<u>174,735</u>	<u>62,182</u>

Note 6D - Analysis of property, plant, equipment and intangibles

TABLE A - Reconciliation of the opening and closing balances of property, plant and equipment (2006-07)

Item	Land		Buildings		Buildings - Leasehold Improvements		Total land & buildings		Other Infrastructure, Plant & Equipment		Total	
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
As at 1 July 2006												
Gross book value	42,546		37,436		164,009		264,914		104,861			369,675
Accumulated depreciation/amortisation	-		(3,423)		(52,751)		(56,175)		(37,235)			(93,389)
Net book value 1 July 2006	42,546		34,036		132,058		208,839		67,656			276,295
Acquisitions												
by purchase	-		31		52,114		52,145		5,485			57,630
by finance lease	-		-		-		-		27,433			27,433
from acquisition of operators	-		-		-		-		-			-
Revaluations and impairments through equity												
Reclassification	11,385		13,813		(2,597)		22,901		1,423			24,024
Depreciation/amortisation expense	-		5,394		(7,652)		(1,268)		1,438			180
Impairments recognised in the operating result	-		(2,830)		(20,696)		(23,526)		(19,251)			(41,778)
Other movements												
write back of assets previously expensed	-		-		2		2		74			76
other movements	-		-		(701)		(701)		(5,512)			(6,212)
Disposals												
from disposal of entities or operations (including restructuring)	-		-		(1,275)		(1,275)		-			(1,275)
other disposals	-		-		(15)		(15)		(74)			(89)
Net book value 30 June 2007	53,931		51,443		151,006		256,380		79,325			335,705
Net book value as at 30 June 2007 represented by:												
Gross book value	53,931		54,478		180,320		288,729		112,575			401,305
Accumulated depreciation/amortisation	-		(3,035)		(29,314)		(32,349)		(33,251)			(65,600)
	53,931		51,443		151,006		256,380		79,325			335,705

Note 6D - Analysis of property, plant, equipment and intangibles

TABLE B - Reconciliation of the opening and closing balances of property, plant and equipment (2005-06)

Item	Land \$'000	Buildings \$'000	Buildings - Leasehold Improvements \$'000	Total land & buildings \$'000	Other Infrastructure, Plant & Equipment \$'000	Total \$'000
As at 1 July 2005						
Gross book value	51,495	56,912	186,523	286,830	90,116	389,046
Accumulated depreciation/amortisation	-	(3,509)	(45,500)	(49,009)	(26,700)	(75,777)
Net book value 1 July 2005	51,495	55,403	112,983	219,861	63,408	283,269
Additions						
By purchase	-	17	45,946	46,063	3,968	49,931
By finance lease	-	-	-	-	19,843	19,843
from acquisition of operations	-	-	-	-	-	-
Revaluations and impairments through equity	-	-	-	-	-	-
Reclassification	-	(1,048)	573	(605)	276	(229)
Depreciation/amortisation expense	-	(1,475)	(20,237)	(21,712)	(16,758)	(38,470)
Impairments recognised in the operating result	(139)	(143)	(57)	(339)	(556)	(894)
Other movements	-	-	-	-	-	-
write back of assets previously expensed	-	-	-	-	2,778	2,778
other movements	-	-	-	-	-	-
Disposals	-	-	-	-	-	-
from disposal of entities or operations (including restructuring)	(8,811)	(18,719)	(7,100)	(34,630)	(4,539)	(39,569)
other disposals	-	-	-	-	(164)	(164)
Net book value 30 June 2006	42,648	34,035	132,058	208,639	57,956	276,295
Net book value as at 30 June 2006 represented by:						
Gross book value	42,648	37,458	184,809	264,813	104,961	389,674
Accumulated depreciation/amortisation	-	(3,423)	(52,751)	(56,174)	(37,205)	(93,379)
	42,648	34,035	132,058	208,639	67,756	276,295

Note 6D - Analysis of property, plant, equipment and intangibles

TABLE C - Reconciliation of the opening and closing balances of intangibles (2006-07)

Item	Computer Software Internally developed	Computer Software purchased	Total Intangibles
	\$'000	\$'000	\$'000
As at 1 July 2006			
Gross book value	102,409	9,241	111,739
Accumulated amortisation and impairment	(12,221)	(7,333)	(49,557)
Net book value 1 July 2006	60,274	1,908	62,182
Additions			
By purchase or internally developed	96,564	32,976	128,540
By finance lease	-	-	-
from acquisition of entities or operations (including restructuring)	-	-	-
Reclassifications			
Amortisation	1,847	(2,057)	(210)
Amortisation	(16,079)	(373)	(16,752)
Impairments recognised in the operating result	(25)	-	(25)
Recoverable amount write-downs	-	-	-
Other movements			
write back of assets previously expensed	-	-	-
other movements	-	-	-
Disposals			
from disposal of entities or operations (including restructuring)	-	-	-
other disposals	-	-	-
Net book value 30 June 2007	142,580	32,155	174,735
Net book value as at 30 June 2007 represented by:			
Gross book value	199,861	40,161	240,022
Accumulated amortisation and impairment	(57,281)	(8,006)	(65,287)
	142,580	32,155	174,735

Note 6D - Analysis of property, plant, equipment and intangibles

TABLE D - Reconciliation of the opening and closing balances of intangibles (2005-06)			
Item	Computer Software Internally developed	Computer Software purchased	Total Intangibles
	\$'000	\$'000	\$'000
As at 1 July 2005			
Gross book value	83,714	7,379	88,093
Accumulated amortisation and impairment	(34,848)	(6,661)	(41,509)
Net book value 1 July 2005	48,866	718	46,584
Additions:			
by purchase or internally developed	27,731	2,200	29,931
by finance lease	-	-	-
from acquisition of entities or operations (including restructuring)	-	-	-
Reclassifications	300	(293)	(8)
Amortisation	(10,456)	(612)	(11,068)
Impairments recognised in the operating result	(1,127)	-	(1,127)
Recoverable amount write-downs	-	-	-
Other movements			
write back of assets previously expensed	-	-	-
other movements	-	-	-
Disposals			
from disposal of entities or operations (including restructuring)	(2,130)	-	(2,130)
other disposals	-	-	-
Net book value 30 June 2006	60,274	1,908	62,182
Net book value as at 30 June 2006 represented by:			
Gross book value	102,498	8,241	111,739
Accumulated amortisation and impairment	(42,224)	(7,331)	(49,557)
	60,274	1,908	62,182

	2006-07	2005-06
	\$'000	\$'000
Note 6E - Other non-financial assets		
Prepayments	16,231	14,651
Property bonds	996	930
Comcare receivable	167	206
Education bonds	118	119
Leaschold rights	-	546
Total other non-financial assets	17,512	16,451

All other non-financial assets are current assets.

Note 7 - Interest bearing liabilities

Note 7A - Lease incentives

Lease incentives	9,912	9,181
Total lease incentives	9,912	9,181

Lease incentives are represented by:

Current	1,318	1,010
Non-current	8,594	8,171
Total lease incentives	9,912	9,181

Note 7B - Leases

Finance leases	40,264	27,997
Total finance leases	40,264	27,997

Payable:

Within one year		
Minimum lease payments	16,264	16,650
Deduct: future finance charges	(2,019)	(1,367)
Total leases payable within one year	14,245	15,183
In one to five years		
Minimum lease payments	28,010	13,606
Deduct: future finance charges	(1,991)	(792)
Total leases payable in one to five years	26,019	12,814
Finance leases recognised on the balance sheet	40,264	27,997

Finance leases exist in relation to certain IT and communications equipment assets and are non-cancellable. The department guarantees the residual values of all assets leased. There are no contingent rentals.

Note 8 - Suppliers payable

Trade creditors	141,971	88,756
Operating lease rentals	386	341
Total suppliers payable	142,356	89,107

All suppliers payable are current.

	2006-07	2006-06
	\$'000	\$'000
Note 9 - Provisions		
Note 9A - Employee provisions		
Salaries and wages	3,211	2,974
Leave	122,651	112,446
Superannuation	499	440
Separation and redundancies	-	1,385
Locally engaged staff resignation benefits	2,863	2,966
Total employee provisions	129,324	119,716
Employee provisions are represented by:		
Current	105,726	96,213
Non current	23,598	21,503
Total employee provisions	129,324	119,716

The classification of current includes amounts for which there is not an unconditional right to defer settlement by one year, hence in the case of employee provisions the above classification does not represent the amount expected to be settled within one year of reporting date. Employee provisions expected to be settled in twelve months from the reporting date are \$42,230,280 (2006: \$41,322,014); in excess of one year \$87,093,818 (2006: \$78,384,205).

Note 9B - Other provisions		
Provision for operating leases	7,003	4,033
Restoration obligations	10,823	6,503
Total other provisions	17,826	12,836

	Provision for leases \$'000	Provision for restoration \$'000	Total \$'000
Carrying amount at 1 July 2006	4,033	8,604	12,637
Additional provisions made	2,998	2,329	5,327
Amounts used	(28)	-	(28)
Unused provisions reversed	-	(2,780)	(2,780)
Revaluation of provisions	-	2,616	2,616
Unwinding of discount	-	154	154
Amount owing at 30 June 2007	7,003	10,823	17,826

The department currently has approximately ninety agreements for the leasing of premises which have provisions requiring the department to restore the premises to their original condition at the conclusion of the lease. The department has made a provision to reflect the present value of this obligation.

Note 10: Departmental restructure

2006-07	2005-06
\$'000	\$'000

1. Closure of Aboriginal and Torres Strait Islander Services

From 1 July 2004 to 23 March 2005, ATSIIS continued as an executive agency and provided support to ATSIC. The continuation of ATSIIS enabled the ongoing use of ATSIC assets by the Commonwealth pending the passing of the *Aboriginal and Torres Strait Islander Commission Amendment Bill 2003* into legislation.

With the passing of the Act, ongoing support for ATSIC was no longer required and the assets of ATSIC were transferred to other Commonwealth agencies. All remaining staff of ATSIIS were transferred to other Commonwealth agencies. As a result, there was no ongoing need to retain ATSIIS as an executive agency. ATSIIS was therefore abolished and the Financial Management and Accountability Act re-prescribed on 1 July 2006.

Residual assets and liabilities of ATSIIS transferred to the department were:

Total assets recognised	-	3,830
Total liabilities recognised	-	(1,520)
Net assets assumed	-	2,310
Total net assets assumed in restructures	-	2,310

2. Transfer of Indigenous Affairs function to FACSIA

As a result of a restructuring of administrative arrangements, the department relinquished administrative responsibility on 27 January 2006 for the Indigenous Affairs function to the Department of Families, Community Services and Indigenous Affairs (FACSIA). The department relinquished control of:

- Indigenous Affairs Litigation
- Indigenous Women
- Native Title and Land Rights
- Public Information
- Reconciliation Place - completion of stage three
- Repatriation
- Shared Responsibility Agreements Implementation Assistance

The net book value of departmental assets and liabilities transferred to FACSIA for no consideration and recognised as at the date of transfer were:

Total assets relinquished	-	(73,835)
Total liabilities relinquished	-	12,127
Net assets relinquished	-	(61,708)

3. Transfer of Assets to the Department of Defence

As part of the New Onshore Detention Strategy agreed by Government, the Singleton Immigration Detention Facility was closed and handed back to the Department of Defence.

The net book value of departmental assets transferred to the Department of Defence for no consideration and recognised as at the date of transfer were:

Total assets relinquished	(1,275)	-
Total liabilities relinquished	-	-
Net assets relinquished	(1,275)	-
Total net assets relinquished in restructures	(1,275)	(61,708)

Note 11 - Cash flow reconciliation

2006-07

2005-06

\$'000 \$'000

Reconciliation of cash per Balance Sheet to Statement of Cash Flows**Report cash and cash equivalents as per:**

Cash Flow Statement:	7,116	12,199
Balance Sheet	7,116	12,199

Reconciliation of net surplus / (deficit) to net cash from operating activities:

Net Surplus / (deficit)	(40,017)	(39,639)
Depreciation / amortisation	57,528	49,538
(Gain) / loss on sale of non-current assets	31	76
Write-down of assets	605	2,021
Assets recognised for the first time	(78)	(2,778)
Restructure	-	(20,599)
Change in assets and liabilities		
(Increase) / decrease in receivables	(16,778)	66,408
(Increase) / decrease in accrued revenue	280	57
(Increase) / decrease in inventories	-	63
(Increase) / decrease in other non-financial assets	(1,061)	(1,352)
Increase / (decrease) in lease incentives	731	(600)
Increase / (decrease) in employee provisions	9,609	970
Increase / (decrease) in other provisions	2,970	2,116
Increase / (decrease) in payables	30,706	10,486
Net cash from / (used by) operating activities	44,528	66,557

Note 12 - Contingent liabilities and assets**Quantifiable contingencies**

The schedule of contingencies reports net contingent liabilities in respect of claims for damages/losses and offshore contingencies. The figures represent an estimate of the department's liability based on precedent cases. The department is defending the claims.

Unquantifiable contingencies

As at 30 June 2007, the department had a number of legal claims against it. The department has responded to these claims in accordance with its obligations as a model litigant under the Attorney General's Legal Services Directions. Some of these claims are being defended in the courts whilst others are in the process of being resolved by negotiated settlement. It is not possible to estimate the amounts of any eventual payments that may be required in relation to these claims.

The Commonwealth and Immigration Ombudsman investigated a number of cases involving immigration detention matters. Following release of the Ombudsman's final report, 247 cases of immigration detention are being reviewed by the department to determine what, if any, remedial action may be appropriate, including compensation. At this time the department cannot predict whether any liability will arise from these cases or the amounts of any eventual payments that may be required.

The department's insurer (Concover) is notified of all claims for compensation as required by the terms of our insurance.

Note 13 - Executive remuneration	2006-07	2005-06
The number of executives who received or were due to receive total remuneration of \$130,000 or more:		
\$130,000 to \$144,999	1	6
\$145,000 to \$159,999	2	8
\$160,000 to \$174,999	5	16
\$175,000 to \$189,999	31	23
\$190,000 to \$204,999	17	15
\$205,000 to \$219,999	8	8
\$220,000 to \$234,999	8	6
\$235,000 to \$249,999	3	5
\$250,000 to \$264,999	2	2
\$265,000 to \$279,999	2	3
\$280,000 to \$294,999	2	1
\$295,000 to \$309,999	-	1
\$325,000 to \$339,999	-	1
\$355,000 to \$369,999	-	-
\$370,000 to \$384,999	-	-
\$400,000 to \$414,999	-	-
\$475,000 to \$489,999	1	1
	82	96
The aggregate amount of total remuneration of executives shown above	16,484,177	18,810,120
* In accordance with applicable accounting principles these figures include the increase in value of leave entitlements as a result of promotions within the reporting period.		
The aggregate amount of separation and redundancy/termination payments during the year to executives shown above	23,917	243,113
Note 14 - Remuneration of auditors		
Financial statement audit services are provided free of charge to the department. The fair value of the audit services provided was:	680,000	685,000
No other services were provided by the Auditor-General.		
Note 15 - Average staffing levels		
The average staffing levels for the department during the year were:	6,970	6,473

Note 16B - Net fair values of financial assets and liabilities

	Notes	2006-07		2005-06	
		Total carrying amount	Aggregate net fair value	Total carrying amount	Aggregate net fair value
Departmental		\$'000	\$'000	\$'000	\$'000
Financial assets					
Cash at bank	5A	7,116	7,116	12,199	12,199
Goods and services receivable (net)	5B	8,628	8,628	7,983	7,983
Accrued revenue		1,307	1,307	1,587	1,587
Total financial assets		17,051	17,051	21,769	21,769
Financial liabilities (recognised)					
Finance lease liabilities	7B	40,264	40,264	27,997	27,997
Operating lease rentals	8	365	365	341	341
Trade creditors	9	141,971	141,971	88,766	88,766
Total financial liabilities (recognised)		182,600	182,600	117,104	117,104

Financial assets

The net fair values of cash and non-interest bearing monetary financial assets approximate their carrying amounts.

Financial liabilities

The net fair values of finance lease liabilities are based on discounted cash flows using current interest rates for liabilities with similar risk profiles.

The net fair values for trade creditors are short-term in nature and are approximated by their carrying amounts.

Note 16C - Credit risk exposures

The department's maximum exposures to credit risk at reporting date in relation to each class of recognised financial asset is the carrying amount of those assets as indicated in the Balance Sheet.

The department has no significant exposures to any concentrations of credit risk.

This note also applies to the department's administered financial instruments and is therefore not reproduced at Note 24.

Note 17 - Income administered on behalf of government	2005-07	2005-06
	\$'000	\$'000
Revenue		
Note 17A - Fees and charges		
Visa application charges	560,434	468,788
Citizenship charges	17,886	13,653
Other fees and charges	6,148	5,616
Total fees and charges	584,268	488,057
Note 17B - Goods and services		
Sale of goods and services - external entities		
Adult Migrant English programme	17,230	14,661
OAA Accommodation programme	-	162
Total sales of goods and services - external entities	17,230	14,823
Note 17C - Interest		
Cash	-	494
Deposits	-	54,897
Total interest	-	55,391
Gains		
Note 17D - Net gain / (loss) from sale of assets		
Deposits and government securities		
Proceeds from sale of assets	-	338,414
Net book value of assets disposed	-	(336,694)
Net gain / (loss) from sale of assets	-	1,720
Note 18 - Expenses administered on behalf of government		
Note 18A - Grants		
Private sector - non-profit entities	33,997	104,254
Total grants	33,997	104,254
Note 18B - Subsidies		
Subsidies to NAATI, IOM, IGC and joint Commonwealth and State research programmes	7,434	7,244
Total subsidies	7,434	7,244
Note 18C - Personal benefits		
Direct	272	234
Indirect	4,639	3,648
State payment - refugee minors	1,936	1,532
Total personal benefits	6,847	5,414
Note 18D - Employees		
Wages and salaries	-	350
Superannuation	-	59
Total employees	-	409
Note 18E - Suppliers		
Rendering of services - external entities		
Adult Migrant English programme	155,822	139,868
Legal costs for indigenous affairs and reconciliation	-	296
Migration agents payments	4,784	4,359
Refugee maintenance, accommodation and humanitarian payments	10,992	8,710
Offshore Management of Asylum Seekers	29,744	27,865
Other	51	6,737
Total suppliers	201,393	187,835

	2006-07	2005-06
	\$'000	\$'000
Note 18F - Write-down and impairment of assets		
Financial assets		
Receivables	23,303	33,003
Waived debts	560	1,581
Losses	1	3
Total write-down and impairment of assets	<u>23,864</u>	<u>34,587</u>
Note 19 - Assets administered on behalf of government		
Financial assets		
Note 19A - Cash		
Administered bank account - DIAC	8,146	6,302
Total cash	<u>8,146</u>	<u>6,302</u>
Note 19B - Receivables		
Goods and services receivable	730	121
Other receivables:		
Fees and charges	1,572	1,891
Detainee debts	8,095	7,751
GST accrued receivable from ATO	2,904	3,361
GST receivable from ATO	851	2,337
Total receivables	<u>14,152</u>	<u>15,261</u>
Less: Allowance for doubtful debts:		
Goods and services	(1)	(41)
Other receivables	(8,066)	(7,993)
Total receivables (net)	<u>6,085</u>	<u>7,227</u>
Receivables are aged as follows:		
Not overdue	5,376	7,326
Overdue by:		
Less than 30 days	991	2,490
30 to 60 days	796	837
61 to 90 days	304	281
More than 90 days	6,725	4,327
Total receivables (gross)	<u>14,152</u>	<u>15,261</u>
The allowance for doubtful debts is aged as follows:		
Not overdue	1,312	1,502
Overdue by:		
Less than 30 days	830	2,272
30 to 60 days	807	644
61 to 90 days	99	134
More than 90 days	5,319	3,482
Total allowance for doubtful debts	<u>8,067</u>	<u>8,034</u>
Goods and services receivables are with entities external to the Australian Government. Credit terms are net 30 days (2006: 30 days).		
Note 19C - Accrued revenues		
Accrued revenue - detainee debts	17,410	24,191
Other accrued revenue	6,640	11,826
Provision for unrecoverable accrued revenue	(16,888)	(23,525)
Total accrued revenues	<u>7,162</u>	<u>12,392</u>

	2006-07	2005-06
	\$'000	\$'000
Note 20 - Liabilities administered on behalf of government		
Note 20A - Suppliers		
Trade creditors	34,991	26,645
Total suppliers	34,991	26,645

All liabilities are expected to be settled within 12 months of balance date.

Note 21 - Administered reconciliation liable

Opening administered assets less administered liabilities as at 1 July	(10,403)	1,717,096
Add: administered revenues	633,649	624,682
Less: administered expenses	(273,535)	(339,743)
Administered transfers to / from Australian Government		
Appropriation transfers from OPA:		
Annual appropriations administered expenses	241,252	294,580
Special appropriations (unlimited)	13,104	38,027
Transfers to OPA	(619,248)	(537,792)
Restructuring	-	(2,023,135)
Other gains	-	-
Change in accounting policy	-	227,662
Closing administered assets less administered liabilities as at 30 June	(15,181)	(10,403)

Note 22 - Administered restructure

1. Transfer of Indigenous Affairs function to FACSIA.

As a result of a restructuring of administrative arrangements, the department relinquished administrative responsibility on 27 January 2006 for the Indigenous Affairs function to the Department of Families, Community Services and Indigenous Affairs (FACSIA). The department relinquished responsibility for:

- Indigenous Affairs Litigation
- Indigenous Women
- Native Title and Land Rights
- Public Information
- Reconciliation Place - completion of stage three
- Repatriation
- Shared Responsibility Agreements Implementation Assistance
- The Aboriginal and Torres Strait Islander Land Fund (Special Account)
- The Aboriginal Benefits Account (Special Account)

The net book value of administered assets and liabilities transferred to FACSIA for no consideration and recognised as at the date of transfer were:

Total assets relinquished	-	(2,036,033)
Total liabilities relinquished	-	12,898
Net assets relinquished	-	(2,023,135)
Net distribution by Government as owner during the year	-	(2,023,135)

Note 23 - Administered contingent liabilities and assets

Quantifiable administered contingencies

Quantifiable administered contingencies that are not remote are disclosed in the Schedule of Administered Items as quantifiable administered contingencies.

Unquantifiable administered contingencies

As at 30 June 2007 the department had no unquantifiable administered contingencies (2006: nil).

Note 24B - Net fair values of administered financial assets and liabilities

	Notes	2006-07		2005-06	
		Total carrying amount	Aggregate net fair value	Total carrying amount	Aggregate net fair value
		\$'000	\$'000	\$'000	\$'000
Financial assets					
Cash at bank	18A	8,146	8,146	6,302	6,302
Receivables	19B	2,302	2,302	1,142	1,142
Accrued revenue	19C	6,640	6,640	11,826	11,826
Total		17,088	17,088	19,270	19,270
Financial liabilities					
Trade creditors	20A	34,991	34,991	26,945	26,945
Total		34,991	34,991	26,945	26,945

Financial assets

The net fair values of cash and non-interest-bearing monetary financial assets approximate their carrying amounts.

Financial liabilities

The net fair values for trade creditors are short term in nature and are approximated by their carrying amounts.

Note 25 - Appropriations
 Note 25A - A capital of authority to draw cash from the Consolidated Revenue Fund for ordinary annual services appropriations

Particulars	Administered Expenses						Departmental Outputs			Total	
	2006-07 \$'000	2005-06 \$'000	2006-07 \$'000	2005-06 \$'000	2006-07 \$'000	2005-06 \$'000	2006-07 \$'000	2005-06 \$'000	2006-07 \$'000	2005-06 \$'000	2006-07 \$'000
Balance carried from previous period	30,300	46,274	15,372	27,620	14,572	276,375	351,654	324,647	443,253	(6,140)	
Adjustment to opening balances		(2,207)			(1,033)	48,703		48,703			
Adjusted balance carried from previous period	30,300	44,067	15,372	25,486	12,659	327,078	351,654	373,350	430,003		
Appropriation Act											
Appropriation Act (No. 1)	44,266	75,242	187,888	178,700	99,860	1,148,000	1,005,160	1,380,788	1,359,022		
Appropriation Act (No. 3)			800			30,663	41,168	30,163	41,168		
Appropriation Act (No. 5)	261		2,168					2,429			
Departmental adjustments by the Finance Minister (Appropriation Acts)											
Carryover receipts (Appropriation Act 513)								577	1,594	877	1,884
Advice to the Finance Minister	1,250									1,250	
Reductions:											
- prior years	(28,537)	(48,871)	(6,018)	(21,741)	(11,129)	(238,398)				(272,973)	(78,741)
- current year											
FMA Act:											
Refunds credited (FMA s. 30)	13	336	1,279	3	7	3,043	3,736	4,344	4,062		
Appropriations to take account of recoverable GST (FMA s. 30A)	840	894	11,960	10,953	6,959	73,520	50,661	86,140	69,647		
Appropriations to meet appropriations (FMA s. 31)						42,937	56,478	42,937	56,478		
Adjustment of appropriations on change of entity function (FMA s. 32)					(50,000)		(38,088)		(89,569)		
Total appropriation available for payments	48,236	78,645	212,958	193,401	97,698	1,365,300	1,172,155	1,653,016	1,802,169		
Cash payments made during the year (GST inclusive)	(46,492)	(47,045)	(190,507)	(178,029)	(57,500)	(1,300,030)	(1,174,050)	(1,543,010)	(1,477,542)		
Appropriations credited to Special Accounts (excluding GST)											
Balance of Authority to Draw Cash from the Consolidated Revenue Fund for Ordinary Annual Services Appropriations	254	30,900	13,443	15,372		90,300	278,375	106,987	324,647		
Represented by:											
Cash at bank and on hand						7,110	12,189	7,110	12,189		
Departmental appropriations receivable						56,047	57,607	58,037	57,907		
GST receivable from ATD (net)						8,810	6,299	8,810	6,299		
GST receivable from customers						449	1,525	449	1,525		
Payables - GST payable	254	30,900	13,443	15,372		(9,333)	(8,101)	(9,333)	(8,101)		
Uncrystallised administered appropriations						26,305	208,278	42,092	264,561		
Total	254	30,900	13,443	15,372		90,300	278,375	106,987	324,647		

Departmental and non-operating appropriations do not lapse at financial year end. However, the responsible Minister may decide that part or all of a departmental or non-operating appropriation is not required and request the Finance Minister to reduce that appropriation. The reduction in the appropriation is effected by the Finance Minister's determination and is disallowable by Parliament. On 26 June 2007, the Finance Minister determined a reduction in departmental outputs appropriations following a request by the Minister for Immigration and Citizenship. The amount determined under Appropriation Act (No. 3) of 2005-06 were:

- 2006-01: \$66,783,000;
- 2001-02 \$71,897,517;
- 2005-03 \$30,275,413; and
- 2005-04 \$36,351,772.

Note 25B - Acquittal of authority to draw cash from the Consolidated Revenue Fund (appropriations) for other than ordinary annual services appropriations

Particulars	Outcome 1		Operating Outcome 2		Outcome 3		Non-operating		Non-operating		Total	
	SPPs		SPPs		SPPs		Equity		Previous Years' Outlays			
	2006-07	2005-06	2006-07	2005-06	2006-07	2005-06	2006-07	2005-06	2006-07	2005-06	2006-07	2005-06
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance carried from previous period		1,458	763		47,004	39,988					48,480	40,741
Appropriation Act:												
Appropriation Act (No 2)												
Appropriation Act (No 4)		2,293	2,166		116,165	31,312					118,418	33,508
Departmental Adjustments		450			3,888	4,671		12,840			16,478	4,671
Advances to the Finance Minister												
Reductions:												
- prior years		(864)									(864)	
- current year												
FMA Act:												
Refunds created (FMA s30)												
Appropriations to take account of recoverable GST (FMA s20A)		35	58		11,115	2,887					11,150	2,955
Adjustment of appropriations on change of entity function (FMA s32)												
Total appropriations available for payments		3,330	3,007		178,272	76,800		12,840			193,842	81,875
Cash payments made during the year (GST inclusive)		(2,372)	(1,551)		(122,272)	(31,854)		(12,040)			(136,884)	(33,415)
Appropriations credited to Special Accounts (GST exclusive)												
Balance of Authority to Draw Cash from the Consolidated Revenue Fund for Other Than Ordinary Annual Services Appropriations		1,158	1,458		56,000	47,004					57,158	48,480
Represented by:												
Cash												
Appropriation receivable					56,000	47,004					56,000	47,004
Undrawn, unapplied appropriated appropriations		1,158	1,458								1,158	1,458
Total		1,158	1,458		56,000	47,004					57,158	48,480

The department did not receive appropriations for loans or administered assets.

Note 25C: Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund - Special Appropriations (Unlimited Amount)

Migration Act 1958 - section 332B (Administered)	2006-07	2005-06
Purpose: To deal with registration applications and monitor the conduct of registered agents and lawyers in the provision of immigration assistance.	\$'000	\$'000
Cash payments made during the year (GST inclusive)	(5,328)	(4,110)
Appropriations to take into account of recoverable GST (FMA s30A)	484	-
Total charged to appropriation	(4,844)	(4,110)
Estimated actual	(4,750)	(4,500)

Financial Management and Accountability Act 1997 - section 39 (Administered)¹	2006-07	2005-06
Purpose: Investing in authorised investments (administered).	\$'000	\$'000
Cash payments made during the year	-	(1,303,084)
Total charged to appropriation	-	(1,303,084)
Estimated actual	-	-

Note 25D: Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund - Special Appropriations (Refund Provisions)

Financial Management and Accountability Act - section 28 (Administered)	2006-07	2005-06
Purpose: To provide an appropriation where an Act or other law requires or permits the repayment of an amount received by the Commonwealth and apart from this section there is no specific appropriation for the repayment.	\$'000	\$'000
Cash payments made during the year	(5,505)	(2,920)
Appropriations credited to Special Accounts	-	-
Refunds received (not) (FMA Act s30)	-	-
Appropriations to take into account recoverable GST (FMA s30A)	1	-
Total charged to special appropriation	(5,504)	(2,920)
Budget estimate (FMA Act s28)	-	-

Note 25E: Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund - Special Appropriation (Limited Amount)

Financial Management and Accountability Act 1997; section 21 (Administered)¹	2006-07	2005-06
Purpose: For the receipt and disbursement of the equivalent mining royalty moneys derived from mining operations on Aboriginal land in the Northern Territory.	\$'000	\$'000
Cash payments made during the year	-	(31,917)
Estimated actual	-	30,545

¹ Following the AAO of 27 January 2006, the identified special appropriations were transferred to the Families, Community Services and Indigenous Affairs Portfolio.

Note 26 - Special Accounts

Table A: Special Accounts

Aboriginals Benefit Account - Special Account (Administered)¹	2006-07	2005-06
Legal authority: <i>Aboriginal Land Rights (Northern Territory) Act 1976 – section 53</i>	\$'000	\$'000
<i>Purpose: For the receipt and disbursement of the equivalent of mining royalty moneys derived from mining operations on Aboriginal land in the Northern Territory. This account is interest bearing.</i>		
Balance carried forward	-	116,103
Appropriation for reporting period	-	31,917
GST Credits (FMA s 30A)	-	30
Interest receipts	-	2,412
Total credits	-	34,359
Available for payments	-	150,462
Payments made to land councils	-	(23,000)
Payments made to suppliers	-	(311)
Grants	-	(4,258)
Total debits	-	(30,569)
Balance transferred on restructure	-	(119,893)
Balance carried to next year	-	-
<i>Represented by:</i>		
Cash	-	-
Investments	-	-
Total	-	-
Aboriginal and Torres Strait Islander Land Fund Account (Administered)¹	2006-07	2005-06
Legislation: <i>Aboriginal and Torres Strait Islander Act 2005 – section 193</i>	\$'000	\$'000
<i>Purpose: The Land Fund was built up to become a self-sustaining capital fund by 30 June 2004. It is to provide a secure and ongoing source of funds to the Indigenous Land Council to provide economic, environmental, social and cultural benefits for Aboriginal and Torres Strait Islanders by assisting in the acquisition and management of an Indigenous land base. This account is interest bearing.</i>		
Balance carried from previous year	-	1,415,113
Gain on sale of investments	-	70,389
Interest received	-	23,417
Other receipts - receipts of prepaid interest	-	5,865
Other receipts - receipts (gains) on maturity of investments	-	1,538
Total credits	-	151,199
Available for payment	-	1,514,312
Balance transferred on restructure	-	(1,514,312)
Balance carried to next year	-	-
<i>Represented by:</i>		
Cash	-	-
Investments	-	-
Total	-	-

¹ Following the AAO of 27 January 2005, the above accounts were transferred to the Families, Community Services and Indigenous Affairs Portfolio.

Australian Population, Multicultural and Immigration Research Program Account ²	2006-07	2005-08
Legal authority: <i>Financial Management and Accountability Act 1987, s20</i>	\$'000	\$'000
<i>Purpose:</i>		
(a) for expenditure relating to the Joint Research Program on population and immigration in accordance with approval from the Minister for Immigration and Citizenship in consultation with State/Northern Territory Ministers; and		
(b) for the disbursement to the Commonwealth and participating State/Northern Territory Governments of moneys, if any, standing to the credit of the trust account after the research program has been wound up.		
Balance carried from previous period	188	179
Other receipts	48	153
Total credits	48	153
Available for payments	234	329
Payments made to suppliers	(66)	(145)
Transfer of balance to new APMIRP Special Account	(168)	-
Total debits	(234)	(145)
Balance carried to next year	-	188
<i>Represented by:</i>		
Cash - transferred to the Official Public Account	-	188
Cash - held by the entity	-	-
Total	-	188

Australian Population, Multicultural and Immigration Research Program Account ²	2006-07	2005-08
Legal authority: <i>Financial Management and Accountability Act 1987, s20</i>	\$'000	\$'000
<i>Purpose:</i>		
(a) conducting research into migration, migration settlement, multicultural affairs and population trends, in accordance with approval from the responsible Minister in consultation with relevant State and Territory Ministers; and		
(b) to repay to an original payer amounts credited to the Special Account and residual after any necessary payments made for a purpose mentioned in paragraph (a); and		
(c) activities that are incidental to a purpose mentioned in paragraph (a); and		
(d) to reduce the balance of the Special Account (and, therefore, the available appropriation for the Account) without making a real or notional payment; and		
(e) to repay amounts where an Act or other law requires or permits the repayment of an amount received.		
Balance carried from previous period	-	-
Transfer of balance from prior APMIRP Special Account	168	-
Other receipts	52	-
Total credits	220	-
Available for payments	220	-
Payments made to suppliers	(167)	-
Repayments debited from the Special Account (s 26)	-	-
Total debits	(167)	-
Balance carried to next year	63	-
<i>Represented by:</i>		
Cash - transferred to the Official Public Account	63	-
Total	63	-

² The Minister for Finance and Administration signed two Special Account determinations on 17 August 2006 to vary and abolish the old APMIRP Special Account and establish a new APMIRP Special Account. The determinations were tabled in both Houses of Parliament and the changes took effect from 13 September 2006. The balance of the old APMIRP Special Account was transferred on 30 September 2006 as advised to the Department of Finance and Administration.

Other trust moneys account - Department of Immigration and Citizenship	2006-07	2005-06
Legal authority: <i>Financial Management and Accountability Act 1997 s20</i>	\$'000	\$'000
<i>Purpose: For expenditure of moneys temporarily held in trust or otherwise for the benefit of a person other than the Commonwealth.</i>		
Balance carried from previous period	56,399	34,054
Other receipts		
Bonds	113,242	89,926
Comcare	1,739	1,538
Other	26	4,368
Total credits	115,007	95,831
Available for payments	171,396	129,885
Repayments debited from the Special Account (s 28)		
Visitor visa and compliance bonds	(114,674)	(67,094)
Comcare	(1,831)	(1,473)
COAG Indigenous Trials	-	-
Other	(40)	(4,939)
Total Debits	(116,545)	(73,496)
Balance carried to next year	54,851	56,389
<i>Represented by:</i>		
Cash - transferred to the Official Public Account	54,149	56,566
Cash - held by the entity	702	1,473
Total	54,851	57,029

Table B: Special Accounts investment of public money

Aboriginal and Torres Strait Islander Land Fund Account (Administered)¹	2006-07	2005-06
Investment of public money under section 39 of the FMA Act and sections 18 and 19 of the CAC Act	\$'000	\$'000
Opening balance	-	1,415,113
Investments made	-	1,235,436
Interest earned	-	23,417
Investments realised	-	(1,157,653)
Balance transferred on restructure	-	(1,514,312)
Closing balance	-	-

Aboriginals Benefit Account - Special Account (Administered)¹	2006-07	2005-06
Investment of public money under section 39 of the FMA Act and sections 18 and 19 of the CAC Act	\$'000	\$'000
Opening balance	-	118,103
Investments made	-	67,540
Interest earned	-	2,412
Investments realised	-	(66,270)
Balance transferred on restructure	-	(119,893)
Closing balance	-	-

¹ Following the AAO of 27 January 2006, the above accounts were transferred to the Families, Community Services and Indigenous Affairs Portfolio.

	2006-07	2005-06
Note 27 - Compensation and debt relief in special circumstances	\$	\$
27A - Departmental		
Act of grace payments		
No act of grace payments were made during the reporting period (2006: Nil payments made).	-	-
Waivers made pursuant to subsection 34(1) of the <i>Financial Management and Accountability Act 1997</i>		
Three waivers of amounts owing to the Commonwealth were made pursuant to subsection 34(1) of the <i>Financial Management and Accountability Act 1997</i> (2006: Five waivers made).	9,000	71,214
Payments made under the Defective Administration Scheme		
Forty one payments were made under the 'Defective Administration Scheme' during the reporting period (2006: Twenty five payments made).	127,093	16,885
Payments made under s73 of the <i>Public Service Act 1999</i>		
No payments were made under s73 of the <i>Public Service Act 1999</i> during the reporting period (2006: Nil payments made).	-	-
27B - Administered		
Act of grace payments		
Eight act of grace payments (all Uddin affected cases ¹) were made during the reporting period (2006: Nine payments made).	6,389	44,133
Waivers made pursuant to subsection 34(1) of the <i>Financial Management and Accountability Act 1997</i>		
Uddin affected cases ¹	-	926,927
Other ²	560,102	654,540
	560,102	1,581,467
¹ Debt waivers approved for students affected by the decision of the Federal Magistrates Court in <i>Uddin v MIMA</i> (FMCA 841 07 June 2005). Three hundred and fifty five debt waivers were approved in 2005-06.		
² For the financial year ended 30 June 2007, debts waived consisted of detention costs for nine applicants (2006: fifteen).		
Ex-gratia payments		
No ex-gratia payments were made during the reporting period (2006: No payments made).	-	-
Payments made under the scheme for compensation for detriment caused by defective administration		
No Payments were made under the 'Defective Administration Scheme' during the reporting period (2006: No payments made).	-	-

Note 28 - Reporting of outcomes
Note 28A - Net cost of outcome delivery

	Outcome 1		Outcome 2		Outcome 3		Total	
	2006-07 \$'000	2005-06 \$'000	2006-07 \$'000	2005-06 \$'000	2006-07 \$'000	2005-06 \$'000	2006-07 \$'000	2005-06 \$'000
Expenses								
Administered	81,107	85,884	192,428	173,888	-	79,971	273,535	339,743
Departmental	1,079,106	889,650	187,457	164,494	-	82,442	1,276,665	1,130,554
Total expenses	1,160,213	975,534	389,885	338,382	-	162,413	1,550,100	1,470,337
<i>Costs recovered from the provision of goods and services to the non-government sector</i>								
Administered	565,287	514,778	38,382	31,167	-	79,737	633,649	624,682
Departmental	17,024	28,868	13,375	13,756	-	5,300	30,399	48,924
Total costs recovered	612,311	544,646	51,737	44,923	-	84,037	664,048	673,606
<i>Other external revenues</i>								
Administered	-	1,206	-	-	-	-	-	-
Departmental	15,585	1,206	2,488	3,567	-	12,066	18,073	15,939
Total other external revenues	15,585	1,206	2,488	3,567	-	12,066	18,073	15,939
Net cost/(contribution) of outcome	532,319	429,890	335,660	289,792	-	69,310	867,879	785,752

The department uses a Driver-Based Costing System to determine the attribution of its shared items. The basis of attribution in the above table is consistent with the basis used for the 2006-07 Budget.

Outcomes 1, 2 and 3 are described in Note 1.1. Net costs shown include intra government costs that are eliminated in calculating the actual Budget outcome. Additional information on resourcing by outcome is contained in the Outcomes Resourcing Tables of this annual report.

Following the AAO of 27 January 2008, Outcome 3 was transferred to the Families, Community Services and Indigenous Affairs Portfolio.

Note 28C - Major classes of administered revenues and expenses by outcome

	Outcome 1		Outcome 2		Outcome 3		Total	
	2005-07 \$'000	2005-06 \$'000	2006-07 \$'000	2005-06 \$'000	2006-07 \$'000	2005-06 \$'000	2006-07 \$'000	2005-06 \$'000
Administered revenues								
Fees and charges	663,646	471,753	20,822	16,304	-	-	584,268	498,057
Immigration fines	-4,046	4,486	-	-	-	-	4,045	4,486
Goods and services	-	-	17,230	14,863	-	-	17,230	14,863
Recovery of detention costs	25,088	35,763	-	-	-	-	25,088	35,763
Interest	-	-	-	-	-	55,391	-	55,391
Net gains from sale of assets	-	-	-	-	-	1,720	-	1,720
Net gain from revaluation	-	-	-	-	-	20,062	-	20,062
Other	2,509	2,778	510	-	-	1,564	3,019	4,340
Total administered revenues	695,227	514,778	38,362	31,167	-	78,737	633,649	624,652
Administered expenses								
Grants	6	25	33,891	51,804	-	72,425	33,997	104,254
Subsidies	6,827	6,747	907	487	-	-	7,434	7,244
Personal benefits	4,764	3,694	2,083	1,720	-	-	8,847	5,414
Employees	-	-	-	-	-	409	-	409
Suppliers	45,671	40,854	165,822	138,807	-	7,114	201,393	187,835
Net write-down of assets	23,839	34,564	25	-	-	23	23,864	34,567
Total administered expenses	81,107	85,884	192,428	173,888	-	79,971	273,535	330,743

Outcomes 1, 2 and 3 are described in Note 1.1.

Following the AAO of 27 January 2005, outcome 3 was transferred to the Families, Community Services and Indigenous Affairs Portfolio. Net costs shown include Intra-government costs that are eliminated in calculating the actual budget outcome.



Appendices

Appendix 1: Freedom of information

This information complies with section 8 of the *Freedom of Information Act 1982*.

Information about the department, including its structure, appears earlier in this report. Decision-making powers are vested in the minister and/or the secretary under various Acts. The minister or the secretary may delegate most of their powers to departmental staff.

Generally, the department prefers to provide access to documents in the form of copies. Private viewing of personal files may be done by appointment at state and regional offices.

Initial telephone inquiries in relation to freedom of information (FOI) matters may be made through the client service line on 131 881.

FOI requests with contact addresses in Victoria should be sent to:

Parliamentary and Public Access Section
Department of Immigration and Citizenship
GPO Box 241E
MELBOURNE VIC 3001

FOI requests with contact addresses in all other states and territories of Australia should be sent to:

FOI Section
Department of Immigration and Citizenship
PO Box 25
BELCONNEN ACT 2616

Table 104: FOI documents maintained

Type	Description
Documents of decision-making bodies ¹	Relating to the business of these bodies and including agenda, minutes, and other records.
Cabinet documents ¹	Records of cabinet matters including cabinet submissions and cabinet minutes.
Representations to the Minister for Immigration and Citizenship and the Assistant Minister ¹	The minister and the assistant minister receive a large number of written representations each year concerning all aspects of migration, population, settlement, citizenship policies and portfolio administration.
Documents on internal departmental administration ¹	These documents include personnel records, organisation and staffing records, and internal operating documentation such as internal working documents and correspondence.
Programme documents ¹	These hold documents relating to grants provided to various organisations under the programmes the department administers and programmes administered under enactments including the <i>Migration Act 1958</i> and the <i>Australian Citizenship Act 1948</i> .
Personal information documents ¹	The department holds personal information about applicants for migration and Australian citizenship as well as information about movements into and out of Australia. This is located on individual files and our databases.
Documents available for access or purchase subject to a fee or other charge	The department's annual report is available on the Internet. Legislation and policy instructions are available for purchase via online subscription service, LEGENDcom, or our website. The <i>Freedom of Information Handbook</i> is available from our Freedom of Information units.
Documents available free of charge on request ²	The department holds and makes available on request (free of charge) a range of documents including fact sheets, some research documents, general information leaflets (some in a number of languages) and a leaflet about FOI that is published by the Attorney-General's Department.

1. Some records are either not available or only available to the public under the FOI Act, where access may be subject to a charge.

2. These are available on the department's website (www.immi.gov.au) and/or at the public inquiry counters of the department's Australian and overseas offices.

Appendix 2: Advertising and market research

The following table lists expenditure on advertising and market research contracts during 2006-07.

Table 105: Expenditure on advertising and marketing

Advertising agencies	\$
Singleton Ogilvy & Mather (Sydney) Pty Ltd Development and implementation of an advertising strategy for an Australian Citizenship Communication Campaign	1 260 958
Total for advertising agencies	1 260 958
Market research	
Blue Moon Research and Planning Pty Ltd Market research for the Citizenship Test Communication Campaign	109 670
Blue Moon Research and Planning Pty Ltd Quantitative Research for the Life in Australia booklet	109 670
Cultural Perspectives P/L Development and implementation of a communication strategy targeting people from non-English speaking backgrounds as part of the 2006 Australian Citizenship promotional campaign	100 000
E&S Research Pty Ltd Concept testing for the Australian Citizenship Promotional Campaign 2006	175 895
Elliott and Shanahan Research Developmental research into the Living in Harmony Programme and Harmony Day	55 000
Elliott and Shanahan Research Research into new directions for the Living in Harmony Programme	69 300
Human Synergistics Australia Pty Limited Cultural mapping within the Department of Immigration and Citizenship	80 300
Irene Ross and Associates Settlement Grants Programme - community capacity evaluation	59 576
Peter Bran and Associates Settlement Grants Programme - client satisfaction survey	26 118
Roy Morgan Research Pty Ltd Client satisfaction survey	100 000

Table 105: Expenditure on advertising and marketing *continued*

Market research	\$
The Research Forum	41 633
Corporate Branding Concept Testing	
Total for market research	927 162
Direct mail organisations	
Total for direct mail organisations	0
Media advertising	
HMA Blaze	1 425 692
Non-campaign advertising	
Universal McCann	2 578 629
Campaign advertising	
Maine Street Marketing	148 550
Media and development services for the Living in Harmony Public Information Strategy, incorporating Harmony Day 2007	
Total for media advertising	4 152 871
Total	6 340 991

Appendix 3: Ecologically sustainable development and environmental performance

This section reports on the department's ecologically sustainable development and environmental performance during 2006-07 in accordance with section 516A of the *Environment Protection and Biodiversity Conservation Act 1999*.

The department is committed to minimising the environmental impacts of its operations and providing an environmentally sound workplace that conforms to Commonwealth occupational health and safety requirements. The department has implemented an Environmental Management System (EMS) to achieve this in areas such as:

- energy consumption
- office consumables
- waste to landfill
- transportation.

The department has made progress in 2006-07 with a review of the Environmental Management System towards achieving compliance with the new Australian New Zealand Standard ISO 14001. This standard assists organisations to achieve effective environmental management and increase environmental and financial gains.

Environmental initiatives undertaken by the department during 2006-07 included:

- environmental awareness promotion in the state and territory offices
- managing and promoting a Business Clean Up Day in National Office

- subscribing the entire departmental LeasePlan Fleet to Greenfleet's Vehicle Emissions Offset Programme – Greenfleet will plant native trees for every vehicle subscribed to this programme to absorb the greenhouse gases that an average vehicle produces in one year
- encouraging all departmental vehicle users to use ethanol e10/petrol blended fuel where possible
- continuing to expand the department's use of the new style waste recycling bins across National Office sites, used in conjunction with revised signage that assist staff in recycling waste to result in a reduction of waste going to landfill
- joining the whole-of-government electricity contract for the ACT which is managed by the Department of Defence (under this contract the government pays less for energy and it involves 10 per cent Green Energy)
- including Green Lease Schedule (GLS) in negotiations for all new office building leases greater than 2000m² and with a lease term over two years.

To support the implementation of environmental initiatives the department has a staff volunteer network known as Enviwatch that receives senior management support. This network of environmental 'champions' continues to promote environmental awareness among staff.

Table 106: Departmental energy performance

Year	Building tenant light and power	
	MJ/pp/pa (Revised target of 7500 expected to be met by 2011-12)	MJ/m ² /pa (No target set)
2002-03	8 359	429
2003-04	5 759	287
2004-05 ¹	8 043	367
2005-06	6 601	419
2006-07 ² est.	7 380	372

1. The 2004-05 figures are higher due to the addition of The Office of Indigenous Policy to the department's Portfolio. OIPC and Coordination became part of the Department of Families, Community Services and Indigenous Affairs in 2005-06.
2. While the 2006-07 energy consumption MJ/pp/pa is better than the target of 7,500 MJ/pp/pa, it is higher than the previous year. One of the larger buildings occupied during the year in Canberra's tight property market is an older building which is less energy efficient.
 MJ/pp/pa = Mega joules per person per annum.
 MJ/m² /pa = Mega joules per square metre per annum.

Appendix 4: Discretionary grants

Discretionary grants are payments where the portfolio minister or paying agency has discretion in determining whether or not an applicant receives funding and may or may not impose conditions in return for the grant.

The department administered the following discretionary grants programmes during 2006-07:

- Multicultural Affairs
- Federation of Ethnic Communities' Councils of Australia
- Living in Harmony
- National Action Plan to Build on Social Cohesion, Harmony and Security
- Settlement grants programme.

Appendix 5: Membership of non-statutory bodies

Immigration Detention Advisory Group

The Hon. John Hodges (Chair)
Dr Mohammed Taha Alsalamy
Mr Paris Aristotle AM
Air Marshal Ray Funnell AC (retired)
Major General Warren Glenney AO RFD ED (retired)

The Hon. Gerry Hand
Associate Professor Harry Minas

The Hon. Margaret Reid AO

Sister Loreto Conroy

Mr Tsebin Tchen

Detention Health Advisory Group

Associate Professor Harry Minas (Chair)

Mr Jorge Aroche

Ms Sandra Eagar

Ms Amanda Gordon

Professor Ian Hickie

Dr Paul Kotala

Dr Tim Lightfoot

Professor Louise Newman

Dr Leanne Rowe AM (until September 2006)

Dr Gillian Singleton (from March 2007)

Associate Professor Anna Whelan

Dr Maxine Whittaker

Dr Choong-Siew Yong

Ms Mary Durkin (Observer status)

Detention Health Advisory Group — Mental Health Sub-group

Professor Louise Newman (Chair)

Mr Jorge Aroche

Dr Michael Dudley

Ms Amanda Gordon

Professor Ian Hickie

Associate Professor Nicholas Procter

Dr Choong-Siew Yong

Detention Health Advisory Group — Infectious Disease Sub-group

Dr Maxine Whittaker (Chair)

Dr David Burgner

Dr Natalie Gray

Dr Vicki Krause

Professor Raina MacIntyre

Dr James McCarthy

Ms Doreen Rae

Muslim Community Reference Group

Dr Ameer Ali (Chair)

Mrs Aziza Abdel-Halim AM

Sheikh Taj Aldin Alhilali, represented by Mr Samier Dandan

Dr Mohammed Taha Alsalamy

Sheikh Fehmi Naji El-Imam

Ms Nadia Gani

Dr Amin Hady

Mr Harry Hage

Ms Iktimal Hage-Ali

Mr Kemal Ismen

Muslim Community Reference Group

Mr Abdul Jalal

Mr Mustapha Kara-Ali

Mr Yasser Soliman

Mr Malcolm Thomas

MCRG Sub-Groups supporting members

Ms Salam El-Merebi

Mr Umar Batchelor

Ms Joumanah El-Matrah

Mr Hajji Abdul Rahman Deen

Dr Nazre Sobhan

Ms Sherene Hassan

Ms Senada Softic-Telalovic

Ms Jamila Hussain

Mr Ali Roude

Mr Ahmad Mokachar

Mr Mohamed Hassan

Mr Ghulam Abbas

Dr Ahmed Hammoud

Ms Nancy Aisha Novakovich

Dr Waqar Ahmad

Sheikh Shafiq Rahman Abdullah Khan

Mr Hassan Bazzi

Ms Yasmin Khan

Imam Sabri Samson

Mr Kaled El-Hassan

Refugee and Resettlement Advisory Council

Major-General Warren Glenny AO RFD ED
(retired) (Chair)

Mr Paris Aristotle AM

Ms Margaret Piper

Refugee and Resettlement Advisory Council

Dr Mohammed Taha Alsalami

Ms Carmel Guerra

Ms Irene Ross

Mr Mohamed Abdi

Mr Kevin Liston

Ms Jeannie Mok

Appendix 6: Citizenship statistics

The following tables show the number of people who were conferred Australian citizenship at ceremonies, details of their former nationality/citizenship, and the country in which they were ordinarily resident before entering Australia.

Table 107: Country of nationality or citizenship of people who were conferred in 2006-07

Previous citizenship country	Persons
Afghanistan	2 712
Albania	106
Algeria	30
Angola	2
Antigua and Barbuda	1
Argentina	417
Armenia	26
Austria	105
Azerbaijan	16
Bahamas	1
Bahrain	5
Bangladesh	1 193
Belarus	45
Belgium	66
Belize	7
Bermuda	1
Bhutan	2
Bolivia	19
Bosnia-Herzegovina	395
Botswana	4
Brazil	306

Previous citizenship country	Persons
Brunei Darussallam	18
Bulgaria	99
Burkina Faso	1
Burundi	95
Cambodia	565
Cameroon	5
Canada	1 183
Chile	830
China, People's Republic of	11 251
Colombia	389
Congo	178
Congo, Democratic Republic of	4
Cook Islands	12
Costa Rica	8
Cote d'Ivoire	2
Croatia	298
Cuba	19
Cyprus	47
Czech Republic	76
Czechoslovakia, former	5
Denmark	71
Djibouti	4
Dominican Republic	3
Ecuador	58
Egypt, Arab Republic of	512
El Salvador	69

Table 107: Country of nationality or citizenship of people who were conferred in 2006-07 *continued*

Previous citizenship country	Persons
Eritrea	187
Estonia	12
Ethiopia	692
Falkland Islands	1
Fiji	2 127
Finland	171
France	631
French Polynesia	4
Georgia	13
Germany, Federal Republic of	904
Ghana	152
Greece	295
Grenada	1
Guatemala	5
Guinea	6
Guyana	4
Honduras	4
Hong Kong (SAR of PRC)	2 114
Hungary	144
Iceland	9
India	12 896
Indonesia	2 213
Iran	1 006
Iraq	1 924
Ireland	1 413
Israel	513
Italy	1 265

Previous citizenship country	Persons
Jamaica	14
Japan	180
Jordan	259
Kazakhstan	49
Kenya	396
Kiribati	13
Korea, Democratic People's Republic of	9
Korea, Republic of	2 497
Kuwait	10
Kyrgyzstan	28
Laos	110
Latvia	42
Lebanon	1 341
Lesotho	1
Liberia	525
Libya	13
Liechtenstein	2
Lithuania	36
Luxembourg	1
Macau (SAR of PRC)	35
Macedonia, Former Yugoslav Republic of	386
Malawi	10
Malaysia	2 794
Maldives	9
Malta	815
Mauritius	468
Mexico	84
Moldova	45

Table 107: Country of nationality or citizenship of people who were conferred in 2006-07 *continued*

Previous citizenship country	Persons
Mongolia	7
Morocco	33
Mozambique	2
Myanmar (Burma)	297
Namibia	19
Nauru	10
Nepal	513
Netherlands	689
Netherlands Antilles	3
New Caledonia	6
New Zealand	7 379
Nicaragua	9
Niger	1
Nigeria	161
Norway	25
Oman	1
Pakistan	1 460
Papua New Guinea	189
Paraguay	10
Peru	218
Philippines	5 129
Poland	489
Portugal	380
Romania	301
Russian Federation	779
Rwanda	36
Samoa	112

Previous citizenship country	Persons
Saudi Arabia	11
Senegal	8
Serbia and Montenegro, former	71
Serbia, Republic of	9
Seychelles	42
Sierra Leone	351
Singapore	1 283
Slovakia	124
Slovenia	23
Solomon Islands	35
Somalia	250
South Africa, Republic of	6 489
Spain	187
Sri Lanka	3 571
Sudan	4 573
Suriname, Republic of	4
Swaziland	2
Sweden	378
Switzerland	258
Syria	236
Tadjikistan	1
Taiwan	1 273
Tanzania	28
Thailand	1 445
Timor-Leste, Democratic Republic of	357

Table 107: Country of nationality or citizenship of people who were conferred in 2006-07
continued

Previous citizenship country	Persons
Togo	6
Tonga	214
Trinidad and Tobago	21
Tunisia	4
Turkey	948
Turkmenistan	3
Tuvalu	4
U.S.S.R, former	30
Uganda	44
Ukraine	344
United Arab Emirates	6
United Kingdom	25 948
United States of America	2107
Uruguay	100
Uzbekistan	49
Vanuatu	14
Venezuela	103
Vietnam	2 603
Yemen	10
Yugoslavia, Federal Republic of	593
Zambia	40
Zimbabwe	1 215
Not stated/other	2 444
Total	136 256

Table 108: Country of previous residence of people who were conferred in 2006-07

Previous residence country	Persons
Afghanistan	1 947
Africa ¹	12
Albania	90
Algeria	29
American Samoa	8
Angola	2
Antigua and Barbuda	2
Argentina	442
Armenia	25
Australia	1 029
Austria	116
Azerbaijan	14
Bahamas	9
Bahrain	58
Bangladesh	1 089
Belarus	38
Belgium	77
Belize	4
Bermuda	28
Bhutan	2
Bolivia	21
Bosnia-Herzegovina	327
Botswana	133
Brazil	296
British West Indies ¹	1
Brunei Darussallam	92
Bulgaria	99
Burkina Faso	1

1. As stated in application forms

Table 108: Country of previous residence of people who were conferred in 2006-07 *continued*

Previous residence country	Persons	Previous residence country	Persons
Burundi	31	Fiji	2 101
Cambodia	559	Finland	150
Cameroon	6	France	553
Canada	1 189	French Polynesia	14
Cayman Islands	7	Gaza Strip ¹	2
Chile	826	Georgia	11
China, People's Republic of	11 112	Germany, Federal Republic of	980
Colombia	380	Ghana	266
Congo	69	Gibraltar	3
Congo, Democratic Republic of	5	Greece	330
Cook Islands	41	Grenada	1
Costa Rica	11	Guadeloupe	5
Cote d'Ivoire	2	Guam	6
Croatia	327	Guatemala	8
Cuba	16	Guinea	457
Cyprus	96	Guinea-Bissau	2
Czech Republic	80	Guyana	6
Czechoslovakia, former	5	Holy See ¹	1
Denmark	74	Honduras	10
Djibouti	6	Hong Kong (SAR of PRC)	2 391
Dominican Republic	3	Hungary	147
Ecuador	56	Iceland	9
Egypt, Arab Republic of	2 150	India	11 456
El Salvador	67	Indonesia	1 854
Eritrea	62	Iran	1 243
Estonia	16	Iraq	1 098
Ethiopia	398	Ireland	1 231
Falkland Islands	2	Israel	521

1. As stated in application forms

Table 108: Country of previous residence of people who were conferred in 2006-07 *continued*

Previous residence country	Persons	Previous residence country	Persons
Italy	1 166	Mauritania	1
Jamaica	13	Mauritius	462
Japan	334	Mayotte	2
Jordan	521	Mexico	82
Kazakhstan	50	Moldova	37
Kenya	1 688	Mongolia	7
Kiribati	12	Montenegro, Republic of	3
Korea, Democratic People's Republic of	5	Morocco	27
Korea, Republic of	2 377	Mozambique	8
Kuwait	81	Myanmar (Burma)	234
Kyrgyzstan	28	Namibia	38
Laos	77	Nauru	11
Latvia	44	Nepal	485
Lebanon	1 590	Netherlands	656
Lesotho	7	Netherlands Antilles	5
Liberia	165	New Caledonia	28
Libya	12	New Zealand	7 659
Liechtenstein	1	Nicaragua	5
Lithuania	36	Nigeria	132
Luxembourg	2	Norfolk Island ¹	6
Macau (SAR of PRC)	66	Northern Mariana Islands	6
Macedonia, Former Yugoslav Republic of	353	Norway	28
Madagascar	3	Oman	107
Malawi	108	Pakistan	1 859
Malaysia	2 677	Palestinian Authority	44
Maldives	12	Panama	1
Malta	825	Papua New Guinea	343
Martinique	2	Paraguay	9
		Peru	214

1. As stated in application forms

Table 108: Country of previous residence of people who were conferred in 2006-07 *continued*

Previous residence country	Persons	Previous residence country	Persons
Philippines	4 954	Sudan	2 784
Poland	468	Suriname	9
Portugal	286	Swaziland	6
Puerto Rico	5	Sweden	376
Qatar	65	Switzerland	306
Reunion	4	Syria	390
Romania	293	Tadjikistan	1
Russian Federation	737	Taiwan	1 273
Rwanda	24	Tanzania	134
Samoa	103	Thailand	1 533
Saudi Arabia	167	Timor-Leste, Democratic Republic of	732
Senegal	7	Togo	5
Serbia and Montenegro, former	416	Tokelau	2
Serbia, Republic of	87	Tonga	202
Seychelles	38	Trinidad and Tobago	22
Sierra Leone	156	Tunisia	3
Singapore	2 013	Turkey	1 129
Slovakia	118	Turkmenistan	5
Slovenia	22	Tuvalu	3
Solomon Islands	36	U.S.S.R, former	27
Somalia	135	Uganda	344
South Africa, Republic of	6 804	Ukraine	336
South America ¹	1	United Arab Emirates	638
Spain	171	United Kingdom	24 835
Sri Lanka	3 242	United States of America	2 351
St Vincent and the Grenadines	1	Unknown ¹	202
Stateless ¹	10	Uruguay	98
		Uzbekistan	46

1. As stated in application forms

Table 108: Country of previous residence of
people who were conferred in 2006-07
continued

Previous residence country	Persons
Vanuatu	24
Venezuela	99
Vietnam	2 566
Yemen	53
Yugoslavia, Federal Republic of	557
Zambia	98
Zimbabwe	1 507
Total	136256

Appendix 7: Compliance with legal services directions

This is a statement of legal services expenditure by the department for 2006-07, published in compliance with paragraph 11.1 (ba) of the *Legal Services Directions 2005*.

Table 109: Compliance with legal services

Description	(GST Exclusive)
Agency's total legal services expenditure	43 635 281
Agency's total external legal services expenditure	29 980 682
External expenditure on solicitors	23 396 333
External expenditure on counsel	4 326 146
Number of matters in which male counsel briefed ¹	1 421
Estimated value of briefs to male counsel	3 244 610
Number of matters in which female counsel briefed ¹	620
Estimated value of briefs to female counsel	1 081 537
Disbursements on external legal services	1 155 112
Other external legal services ²	1 103 090
Agency's total internal legal services expenditure	13 654 599
Salaries	11 401 675
Overheads (for example, office-stores, stationery, training, and travel)	2 252 924

1. These statistics relate to litigation matters only.

2. The department is unable to provide a further breakdown of this figure.

Appendix 8: Correction of material errors

The following errors were detected after publication of the 2005-06 Annual Report.

The qualitative result in table 69 should have included the words *or part thereof* and should have read: *In calendar year 2005 the following results against Certificates in Spoken and Written English (CSWE) or part thereof were achieved: ...*

The Consultant table on page 370 of the report listed three entries for the Value Creation Group Pty Ltd.

The entries for Value Creation Group Pty Ltd were incomplete and two of the entries contained incorrect contract prices. The entries in the table in relation to Value Creation Group Pty Ltd should have appeared as follows:

Table 110: 2005-06 Consultant table amendments

Consultant name	Description	Contract price	Selection process	Justification
Value Creation Group Pty Ltd	Development of the DIMA Plan and strategic planning framework	\$203 507	Select tender	C
Value Creation Group Pty Ltd	Pilot development of a divisional business plan	\$45 772	Direct sourcing	C
Value Creation Group Pty Ltd	Facilitation of client focussed workshops and advice for senior managers	\$85 990	Direct sourcing	C
Value Creation Group Pty Ltd	Facilitation of establishment of the Performance Management Committee	\$9 350	Direct sourcing	C
Value Creation Group Pty Ltd	Pilot development of a service delivery plan	\$50 470	Direct sourcing	C
Value Creation Group Pty Ltd	Facilitation and development of a business plan	\$16 652	Direct sourcing	C

Glossary

AAO	Administrative Arrangements Order	ARMS	AMEP Reporting Management System
AAP	Annual Audit Plan	ASA	Asylum Seeker Assistance
AAT	Administrative Appeals Tribunal	ASCO	Australian Standard Classification of Occupations
A-Based	Australian-based	ASEAN	Association of South East Asian Nations
ABP	Automated Border Processing	ASIO	Australian Security Intelligence Organisation
ABS	Australian Bureau of Statistics	ATIS	Automated Telephone Interpreting Service
ABTC	APEC Business Travel Card	ATNS	Agreements, Treaties, Negotiations, and Settlements
ACAD	Aboriginal Cadet	ATO	Australian Taxation Office
ACM	Australasian Correctional Management Pty Ltd	ATSB	Australian Transport Safety Bureau
ACS	Australian Customs Service	ATSIC	Aboriginal and Torres Strait Islander Commission
ACTU	Australian Council of Trade Unions	AusAID	Australian Agency for International Development
ADS	Approved Destination Status	AUSCO	Australian Cultural Orientation
ADV	Australian Declaratory Visas	AWA	Australian Workplace Agreement
AEC	Australian Electoral Commission	BIO	Border Intelligence Officer
AFMA	Australian Fisheries Management Authority	BOC	Border Operations Centre
AFP	Australian Federal Police	BPLAA	Border Protection Legislation Amendment (Deterrence of Foreign Fishing) Act 2005
AL	Assessment Level	BSD	Border Security Division
ALO	Airline Liaison Officer	BVE	Bridging E visa
AMEP	Adult Migrant English Programme	BVF	Bridging F visa
ANAO	Australian National Audit Office	CADST	Cadets
APC	Asia-Pacific Consultations on Refugees, Displaced Persons, and Migrants	CCMD	Compliance Services, Case Management and Detention portal
APEC	Asia-Pacific Economic Cooperation	CeBIT	Centre for Office and Information Technology
API	Advance Passenger Information	CEI	Chief Executive Instruction
APIMRP	Australian Population, Immigration, and Multicultural Research Programme		
APP	Advance Passenger Processing		
APS	Australian Public Service		
ARC	Australian Red Cross		

CERS	Certificates of Evidence of Resident Status	DEAN	Document Examination Alert Notices
CES	Client Enquiry Support	DeHAG	Detention Health Advisory Group
CIL	Citizenship Information Line	DEST	Department of Education, Science and Training
CIS	Country Information Service	DEWR	Department of Employment and Workplace Relations
CJSV	Criminal Justice Stay visa	DFAT	Department of Foreign Affairs and Trade
CLG	Corporate Leadership Group	DIAC	Department of Immigration and Citizenship
CMA	Council for Multicultural Australia	DIMA	Department of Immigration and Multicultural Affairs
CMAL	Central Movement Alert List	DIMIA	Department of Immigration, Multicultural and Indigenous Affairs
CMSC	Change Management Steering Committee	DPMC	DIMA Performance Management Committee
CNTA	China National Tourism Association	DPP	Director of Public Prosecutions
COAG	Council of Australian Governments	DRC	Detention Review Committee
CPAS	Contracts and Procurement Advice Section	DRMs	Detention Review Managers
CP&CCD	Compliance Policy and Case Coordination Division	DSC	Detention Services Contract
CPG	Commonwealth Procurement Guidelines	DSP	Detention Services Provider
CSC	Computer Science Corporation Australia Pty Ltd	DVS	Document Verification Service
CSIP	Client Service Improvement Programme	EC	European Commission
CSSS	Community Settlement Services Scheme	EC	Executive Committee
CSU	Cluster Support Unit	ECP	Enhanced Cooperation Programme
CSWE	Certificates in Spoken and Written English	ECS	Enhanced CEKAL System
CSWP	Commonwealth/State Working Party on Skilled Migration	EDRC	Executive Detention Review Committee
CTC	Competitive Tendering and Contracting	EL	Executive level
DAEC	Departmental Audit and Evaluation Committee	ELICOS	English Language Intensive Course for Overseas Students
DAFF	Department of Agriculture, Fisheries, and Forestry	EMC	Executive Management Committee
		ENS	Employer Nomination Scheme
		EOC	Entry Operation Centre

ESOS Act	<i>Education Services for Overseas Students (ESOS) Act 2000</i>	IAP	Internal Audit Programme
ESP	External services provider	IBM	International Business Machines Corp.
ETA	Electronic Travel Authority	ICAO	International Civil Aviation Organisation
EU	European Union	ICSE	Integrated Client Service Environment
e-Visa	electronic visa	ICT	Information and Communication Technology
EVO	Entitlement Verification Online	IDAG	Immigration Detention Advisory Group
EXEC	Executive	IDC	Interdepartmental committee
FaCSIA	Department of Families, Community Services, and Indigenous Affairs	IDEAL	Immigration Dilemmas: Ethics, APS values and Leadership
FECCA	Federation of Ethnic Communities' Councils of Australia	IDPs	internally displaced persons
FINA	Federation Internationale de Natation Amateur	IDS	Immigration Detention Standards
FISC	Fraud, Integrity and Security Committee	IECN	International Event Coordinator Network
FMA Act	<i>Fisheries Management Act 1991</i>	IELTS	International English Language Testing System
FOI	Freedom of information	IFF	Illegal Foreign Fishers
FOI Act	<i>Freedom of Information Act 1982</i>	IGC	Inter-Governmental Consultations
FCC	Four Country Conference	IGOC Act	Immigration (Guardianship of Children) Act 1946
GCIM	Global Commission on International Migration	IHSS	Integrated Humanitarian Settlement Strategy
GDEN	Global Document Examination Network	IMtel	Immigration Intelligence (IT System)
GFU	Global Feedback Unit	IOM	International Organization for Migration
GPU	Global Processing Unit	ISO	International Standards Organisation
GSE	Global Systems Environment	ISR	Identity Services Repository
GSL	GSL (Australia) Pty Ltd	ISS	Immigration Status Service
GSM	General Skilled Migration	IT	Information technology
HR	Human resources		
HREOC	Human Rights and Equal Opportunity Commission		
HSA	Health Services Australia		
IAAAS	Immigration Advice and Application Assistance Scheme		

ITACs	Immigration Transit Accommodation Centres	NAATI	National Accreditation Authority for Translators and Interpreters
JCPAA	Joint Committee of Public Accounts and Audit	NAP	National Action Plan to Build on Social Cohesion, Harmony and Security
LA	Labour agreement	NCC	National Character Cancellation Centre
LEE	Locally engaged employee	NEAS	National English Language Teaching Accreditation Scheme
LSIA3	Longitudinal Survey of Immigrants to Australia	NGO	Non-government organisation
LSIC	Longitudinal Survey of Immigrants to Canada	NIDC	Northern Immigration Detention Centre
MAL	Movement Alert List	NIO	National intelligence officer
MAPKE	Migration Advice Professional Knowledge Entrance	NISS	National Identity Security Strategy
MAPP1	Mandatory Advance Passenger Processing — Stage 1	NIVA	National Identity Verification and Advice
MARA	Migration Agents Registration Authority	NSCF	National Staff Consultative Forum
MATF	Migration Agents Taskforce	OFW	Office for Women
MCIMA	Ministerial Council on Immigration and Multicultural Affairs	OHS Act	<i>Occupational Health and Safety (Commonwealth Employment) Act 1991</i>
MCRG	Muslim Community Reference Group	OHS	Occupational health and safety
MIA	Migration Institute of Australia	OIPC	Office of Indigenous Policy Coordination
MJEX	Multi-jurisdictional exercise	OPA	Official Public Account
MMO	Movement Monitoring Officer	OPC	Offshore processing centre
MO	Medical officer	PAES	Portfolio Additional Estimates Statements
MODL	Migration Occupations in Demand List	PALA	Performance and Learning Agreement
MOU	Memorandum of understanding	PAO	Public affairs officer
MPMS	Migration Programme Management System	PBS	Portfolio Budget Statements
MRC	Migrant resource centre	PIC	Public interest criteria
MRT-RRT	Migration Review Tribunal and Refugee Review Tribunal	PID	Personal identity digit
MSA	Migrant service agency	PIDC	Pacific Immigration Directors Conference
MSI	Migration series instruction	PMC	People Management Committee

POPC	Perth Offshore Parents Centre	SPP	Special Preparatory Programme
PPV	Permanent Protection visa	SRF	Settlement Reporting Facility
PRC	People's Republic of China	STOs	State and territory office
PRLEG	Principal legal officer	TB	Tuberculosis
PSO	Programme Services Office	THV	Temporary Humanitarian visa
PSST	People-Smuggling Strike Team	TIS	Translating and Interpreting Service
PTW	Permission to work	TOEFL	Testing of English as a Foreign Language
PV	Protection visa	TPV	Temporary Protection visa
RCOA	Refugee Council of Australia	TRIPS	Travel and Immigration Processing System
RFT	Request for tender	TVAG	Tourism and Visa Advisory Group
RHC	Residential housing centre	UHM	Unaccompanied humanitarian minor
RHP	Residential Housing Project	UN	United Nations
RMAS	Regional Movement Alert System	UNDG	United Nations Development Group
ROS	Resolution of status	UNDP	United Nations Development Program
ROU	Record of understanding	UNESCO	United Nations Education, Scientific & Cultural Organisation
RPBV	Removal Pending Bridging visa	UNICEF	United Nations Children's (originally International Children's Emergency) Fund
RRAC	Refugee Resettlement Advisory Council	UNHCR	United Nations High Commissioner for Refugees
RRV	Resident Return visa	UNHLD	United Nations High Level Dialogue on International Migration and Development
RSMS	Regional Sponsored Migration Scheme	USA	United States of America
RTO	Registered Training Organisation	VET	Vocational and educational training
SAR	Special Administrative Region	VPC	Visitors processing centre
SBS	Special Broadcasting Service	VSC	Values and Standards Committee
SEARCCT	South East Asian Regional Centre for Counter Terrorism	WCSU	War Crimes Screening Unit
SES	Senior Executive Service	WHM	Working holiday makers
SES B	Senior executive service, band	WTO	World Trade Organisation
SGP	Settlement Grants Programme	WTO	World Trade Organisation General Agreement on Trade in Services
SHP	Special Humanitarian Programme	GATS	
SIR	Skilled — independent regional		
SLA	Service level agreement		
SNLEG	Senior legal officer		
SPAO	Senior public affairs officer		

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Cover notes



Sam Underdown

Sam Underdown works in the Client Service Channel Management Branch in the department's National Office in Canberra. Sam heads a team designing and implementing a new email management system that will improve outcomes for clients and staff using email for general enquiries in Australia and offshore.



Shauket Esufali

Sri Lankan surgeon Shauket Esufali always knew he was going to be a doctor. After study in London and work in private practice and medical education in Sri Lanka, Dr Esufali came to Australia for post-graduate studies. He decided to stay and gained a Temporary Medical Practitioner visa to work at South Australia's Mt Gambier Hospital.



Harmony Day

More than 148 000 Australians set out to establish a record for the largest number of people playing cricket in a single event on Harmony Day in March 2007. Participants included this group of students from the Good Shepherd Primary School at Amaroo in Canberra.



Kimberly Anderson

Former Seattle actress Kimberly Anderson joyfully remembers the events that led to her becoming a teacher of Australian history and drama at a Melbourne boys' high school. Discussions with students contributed to her decision to become an Australian citizen at a 2006 Citizenship Day ceremony at Melbourne's Immigration Museum.



Fatma El-Shearif

Fatma El-Shearif is the assistant director of the department's Strategic IT Procurement Management Section working on projects including telecommunication tendering, where she has been responsible for pricing evaluation. Fatma was born in Egypt. She arrived in Australia in 1979, and became an Australian citizen in 1982. She has worked for the department for 20 years.



Par Kel Myint

After 15 years in camps in Thailand and Burma, Karen refugee Par Kel Myint arrived in Brisbane in 2006 with his partner and seven of their children. The family plans to start a small business making and selling Karen costumes.



Harriet Doyle

Australia's newest citizens in 2007 included four-year-old Harriet Doyle of Deeral near Cairns in North Queensland. British-born Harriet and her mother Lisa became citizens at a ceremony at the Cairns City Council chambers. Harriet's father John joined the family to affirm his Australian citizenship.



Maritime Crew Visas

Australia is the second country in the world to introduce a Maritime Crew Visa for the 130 000 seafarers who visit Australia each year. The visa became available in 2007 amid an extensive information and education campaign for the maritime industry. It is to become mandatory in 2008, when seafarers who travel to Australia will be subject to the same visa and security checking arrangements as other temporary visitors.



Stephen McLeish

Scotsman Stephen McLeish had placed his resume on the departmental Skill Matching Database and was identified as a candidate for a regional skilled migration visa to work for a motoring firm in regional Victoria. Stephen comes from a small town just outside Glasgow in Scotland. He was delighted with his shift to Bairnsdale in Victoria in November 2004.



Nina and Paolo Monterosso

Italian-born Nina and Paolo Monterosso of Geelong in Victoria share their first kiss as Australians after they gained citizenship on Citizenship Day 2006 in Melbourne. Nina's brother Salvatore Formica and Paolo's sister Dora – who also married after they migrated to Australia – also became Australian citizens at the ceremony.



Neema and Papi Maulidi

Papi Maulidi had been separated from one of his youngest sisters Neema after the family fled conflict in the Democratic Republic of Congo in 2001. But after a search led by a Victorian school principal, nine-year-old Neema was reunited with her five brothers and sisters and her father in Shepparton in November 2006.



Deepak Darshan

Deepak Darshan had dreamed of returning to Australia since he spent a year studying here in 2000. In 2004, Deepak was invited to take up a skilled independent visa to work at the Queensland Institute of Medical Research on a molecular biology and genetics project investigating the disease haemochromatosis. Deepak's wife is a doctor working in a Brisbane hospital.



AMEP

An Adult Migrant English Programme (AMEP) class at the Reid campus of the Canberra Institute of Technology provides English-language tuition to eligible migrants. In 2006-07, AMEP service providers delivered tuition and associated services to 50 218 clients at more than 250 locations around Australia.

